castleforbes college

Student Handbook

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Key contacts

Name	Role
Adrian Kilgallon	Managing Director / Owner
Seamus Walsh	Director of Studies (day-to-day + complaints Stage 2)
Andrew Copeland	Assistant DoS / Academic Lead (curriculum, CPD, observations; covers DoS)
Valentina Benedetti	Student Welfare Officer + Reception
Gemma Sapes Tornero	Admissions/Admin (remote)
Erika Martini	Sales/Admin (Italian market) + reception cover + admissions cover
Fábio Ricardo Xavier do Nascimento	IT/Systems
Janet Reyna Cuellar	Marketing Manager

Emergency contact numbers

College telephone	**(01) 874 6848**
WhatsApp	(01) 874 6848
Emergency mobile	(01) 874 6848
Reception hours	Monday - Friday - 08:45 hrs - 17:15 hrs
Emergency Services (Ireland):	Dial 999 or 112 (free of charge)

Recommended medical centre

The College recommends GPdoc Medical Centre, Wellington Court, Wellington Street Upper, Dublin 7.

Website: gpdoc.ie | Tel: 01 549 6267.

Students are encouraged to register on arrival/commencement of the course. Please check the GP's website for current opening hours and appointment availability.

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Welcome

Welcome from the Director of the College

Welcome!

Welcome to Castleforbes College, we are delighted to have you as a student in our school. You are now on the path to acquiring a new language – English! We hope you will enjoy your experience here both through learning English and immersing in a unique new culture.

This Student Handbook will give you all the information you need about your classes, accommodation, emergency numbers and anything else that you need to know. We have done our best to make sure everything is covered here but if you have any questions, you can always ask any member of the staff and we will be happy to help you!

We wish you all the best in your future studies at Castleforbes College.

Regards,
The Castleforbes College team:

Adrian Kilgallon – Managing Director / Owner
Seamus Walsh – Director of Studies (day-to-day + complaints Stage 2)
Andrew Copeland – Assistant DoS / Academic Lead (curriculum, CPD, observations; covers DoS)
Valentina Benedetti – Student Welfare Officer + Reception
Gemma Sapes Tornero – Admissions/Admin (remote)
Erika Martini – Sales/Admin (Italian market) + reception cover + admissions cover
Fábio Ricardo Xavier do Nascimento – IT/Systems
Janet Reyna Cuellar – Marketing Manager

Welcome from the Director of Studies

On behalf of the academic team at Castleforbes College, I would like to offer you a warm welcome to the college and, indeed, Dublin, our beautiful capital city. We hope you have a fantastic time during your stay and make great improvements in your English language abilities.

Our academic team have been chosen for their wealth and depth of knowledge and teaching experience, which is hard to find in many other schools around Dublin. Our team have taught around the world in places as far away as Australia, Korea, India, Thailand, Russia and China, as well as countries nearer to home like the UK, Spain, France, Poland and Norway. In addition to understanding what it is like to live in another country, they also bring experience and knowledge of different cultures along with varied teaching and learning styles.

At Castleforbes College we base all our teaching on the communicative approach, which focuses on practical language use rather than trying to memorise lots of grammar. We believe in giving students the skills to take control of their own learning inside and outside of the classroom environment by focusing on the 4 skills of reading, writing, speaking and listening. These skills are taught and developed through the use of engaging and motivating lessons which use real life situations and texts. In addition, there is regular testing to ensure that learners are not left behind. Remember, your progress is up to you. The more effort you put in, the more progress you will make!

While our courses are based around a text book, our teachers have the freedom to use supplementary materials, such as newspapers, magazines and videos for example, in order to link the outside world to what is being studied in class. All our non-EEA students are enrolled in an exam when they start at the college. This exam is the Test of Interactive English (TIE). However, you may like to do a University of Cambridge exam, such as the First Certificate in English (FCE) or IELTS which we can help to prepare you for.

I look forward to meeting you when you start.

Seamus Walsh,
Director of Studies
Castleforbes College

About Castleforbes College

Castleforbes College Certificate

A certificate of English language level is issued to all students who successfully complete their course. The certificate states which course the student completed, the dates of the course they completed, and the level they attained (based on the CEFR).

Learner Protection

All non-EEA students (students who require a study visa) are required to take out Learner Protection Insurance. This will ensure that you will be able to complete your studies in another school in the unlikely event of your course ending prematurely. Castleforbes College arranges Learner Protection Insurance for all students enrolling for 25 weeks or more.

Emergency contacts and safety

Castleforbes College Contacts

- Telephone: (01) 874 6848
- WhatsApp: (01) 874 6848
- Emergency: (01) 874 6848
- Reception hours: Monday - Friday - 08:45 hrs - 17:15 hrs

Police, fire and ambulance

Irish emergency services can be contacted by phoning 999 or 112 free of charge. These services include the Garda (the Irish police), the ambulance service, the fire brigade, and the Coast Guard Life-boat service. You may be required to give details such as your name, location and telephone number. It is worth remembering that these services can be called from any mobile phone even when the device is locked - under the stress of an accident, this could prove vital.

Personal safety

Taking care when out and about

1. Plan your route beforehand to minimise checking maps on the street.
2. Mind your belongings when in crowded areas. Use a bag with a strap that goes around your neck and diagonally across your body.
3. Keep to populated areas and avoid quiet and deserted streets at night.
4. Don’t bring attention to yourself by wearing expensive jewellery or leaving belongings exposed.
5. Be aware of your surroundings, walk purposefully and confidently.
6. Avoid taking short-cuts through deserted areas particularly after dark.
7. If you are travelling to a remote area inform somebody where you are going.
8. Camp in approved sites only - never pitch a tent in open spaces or public areas.

Public transport

Dublin Bus operates an extensive service across Dublin city and the Greater Dublin Area. Castleforbes College is located near multiple Dublin Bus stops and routes. Students should use the TFI journey planner or the Dublin Bus app for the most up-to-date routes and timetables.

Living in Dublin

Weather and climate

Like much of the rest of north-western Europe, Dublin experiences a maritime climate with cool summers, mild winters, and a lack of temperature extremes. The average temperature in January is approximately 8°C, while the average July temperature is around 20°C. There are four distinct seasons, which can sometimes be experienced in one day, so be prepared for some rain. A good raincoat or umbrella should do.

National museums and galleries

All three national museums are open Tuesday to Saturday, 10am-5pm and Sunday 2pm-5pm. Admission is free. For more information regarding museums in Dublin please visit www.museum.ie. The National Gallery is open 7 days per week, and admission is free. The opening times are Monday and Sunday from 11.00 to 17.30; Tuesday, Wednesday, Friday, and Saturday 9.15 to 17.30; and Thursday from 9.15 to 20.30. For more information about the National Gallery, please visit www.nationalgallery.ie.

Shopping and markets

There are two main pedestrianised shopping streets in Dublin city centre, Henry Street along with its adjoining streets, and Grafton Street, which runs between Trinity College and St Stephen's Green. They are both within walking distance from each other. While Grafton Street is aimed at high-end retail, there is a better chance of finding a bargain on Henry Street.

Markets:

- Temple Bar Food Market, which runs every Saturday 9.30am to 4pm on Meeting House Square
- Temple Bar Book Market, which takes place Saturday's from 10:30am- 5:00pm at Barnardo Square
- Dublin Food Co-op Market, which takes place every Wednesday to Saturday between 9:30am - 7pm and Sunday between 10am - 6pm at Kilmainham Square, The Old Chocolate Factory, Inchicore Rd, Dublin 8

Accommodation

Homestay

Ireland is famous for its hospitality towards visitors and staying with a host family is the best way to immerse yourself in Irish life and provides an excellent opportunity to improve your English in natural situations. All our host families are within walking distance to public transport and provide two meals a day, some light laundry, and help and assistance in getting around the city.

Residence

If you do not want to stay with a host family, the college has a number of modern apartments and houses available for short-term rental around the city, many within walking distance from the college. Due to demand, this type of accommodation typically needs to be booked at least four weeks in advance of your start date.

Hotel

Generally, the price you pay for a hotel will depend on the quality. However, it can be expensive to stay in a hotel for the duration of your stay in Dublin. We recommend that you visit www.dublinvisitorcentre.ie to find a comprehensive list of hotel accommodation in Dublin.

Hostel

There are numerous hostels dotted around the city, which are viable alternatives for those who do not want rent or stay with a host family, whilst keeping costs relatively low. Prices vary according to hostels, and it is often advisable to book directly with the hostel in question in order to get the cheapest rate.

Permanent accommodation

Once you have settled into daily life in Dublin, you may wish to move to a more permanent type of accommodation. You may decide to continue to stay with your host family or find an apartment to share with other students or rent a place on your own.

1. Rental: the price of renting private accommodation in Dublin can vary greatly, depending on factors such as location and facilities (phone, cable TV, internet, etc.). Typically, rental accommodation in Dublin is furnished, but it can be a good idea to buy your own bed clothes.
2. Looking for accommodation: You can find accommodation 'to let' in the property section of newspapers, through estate agents, and on websites like www.daft.ie and www.myhome.ie.

Advice about renting

Your rent

Your weekly rent does NOT typically include bills for gas, electricity or telephone charges. Rent is usually paid four weeks in advance, but occasionally it may be required two weeks in advance. The rent is paid directly to the landlord, or their agent. You will also need to pay a security deposit of four weeks rent in advance, which will be returned, provided that you have not caused any damage and have paid your rent.

Signing a lease

In order to secure a property to rent, you will need a security deposit and plus several weeks rent payable in advance. The landlord may ask you to provide references from an employer or the college. It is worth remembering that as a tenant you have rights and obligations. Make sure that you are aware of these before you sign the lease. If you need any assistance, you should contact your local Citizens Advice Bureau at www.citizensinformation.ie.

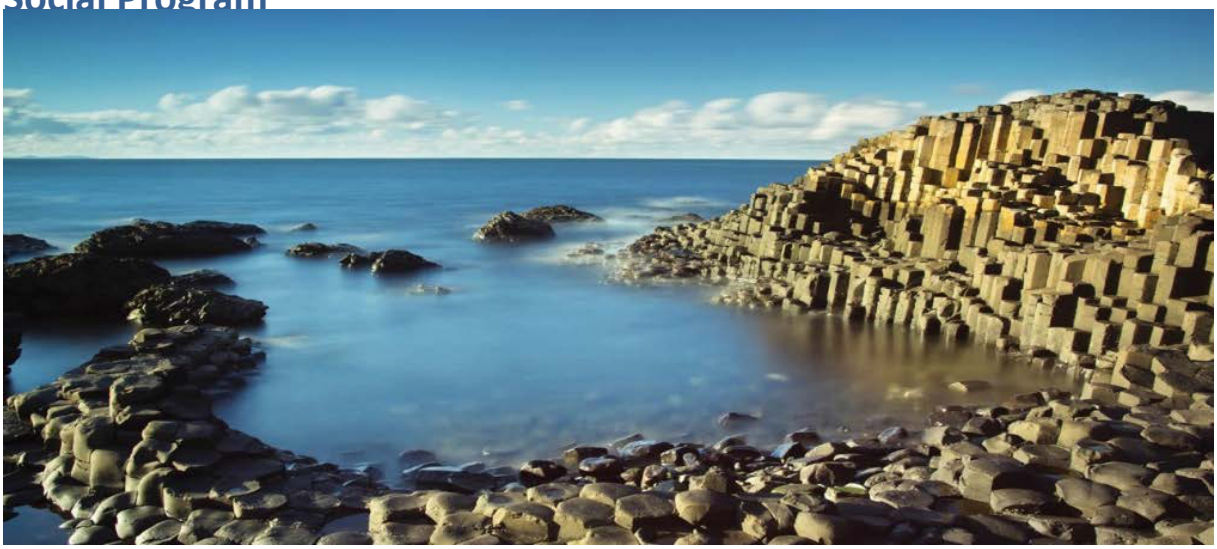
Terms and conditions

The landlord may include some conditions, such as not permitting animals or children in the accommodation. You should check with the landlord if there are any conditions or restrictions before signing the lease. Failure to comply with the landlord's conditions may result in the landlord asking you to leave the property.

Inspecting a property before renting

Most landlords will inspect the property with you before you commence your tenancy. The landlord should have a list of the furniture and fittings in each room of the property in order that you agree on the condition of the property. You should note anything that is not listed on the landlords list and keep a copy of this document that has been signed by you and the landlord. It is a good idea to take photos of the rooms, furniture and fittings in each room and keep this for your records should there be a dispute over the condition of the property. When you become a tenant, you will be responsible for these things. There will be another inspection at the end of your tenancy and the final condition of the property will determine whether you will receive your full security deposit. If the landlord does not inspect the property before you leave then you may suggest that they inspect the property to ensure fairness for both you and the landlord.

Social Program



The Giant's Causeway, Co Antrim

The college believes that it is paramount to provide students with the best overall language experience possible. In addition to your course we offer a vibrant social programme for you to enjoy. We offer our students optional conversation workshops in the afternoons, which are an opportunity for students to join conversations of a topical nature. In addition to the extra-curricular activities we provide at the college, we believe that an integral part of the student learning experience is embracing Irish culture. Students are fortunate to live in Dublin, a literary city where they can learn so much about Irish writers. Study trips to museums and other places of interest take place every Friday. In addition, teachers may bring students to various locations in the city as part of their course where appropriate. This is to be seen as an opportunity to learn within a real world example and is not intended to be a social outing. Further to the activities above, we also organise monthly excursions to different parts of the island such as Galway, the Giants Causeway, the Cliffs of Moher and Glendalough. It is our underlying goal that the above will instil a deep-rooted love of the English language and a fond memory of the island where you learnt the language.

Glendalough, Co Wicklow

Services

Telephones

There are three main mobile phone operators in the Republic of Ireland:

- Vodafone
- Eir
- 3mobile (Three)

Other companies such as Tesco and Lycamobile also offer mobile phone services. Services are provided on both pre-pay or bill-pay bases. If you use a bill- pay phone, your calls will be cheaper, but you will have to sign a contract for 12- 18 months.

Making an international phone call

To make an international call, dial the international access code+ the country code+ the area code (if required) +phone number (do not add the leading 0)

Example (Rome, Italy): +39-06-1234567

National Operator Number	**10**
International Operator	1141
Directory Enquiries (Ireland)	11811
Directory Enquiries (International)	11818

Medical care

If you need urgent medical care while at school, Castleforbes College will seek suitable medical help. There are also doctors available at the Emergency Department of local hospital. The nearest Emergency Dept. to the school is at the Mater Hospital, on Eccles Street.

Other medical needs

If you are sick and it is not an emergency, you should visit a local doctor (GP) or a medical centre. It's best to phone and make an appointment. If you are unable to attend you appointment time, you should phone to cancel. At the appointment, the doctor will ask you questions about your medical history and any medicines you may be taking. The doctor might also prescribe some medicines, which may be covered by your health insurance. You should check with the health centre if your prescription is covered. Make sure you get a medical certificate because if you are absent from classes, you will need the certificate as proof that you were sick. There is no extra charge for this certificate. Normally, you must pay the bill yourself. Depending on your health insurance policy you may be able to claim back some of the costs at a later date. Make sure you get receipts for everything.

Medicines

Doctors in Ireland can prescribe medicines, which are available in chemists' shops and pharmacies. If you normally take prescribed medicines, you should have a letter from your regular doctor with details of your condition and the drugs you are taking.

Pharmacies

Prescription medicines are not free. You need to pay the pharmacy. You can get prescribed drugs from any pharmacy. You need to give the prescription to the pharmacist who will prepare the medicine for you. There is usually only a short waiting time.

Dental and eye care

This type of treatment is not typically covered by your health insurance and can be expensive compared to your own country.

Finances

Exchanging money

The currency of Ireland is the Euro (€). Dedicated money exchanges can change your country's currency in Euro. Exchange rates can be different from banks, so make sure to check the rates before you exchange your money to get the best deal.

Banks and ATMs

There are many banks in Dublin which offer banking services nationwide. All banks have automatic teller machines (ATM) and they can also be found in many shops and supermarkets. Bank opening hours are usually 10:00am – 4:00pm, Monday to Friday, while some branches open late on Thursdays.

How to open a bank account

If you are enrolling on a long-stay course, it is a good idea to open a bank account. To open a bank account you will need the following items:

1. Your passport (original, not a copy).
2. Employment contract
3. A third party correspondence containing your name and Irish address. Utility bills are acceptable. However, this may be difficult if you are living with a host family. If you have any problems with this, you should contact the reception who will be able to advise you.

Other ways to prove your address:

- An official letter or utility bill (gas, phone, electricity, etc.) with your name and address printed on it.
- A letter from your landlord stating that you live at the address, together with an official letter or utility bill in their name.

Once your account has been opened, you can withdraw your money from any branch, or by simply using your bank card at any ATM. You will need to set up a Personal Identity Number (PIN) in order to use an ATM. If you need help doing this, you should ask your bank. If your card is lost or stolen, you must contact your bank immediately. Most banks have a dedicated help line for people who have had their bank cards lost or stolen.

Working and finding a job

Applying for a PPS Number

Your Personal Public Service (PPS) number is a unique identifier used for social welfare and tax purposes in Ireland. It is issued by the Department of Employment Affairs and Social Protection and is required for a range of purposes, including accessing social welfare benefits and public services, paying taxes, opening a bank account, and registering for a driving test. In order to apply for a PPS Number online, you will need to have a basic MyGovID account mywelfare.ie.

You will need to upload photos or copies of:

1. A legitimate reason as to why you need a PPS number (this is usually a letter written by your new employer).
2. Your passport (original, not a copy).
3. Proof of address (official letter or utility bill (gas, phone, electricity, etc.) with your name and address printed on it or letter from your landlord stating that you live at the address, together with an official letter or utility bill in their name)

Looking for a job

Once you have your PPS number and, if you are not from the EEA, student visa, you are permitted to work legally in Ireland. Non-EEA students will be permitted to work 20 hours per week during term time, and 40 hours per week from June to September and from 15 December to 15 January. To succeed in getting a job, you will typically need a resume (CV); on a single page and in English. There should be no errors on the CV. It's a good idea to have your teacher to check your CV before you print it. The best way to find a job is by leaving a copy of your CV with managers in pubs, restaurants, shops, etc. When dropping your CV into places, you should dress in a professional manner. Likewise, when you attend an interview you should also dress in a professional and manner. You should always try to make a good first impression. Sometimes jobs are advertised in shop windows, but most situations vacant can be found by looking online.

Popular job sites:

- www.jobs.ie
- www.irishjobs.ie
- www.careerjet.ie
- http://ie.indeed.com/jobs-in-Dublin

Studying at Castleforbes College

Enrolment dates

New students should refer to their welcome e-mail from the college for their enrolment dates. The enrolment date is also included in the with “email by which a student receives the invoice for their course.

Continuity

Enrolment of a current student may be terminated if:

- The student of the agent notifies Castleforbes College of their wish to terminate their enrolment.
- The student withdraws from their chosen course.
- The college terminates the student's enrolment, or suspends or expels the student in accordance with the provisions of policies and procedures.
- The student has completed all the course requirements

Refusal and cancellation of enrolment

Castleforbes College may cancel an enrolment, refuse to enrol, or re-enrol a student for one or more of the following reasons:

- Misconduct (please refer to the College's behaviour and complaints policy).
- Failure to satisfy the minimum academic requirements for their course.
- Failure to present on the commencement date of their course.
- Misrepresentation or falsification of documents relied on to gain access to their course.
- Failure to follow the college's normal admission and enrolment requirements.
- Non-payment of tuition fees.
- Cancellation of a student’s visa (for whatever reason)
- Other serious reasons relating to student conduct, safety, or legal/compliance obligations, as determined by the Managing Director.

Timetable

Time	Class	Notes
09:00–12:15	Morning General English Classes	Break: 10:30–10:45
12:30–13:30	Conversation Skills Class	
12:30–13:30	IELTS Exam Preparation Class	
13:45–17:00	Afternoon General English Classes	Break: 15:15–15:30

School policies

This section includes important school policies such as the college's refund policy, holiday policy and other additional policies. You should make yourself aware of these. They can also be found on the Castleforbes College website.

Cancellations and refunds

All cancellations must be made in writing to Castleforbes College.

Short term course

If cancellation is made at any time, there will be a €100 administration charge. Under no circumstances will refunds be issued for cancellations once a course has started.

Visa refusal / non-EEA academic year course

In the event of a cancellation, an administration fee of €150 will apply.

For students from countries whose citizens require an **Entry Visa**:
If the visa application letters have already been issued, no refund will be processed until either:

- The student provides official confirmation that the visa has been refused (all relevant Irish Naturalisation and Immigration Service (INIS) documentation) or
- The student provides proof that they have cancelled the visa application process.

No refunds can be requested once a student has received their GNIB/IRP letter from the school, except in cases where the visa is rejected after entering Ireland.

Visa Refusal after course start

- If a visa is refused after the student has started the course, Castleforbes College will retain the fees for the weeks attended plus a €150 administration fee.
- This also applies to renewal students whose visa has been fully refused after the application was submitted.

Host family accommodation

Cancellation Fees

- In case of cancellation, a €200 administration fee will be charged.
- Cancellations received 14 days or less prior to the expected arrival date, as well as no-shows, will incur a penalty equal to one week's accommodation fee.
- No refunds will be available if cancellation is made within 24 hours of the scheduled arrival date.

Amendments to Bookings

- Amendments received 14 days or less prior to the expected arrival date will be charged from the original arrival date.

Refunds for Shortened Stay

- Once accommodation has been paid for and the student has moved in with the host family, the stay cannot be shortened. If the student decides to leave earlier than planned, no refund will be issued.

Accommodation Changes

- Castleforbes College reserves the right to change the accommodation address up to the arrival date.

Student house / hostel / campus accommodation

In case of cancellation, a €200 administration fee will be charged. Cancellations received 21 days or less prior to the expected arrival date and "no- shows" will incur the following penalty, according to the length of the stay booked:

- Accommodation of up to 2 weeks stays: fully stay charged + €50 accommodation registration fee.
- More than 2 weeks stay: 2 weeks accommodation fee charged + €50 accommodation registration fee.

Under no circumstances will refunds be issued for the cancellation of accommodation after arrival. This also applies should you shorten your length of stay. No refunds will be available for accommodation if cancellation is made within 24 hours of arrival in accommodation.

Airport transfers

Airport transfers are not included in any course booking. Airport transfers may be booked as an additional item. For all transfers, complete flight information must be provided in advance and Castleforbes College will provide you with a contact number for the driver. No refunds will be available if cancellation is made within 24 hour of arrival.

Other information

In all cases, Castleforbes College aims to finalise all approved refunds within 30 days of approval. Refunds are returned to the original payer using the same route the payment was made: payments made via Flywire (including escrow payments for visa-required students) are refunded via Flywire to the original payer; all other refunds are paid by bank transfer to the original payer. All applications for refunds should be made in writing to Castleforbes College by email to info@castleforbescollege.com.

Holiday policy

Students are not permitted to take holidays within the first 8 weeks of arrival nor during the last 4 weeks of the conclusion of their course. Non- EEA students should arrange their holiday periods during enrolment and before registering with immigration permission (IRP). Holidays must be taken in consecutive two week blocks. Non-EEA students are required to inform the school of their intended first two week holiday break during the booking process. For operational reasons, these dates cannot be changed once agreed. The early return from holidays is subject to availability of places in the school/class.

EEA students

1. Holiday policy for students enrolled for 12 weeks or less Generally, short term students studying at Castleforbes College for 12 weeks or less are not granted holidays.
2. Holiday policy for students enrolled for 12 to 24 weeks Students studying at Castleforbes College for between 12 to 24 weeks are granted 1 week holiday. Requests for holidays must be

made 1 week in advance. To request a holiday, students must go to the reception to request a student holiday form.

3. Returning early from holidays Students who return from holiday earlier than previously agreed with the school may not be able to rejoin their original class/level as this is subject to availability of places within the school/class at that time.

Non-EEA students

1. Holiday policy for students enrolled for 12 weeks or less Short term students studying at Castleforbes College for 12 weeks or less are not granted holidays.
2. Holiday policy for students enrolled for 12 to 24 weeks Students studying at Castleforbes College for between 12 to 24 weeks are granted 2 consecutive weeks holiday. Requests for holidays must be made when the student is booking their course and before registering with immigration permission (IRP).
3. Holiday policy for students enrolled for 25 weeks or more Under immigration regulations, total holidays can never exceed one third of the period from the start of a course. A student is not permitted to take holidays within the first eight weeks of the commencement of their course. Furthermore, students need to have at least 4 weeks of their course remaining, i.e. cannot take holidays in their final 4 weeks. Requests for holidays must be made when the student is booking their course. Castleforbes permits students to take two consecutive weeks holidays during their course with the school. Students may not be able to rejoin their original class and teacher after the two week holiday period as this is subject to availability of places within the school/class at that time.
4. Returning from holidays Students who return from holiday earlier than agreed may not be able to rejoin their class as this is subject to availability of places in the class.

Public holidays in the Republic of Ireland

- January 1st New Year's Day
- February First Monday in February, or 01/02 if it's a Friday
- March 17th St Patrick's Day or Monday if it’s during the weekend
- April Good Friday and Easter Monday (this date changes each year)
- May First Monday in May
- June First Monday in June
- August First Monday in August
- October Last Monday in October
- December 25th Christmas Day
- December 26th St Stephen's Day

*To confirm the exact dates please visit: www.officeholidays.com/countries/ireland **The school will also close for the Christmas period. These dates change every year and will be communicated at the time of enrolment.

Attendance and punctuality

Attendance

Castleforbes College is required to comply with Department of Justice student immigration conditions for non-EEA learners (including requirements linked to programmes listed on the Interim

List of Eligible Programmes (ILEP) / TrustEd Ireland). Attendance is taken at key points during the teaching day to support accurate records. Class attendance is taken at 9am and 10:45am for morning classes and 1:45pm and 3:30pm in the afternoon. Teachers record departure times of students who leave the class before it finishes. Attendance is recorded on an attendance sheet and updated on a weekly basis on the school's database. Attendance scores for each week are entered onto the school's attendance system by the following Friday. Attendance records are monitored by the Director of Studies, with compliance oversight by the Managing Director.

Visa-required non-EEA students

We closely monitor the attendance of visa-required non-EEA students on Academic Year courses to ensure that they meet the requirements of their student visa as set out in the Department of Justice's Interim List of Eligible Programmes for Student Immigration Permission (December 2016). According to these regulations, Castleforbes college have mandatory attendance requirements of a minimum 85% attendance for all enrolled visa-required non- EEA students. If a student's attendance falls below 75% in the first six weeks of their programme, this will be communicated to the Irish immigration (Department of Justice). There is no mechanism by which visa-required students can make up uncertified absence(s) through additional classes, either during or at the end of the programme. Castleforbes college informs and warns students of their low attendance and when that attendance does not meet the attendance requirements. Attendance rates are available to the Department of Justice on request. In order to ensure students are kept abreast of their and the school's obligation in relation to attendance, Castleforbes college will issue a series of caution and warning notifications which are outlined in the following steps.

Step 1: Overall attendance is lower than 75% (student misses more than a quarter of the classes) If a student is seen to be attending less than 75% of classes on average, they will be verbally warned by the Director of Studies (or by email if the student is not present for a verbal warning)

Step 2: Overall attendance is lower than 70% Should attendance continue at this unsatisfactory level (see point 1 above) and decrease further to below 70% on average, then a First Written Warning shall be issued by email from the Director of Studies.

Step 3: Overall attendance is lower than 65% If after going through the process above (Steps 1 and 2), and attendance drops below 65%, then a Second Written Warning shall be issued by email from the Director of Studies.

Step 4: Overall attendance is lower than 60% If having gone through Steps 1-3 above, and should average attendance drop below 60% in a 6 week period, the student will be removed from the class register for the following week. They will be sent an email outlining the student's poor attendance and giving instructions to when and where to meet with the academic management to discuss their situation before being allowed to return to class. *Register removal for more than one week will result in expulsion. *The student will be placed back in class after a satisfactory meeting with academic management but it should be noted that it may not be possible to return the student to the same class and teacher they were assigned to prior to their removal from the register.

Additional communications aim to:

- remind students of the attendance requirements
- prevent students from falling below the required attendance percentage
- offer support and consultation

- inform students of the consequences and actions taken if attendance requirements are not met

Additional cautions and warnings:

1. More than 25% uncertified absence in first six weeks Visa-required non-EEA students will be verbally informed when they are at risk to have more than 25% uncertified absence in their first six weeks. Should a student's attendance continue at this unsatisfactory level, and the total attendance in the first six weeks drop below 75%, an email will be sent outlining the student's poor attendance and the actions that are to be taken by the school and the student.
2. Maximum Final Attendance falling below 85% Visa-required non-EEA students will be informed when they are at risk to fall below a maximum final attendance of 85%. Should a student's attendance continue to drop and if the student cannot make up attendance to a minimum of 85% before the programme ends an email will be sent outlining the student's poor attendance and the actions that are to be taken by the school and the student.

As previously stated, non-EEA students who require visas must maintain an attendance level of no lower than 85%. If a student wishes to transfer from another institution they must furnish the college with a letter stating that they have attended 85% or more during their previous course. It is the goal of Castleforbes College to ensure that all students finish with full attendance on all courses offered by the college. It is the responsibility of the Director of Studies to ensure that the aforementioned process is completed daily and that all procedures are followed. Monitoring of attendance involves reviewing the completed class attendance registers, reviewing medical certificates and the sending of attendance concern emails by the school.

Punctuality

All students are requested to be punctual as lateness disrupts other students and the teacher. Therefore, students who arrive more than 15 minutes late for class will be marked absent for that part of the class. In addition, students are not permitted to leave the class early. Should a student leave the classroom more than 15 minutes before the end of the class, they will lose attendance for the entire portion of the class. The college monitors attendance for all EU/EEA and non-EEA students using a hard copy as signed by the classroom teacher. If a non-EEA student has more than a total of 15 mins absence during a week, they will lose one period of attendance. If a student arrives more than 15 minutes late for class, in the interest of learning, all students will be permitted to attend the lesson, but non-EEA students will be marked absent in conjunction with the immigration conditions. Castleforbes takes the non-compliance with its Punctuality policy very seriously and to this effect students attendance figures for a week period are based on the accumulative time which they are late for lessons and will therefore deduct a period of attendance for each greater than 15 minute part of the lesson which they should miss out on over the course of a week. This remedial action is implemented by the biometric system and in class legal document as signed by the classroom teacher on a daily basis. Students who are persistently late in arriving to the school are requested to attend a meeting with the Director of Studies. If required, this may then lead to formal verbal and/or written warnings as outlined in the Attendance policy.

Expulsion

Once a student has been removed from the class register due to low attendance, as described above (non-EEA attendance), that student may then be expelled by the College. The student will receive an email advising that they are at risk of expulsion and providing instructions on how to arrange a meeting with the Director of Studies. The final decision to expel a student after this meeting, or if the

student does not respond, is at the discretion of the Managing Director. By this stage the College will have given the student every opportunity to discuss any particular reasons for low attendance. The decision will be issued by email. If a student is expelled from Castleforbes College, the student must stop attending classes immediately. If the expulsion is not contested by the student, this will be reported to the student's agent (where applicable), parents (where applicable) and Irish immigration (Department of Justice) where required. The student will not receive a certificate for the course and no refunds will be issued. If a student contests the expulsion, the student may appeal by responding by email within 5 working days of receiving the notification of expulsion. The final decision will normally be made within 5 working days and the student will be informed by email. When a student appeals and attends the College pending the outcome, the student may be allowed to continue classes until a final decision is made. In all other cases, classes missed during the period of appeal cannot be recovered.

Excused absences

Students may be excused for their absence under exceptional circumstances, e.g., for health/medical reasons or based on compassionate grounds (bereavement). The application for being excused must normally be accompanied by documentary evidence (e.g., medical certificates from a medical practitioner registered in Ireland). Excused absences may only be approved by the College Director. Castleforbes will check a sample of all certificates submitted to ensure their validity.

Sick leave policy

Students can apply for sick leave from their studies under exceptional circumstances, e.g. for health, medical or compassionate reasons (for example bereavement of a family member). If a student is sick, they must inform the receptionist at the school on the first and every subsequent day of the illness. This must be done by sending an email to info@castleforbescollege.com. A medical certificate must be provided within 5 days of this email. A soft copy will suffice for the duration of the student's illness; however, a hard copy must be provided upon their return to school. Once a student returns to the school they must produce a doctor's / medical certificate confirming their absence due to illness. If the certificate is produced the student's attendance will not be affected by their sick leave and will be recorded on the school's attendance system. A maximum of 10 days may be accounted for by medical certification provided. Any additional absences are at the discretion of the Director of Studies, and will only be facilitated in exceptional circumstances. If no medical certificate is produced, the student will be marked as absent on the school's attendance system for the days they were sick and did not attend classes. PLEASE NOTE that sick days will not be added to the end of the course period.

Bereavement policy

In the unfortunate event of a death of a close family member, students can be excused for their absence. The student should contact: info@castleforbescollege.com. Students are then required to produce evidence of the bereavement. A student's attendance will not be affected and the leave will be recorded on the school attendance file. In the event that no evidence is produced, the student may be marked absent for the days that they are not attending lessons.

Putting a course on hold

Under exceptional circumstances, if it is necessary for a student to return to their home country due to serious illness or death of a close family member, students may apply for their course to be put on hold for a certain period of time. In this case students must: notify Castleforbes college by email

(info@castleforbescollege.com.) and produce evidence of illness or the bereavement of the family member. The admissions department will assess the student's case and notify the student if and by when the student can take the remainder of their course. If the request is accepted, the course will be put on hold from the following Monday.

Code of conduct

At Castleforbes College, everyone is treated with respect and dignity.

College values

- Academic discussion and debate
- Respect of self and others
- Tolerance
- Cooperation
- Freedom of expression tempered by social responsibility
- Diversity of cultures, beliefs and viewpoints
- Transparency in marketing and customer and staff relationships

Ethical principles

- Honesty: We will never deliberately mislead, ensuring we are as transparent as possible, openly and freely sharing information, as appropriate to the relationship.
- Promise-keeping: We will not make promises that can't be kept.
- Fairness: We will endeavour to create just, even-handed systems and policies
- Respect for others: We will be open to communication, and receptive to influence. The contributions of others will always be valued as will the abilities of the contributors.
- Compassion: We will be mindful of the needs of others and act to meet those needs whenever possible. We will act in ways that are consistent with social responsibility.

All staff, students, and visitors to the college will behave in a considerate and courteous manner when dealing with other staff, students and members of the public. This is also true when on off-site visits and school organised activities. All students at the college are encouraged to do their best to reach their fullest potential through the high quality of training provided by the college and behaviour deemed unacceptable can interfere with your academic progress and the progress of others. The Castleforbes code of conduct is intended to outline the rights and responsibilities of students, teachers, and staff at the college with the view of nurturing a safe and effective learning environment.

Code of behaviour

Any form of harassment is not tolerated at Castleforbes College.

Typical types of harassment include those on the grounds of:

- Their race, ethnic origin or skin colour
- Sex or sexual orientation
- Religious or political convictions
- Willingness to challenge harassments leading to victimisation
- Disability, sensory impairment or learning difficulties
- Status as ex-offenders
- Age
- Personal beliefs
- Real or suspected infection with A.I.D.S / HIV
- Health

- Physical characteristics (THIS LIST IS NOT EXHAUSTIVE)

Physical or mental abuse of teachers, members of staff, host families, or other students is also not tolerated. If any of the above mentioned behaviour is reported then this may result in immediate expulsion from the college and your accommodation.

The college has some very basic rules that should be followed by everyone at the college in the interest of achieving a positive learning environment.

1. We follow the principle of total immersion and as a result English is the only language permitted in the college, inside and out (while on activities etc). Not following this rule will limit your progress and damages the learning environment and opportunities of other students.
2. Please, arrive on time. Arriving late has a disruptive effect on other students in the class, as well as the teachers. Students who arrive more than 15 minutes late for class will not receive attendance. Likewise, if a student leaves the class more than 15 minutes before the end he/she will not receive attendance for that period. The teacher will use a common sense approach, but if your lateness is persistent, you will not be permitted into the class and the Director of Studies will be informed.
3. Students are expected to participate in all classroom activities. Students are asked to turn off their phones, tablets, and other electronic devices unless your teacher has specifically asked you to use them for a particular activity or period of time.
4. Castleforbes College is an equal opportunities learning environment where everyone is treated with respect and dignity. As such, the college prohibits any form of discrimination towards any individual or group, inclusive of, but not confined to age, gender, sexual orientation, race, nationality, ethnic or religious background.
5. Castleforbes College has a global perspective which values diversity and difference. As a result, all students and staff are expected to behave in a conscientious, considerate and polite manner towards others. Teachers are expected to set the tone within the classroom and uphold the principles of the college. The Director of Studies is responsible for helping students and teaching staff in the successful resolution of complaints and unacceptable behaviour by ensuring the college's processes are understood and observed. If you have a complaint, you should report this to reception or the Director of Studies where it will be dealt with by an appropriate person. Castleforbes College will always aim to resolve situations efficiently if it is within our ability to do so.

Consequences of unacceptable conduct and behaviour

Misbehaviour may have consequences depending on the seriousness of the alleged offence and any previous incidents. A teacher may ask a student to leave or refuse entry to the classroom if a student's behaviour is disruptive, non-participatory, or violent. The teacher will inform the Director of Studies immediately and complete the incident log. The Director of Studies will meet with the student to discuss the incident and will give the student an opportunity to put their side of the story. Depending on the circumstances, actions may include verbal warnings, written warnings, an improvement plan, temporary suspension pending investigation, or expulsion (Managing Director).

The Director of Studies may:

- • issue verbal or written warnings and set expectations for improvement
- • agree a behaviour/attendance improvement plan or other corrective measures

- • impose a temporary suspension pending investigation where appropriate

If the misbehaviour threatens the safety of others, interferes with the duties of staff members, interferes with students' study, or damages (or threatens to damage) the College's property, a student may be suspended by the Director of Studies or expelled by the Managing Director. Violence, intimidation, theft, or harassment are not consistent with a safe learning environment and will not be tolerated. In the case of alleged criminal behaviour, the police will be informed.

Disciplinary appeal procedure

If a student is unhappy about any disciplinary decision made against them, they have the right to appeal. In order that students can raise grievances (including appealing a disciplinary decision), the following stages outline the procedure to be followed.

Stage	Details
Stage One	A grievance must be taken up by the student with the Director of Studies in writing within 7 days of a decision being made.
Stage Two	The Director of Studies will arrange a meeting, with the student within 2 working days of receipt of the letter of appeal to discuss the grievance. The student may have a friend, colleague, or other nominated person present. Following the meeting the Management will notify the student of the decision in writing.
Stage Three	Only in very exceptional circumstances is it expected that a grievance will not have been resolved prior to this stage. Each student has the right to appeal to the Managing Director, in writing as a final resort if they feel so aggrieved. The Managing Director's decision will be notified to the student in writing and will be final.

Under certain unavoidable circumstances i.e. holidays, absence, business etc. the number of days stated above may be varied.

Mobile phone policy

Mobile phones should be switched off in class unless your teacher has asked you to use them for a particular activity or period of time. Urgent messages may be left at reception and passed on to you during the break. In the event of an emergency, messages will be passed on immediately. It is unfair and disruptive to others if you receive phone calls during you class.

Book policy

It is the school policy that all students must use a course text book. For EEA students, books are available on a Loan scheme with a €50 deposit on the student book, which is refundable if the book is returned in pristine condition at the end of your course. If you change level, you may exchange the book for a higher level one without incurring a charge as long as the book remains in pristine condition. For non-EEA students, the book is included in their course price, and they keep the book corresponding to the level they finish up in. For renewal visas, a €50 cost for books is incurred but books will be exchanged freely if level change occurs as long as books are kept in pristine condition. Course books may also be purchased at International Books on Frederick Street, D2.

Coffee and meal breaks

There is one coffee break in the morning from 10:30am until 10:45am and another in the afternoon between 3:15pm and 3:30pm. Lunch break is from 12:15pm to 1:45pm. Please note that food is not to be eaten in the classrooms.

Smoking

As of 2004, it is illegal to smoke in any public building under Irish law. The smoking of vapes or e-cigarettes is prohibited on school premises.

Changes in personal details

It is essential that we keep your student records up-to-date. Therefore, if you change your address or contact number, it is vital that you inform us immediately.

Valuables

Castleforbes College cannot be held responsible if property is missing or stolen. Please do not bring valuable items to the college. If you do, please keep your valuables with you at all times. A student who is found to have in their possession the property of another student or staff member without permission risks disciplinary action and being notified to the police.

Academic conduct

Castleforbes College expects all students to perform to the best of their abilities in order to develop their English language skills. However, we do recognise that students do sometimes have difficulties in learning languages. If this happens to you, Castleforbes College can offer advice and assistance. All non-EEA students on an international student visa are required (as part of the academic performance conditions of their visa) to meet satisfactory academic progress.

Responsibilities of student visa holders

International students studying on a study visa are required to comply with the following conditions.

Course requirements

- be enrolled as a full-time student on a recognised course
- have an attendance level of 85%
- maintain satisfactory course progress
- pay tuition fees on time

Student health cover

International students must have valid individual private medical insurance coverage bought in Ireland to obtain a visa. Castleforbes College will arrange suitable health insurance cover for the duration of you stay in Ireland.

Change of address

Students are required to notify the following if they change address:

- Castleforbes College
- their bank
- utility providers, such as electricity, telephone, etc.
- their private medical insurance provider
- Revenue

- Immigration (immigrationsupport@justice.ie)

Complaints and appeals procedure

Stage 1 - Informal complaint

Students are encouraged to resolve concerns informally in the first instance by speaking with the relevant staff member (e.g., teacher or Reception). Many issues can be resolved quickly at this stage.

Stage 2 - Formal complaint (in writing)

If the matter cannot be resolved informally, students should submit a formal complaint in writing (email) addressed to the Director of Studies. The complaint should include relevant details (dates/times, what happened, any witnesses, and the outcome sought). Reception / the Student Welfare Officer will log the complaint and acknowledge receipt (normally within 5 working days). The Director of Studies will investigate and issue a written outcome, normally within 30 days.

Where a complaint concerns the Director of Studies, the complaint should be submitted directly to the Managing Director, who will manage the process and issue the decision.

Stage 3 - Appeal

If the student is dissatisfied with the Stage 2 outcome, they may appeal in writing to the Managing Director. The Managing Director will review the complaint and the Stage 2 outcome and issue a final written decision.

Where a complaint concerns the Managing Director, or where the student remains dissatisfied after Stage 3, the student may pursue an external resolution route, where appropriate.

A hard copy of the Student Complaint Form is available next to reception in an inbox tray and also at the office of the Director of Studies.

Fire and emergency evacuation procedure

In case of fire or emergency

The fire alarm will sound throughout the building and students and staff must leave immediately via the nearest emergency exit and proceed calmly to the assembly point (outside St. Francis Xavier's Church, Gardiner Street).
Teachers must bring the class attendance sheet/list and carry out a headcount at the assembly point.
Reception / the Student Welfare Officer must bring the visitor book/guest book and staff sign-in sheet to confirm everyone has evacuated.
A call to the emergency services (999 or 112) should be placed as soon as it is safe to do so.
Reception and/or the Fire Safety Coordinator will normally do this, but any staff member may call if needed.
Nobody may re-enter the building until the emergency services / fire brigade have declared it safe.

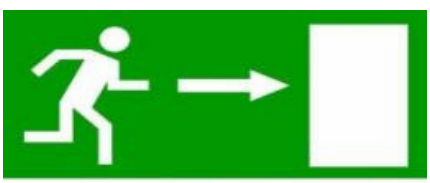
Electrocution

Do not touch the person until the power source is isolated. A trained First Aider will provide first aid while another staff member calls an ambulance (999/112).

Electricity should be switched off at the mains to prevent further injury (mains switch location: plant room opposite Room 8).

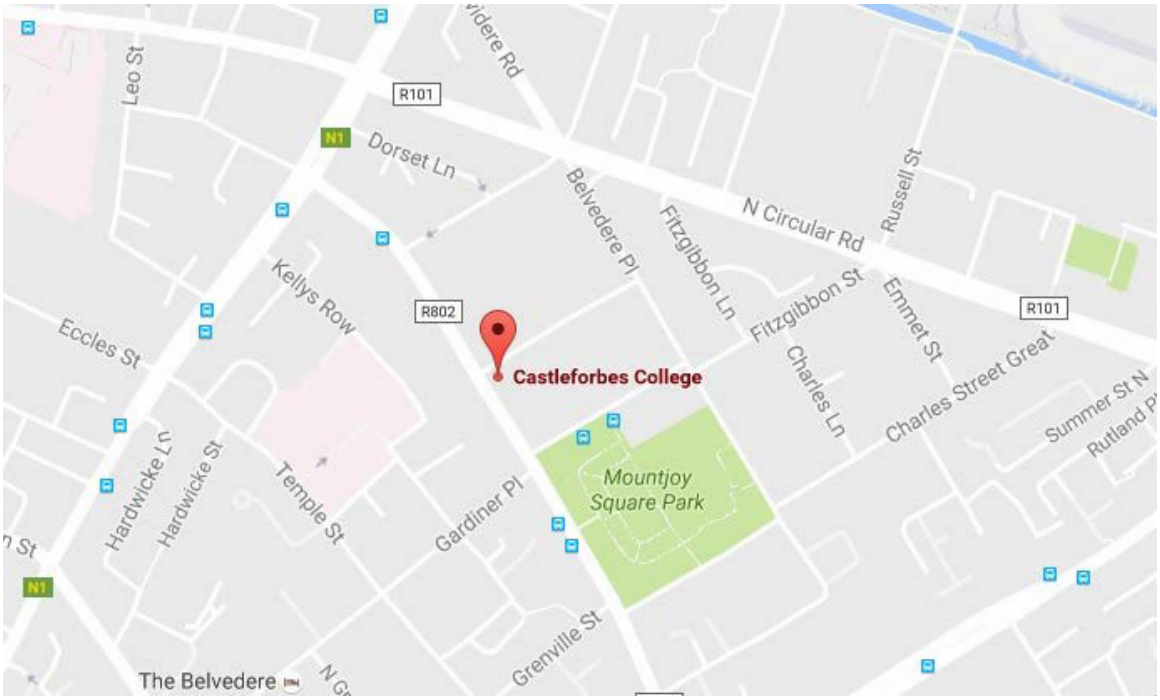
Procedure for fire drills

A member of staff will activate the fire alarm. Teachers should familiarise themselves with the emergency exit nearest the classroom they are teaching in. Students are expected to follow instructions issued by teachers and staff. Students and staff will leave their belongings behind (teachers may take the attendance list) and form a single file orderly line, leaving the building in a swift, calm manner. Anyone not in class at the moment of a fire drill should leave as soon as possible and meet at the assembly point. Roll call will be performed to make sure everyone is out of the building. A call to the emergency services (999 or 112) should be placed if required. Staff and students must wait outside until the building is declared safe. Under no circumstances is anyone allowed to re-enter the building until the all-clear is given.



Castleforbes College contact details

- Address: 1 Belvedere Court, 77 Upper Gardiner Street, Dublin 1
- Telephone: (01) 874 6848
- WhatsApp: (01) 874 6848
- Emergency: (01) 874 6848
- Reception hours: Monday – Friday, 08:45 – 17:15



Map (for reference)

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