

castleforbes  
college

# Student Handbook

Last Updated, 05/06/2019

Welcome	
– Welcome from the Director of the College.....	05
– Welcome from the Director of Studies.....	06
About Castleforbes College.....	07
– Courses.....	07
– Classes.....	07
– Your level and Assessment.....	08
- Pre-course placement test.....	08
- Assessment on arrival (non-EEA students).....	08
- Exam Registration for Non-EEA students.....	08
– Castleforbes College Certificate.....	09
– Learner Protection.....	09
Emergency Contacts.....	09
– Castleforbes College.....	09
– Police, Fire and Ambulance Emergency Services.....	09
– Medical Centres.....	09
– Hospitals.....	10
– Police Stations.....	10
Safety Tips and Advice.....	10
– Taking care of your money and other valuables.....	10
– Taking care when out and about.....	11
Public Transport.....	12
– Buses.....	12
– Trains.....	12
– Trams.....	12
– Leap Card.....	12
Information about Living in Dublin.....	13
– Four seasons in one day.....	13
– National museums and galleries.....	13
– Shopping areas.....	13
Accommodation.....	15
– Homestay.....	15
– Residence.....	15
– Hotel.....	15
– Hostel.....	15
– Permanent accommodation.....	15
– Advice about renting.....	16
- Your rent.....	16
- Signing a lease.....	16
- Terms and Conditions.....	16
- Inspecting a property before renting.....	16

Social Programme.....	17
Services.....	18
– Telephones.....	18
– Making an International Telephone Call.....	18
– Medical care.....	18
– Other medical needs.....	19
– Medicines.....	19
– Pharmacies.....	19
– Dental & Eye care.....	19
Finances.....	20
– Exchanging money.....	20
– Banks and ATMs.....	20
– How to open a bank account.....	20
Working and Finding a Job.....	21
– Applying for a Personal Public Service (PPS) Number.....	21
– Looking for a job.....	21
Studying at Castleforbes College.....	22
– Enrolment.....	22
– Continuity.....	22
– Refusal and cancellation of enrolment.....	22
– Sample timetable.....	22
School Policies.....	23
– Cancellations and Refund Policy.....	23
– Holiday Policy.....	24
– EEA Students:	
- Holiday policy for EEA students enrolled for 12 weeks or less.....	24
- Holiday policy for EEA students enrolled for 12 to 24 weeks.....	24
- Returning early from holidays.....	24
– Non-EEA Students:	
- Holiday policy for non-EEA students enrolled for 12 weeks or less.....	24
- Holiday policy for non-EEA students enrolled for 12 to 24 weeks.....	24
- Holiday policy for non-EEA students enrolled for 25 weeks or more.....	24
- Returning from holidays.....	24
– Public Holidays in The Republic of Ireland.....	25
– Attendance and Punctuality Policy.....	25
- Attendance.....	25
- Visa-required non-EEA Students.....	26
- Punctuality.....	28
- Expulsion.....	28
- Excused Absences.....	29
- Sick leave policy.....	29
- Bereavement policy.....	29

– Putting a course on hold.....	30
– Under 18 year old students.....	30
Code of Conduct.....	31
– Code of behaviour.....	31
– Consequences of unacceptable conduct and behaviour.....	33
– Disciplinary appeal procedure.....	33
– Mobile phone policy.....	34
– Book policy.....	34
– Coffee breaks.....	34
– Smoking.....	34
– Changes in personal details.....	34
– Valuables.....	35
– Academic conduct.....	35
Responsibilities of Student Visa Holders.....	35
– Course requirements.....	35
– Student health cover.....	35
– Change of address.....	35
Complaints and Appeals Procedure.....	36
Fire and Emergency Evacuation Procedure.....	37
Castleforbes College Contact Details.....	38

## 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;

**Mr Adrian Kilgallon** – Director / School Manager & Accommodation Manager

**Mr Eoin Malone** – Director of Studies & External Examination Officer

**Ms Andrea Vadkertiova** – Receptionist & Student Welfare Officer; Social Programme, Fire Warden

**Ms Gemma Sapes** – Administration

**Ms Eleonora Papais** – Fire Warden

## 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.

Eoin Malone,

*Director of Studies  
Castleforbes College*

## **ABOUT CASTLEFORBES COLLEGE**

Castleforbes College is located in Dublin City centre, just 10 mins walking distance from O'Connell Street, in the heart of the city and its most famous meeting point the Spire. Positioned in a quiet and well serviced area, you will find plenty of options for your lunch break, with many restaurants and shops in the nearby area.

The school has large modern classrooms, wifi access throughout, a cafeteria, and a small library-student lounge area where you can relax before and after your classes.

Each class will have a maximum of 15 students, which ensures a high level of individual attention. We offer a variety of courses at levels corresponding to the Common European Framework starting at A1 up to C1. In addition, our team of extremely well qualified teachers have experience of teaching all levels and are committed to your learning success. Our courses are structured to allow you plenty of time to explore your new environment and to learn about Irish culture and lifestyle.

### **Courses**

- General English AM: 15 hours per week Monday - Friday
- General English AM + Conversation: 20 hours per week Monday - Friday
- General English PM: 15 hours per week Monday - Friday
- FCE/IELTS Exam Preparation: 5 hours per week Monday - Friday \*(based on demand and subject to availability)

### **Classes**

Full-time classes at Castleforbes College start at 9am and finish at 12:15pm. Break time is from 10:30 – 10:45am. For students enrolled on 20 hours per week, conversation and fluency classes start at 12:30pm and finish at 1:30pm. Students who have enrolled on afternoon General English courses will start classes at 1:45pm and finish at 5pm. There is a break between 3:15pm and 3:30pm.

Non-EEA Students must attend 85% of their lessons per week and failure to do so may have serious consequences. We also ask that as a sign of consideration for your teacher and your classmates, all students should arrive on time. Students who arrive later than 15 minutes late will not receive attendance for that period. Likewise, students who leave class more than 15 minutes early will also not receive attendance for that period.

If you are having difficulties with your class (e.g. you may feel that you are in the wrong level) please speak to your teacher who will try to deal with the problem

in the first instance. If your teacher is unable to help, then you should talk to the Director of Studies. You should make an appointment to see the Director of Studies at the reception.

## Your level and assessment

### *Pre-course placement test:*

Before starting your course you will be asked to complete our online placement test. This is a test of vocabulary and grammar and should take you about 20 – 30 minutes. This test will give us your approximate level and determine if you have the necessary English language level needed to register on your course. The result of this test will also help us to determine which class you should be registered for upon arrival to the school. Therefore, it is vital that you **do this test by yourself and without help.**

### *Assessment on arrival (non-EEA students):*

On your first morning at Castleforbes College you will be welcomed by members of the administrative team and the Director of Studies. You will receive important information and advice about living in Dublin as well as an information pack. You will also be assessed in speaking and listening in order to help us determine your English language level and then placed in a suitable class, from A1 (Elementary) to C1 (Advanced). You should expect to stay at least 4 – 6 weeks in this class before moving to another level. Your progress will be assessed regularly through weekly tests based on learning during the week. Furthermore, mid-course and end-of-course tests are conducted to ensure that you are in the most appropriate class for your level and to enhance your learning experience.

### *Exam Registration for Non-EEA students:*

All Non-EEA students enrolled on a 25-week course are required to pay for and sign an agreement that they will do an external end-of-course examination. This agreement states that these students understand that these exams are compulsory and that they agree to sit them. Once this agreement has been signed by the student and the college, they are then automatically enrolled for a Test of Interactive English (TIE) exam by the reception or the Director of Studies. Students may enrol on other exams if they wish, but must undertake an exit exam as per those which Castleforbes offers as part of its Interim List of Eligible Programmes for Student Immigration Permission Award Title of either a TIE, IELTS or FCE exam. Two weeks before the examination, students will receive an email reminding them of the date, time and location of the exam which shall take place one week after the conclusion of their course.

Records of student grades will be logged on the college's database and are available to view by the student, the Irish Naturalisation and Immigration Service (INIS) and other relevant authorities and school personnel.



## 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, 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 arranges Learner Protection Insurance for all students enrolling for 25 weeks or more.

## EMERGENCY CONTACTS

### Castleforbes College:

Telephone: (01) 8746848

Emergency: (083) 803 5991

Our Reception opening hours are as follows:

Monday – Friday - 08:45 hrs – 17:15 hrs

### Police, Fire and Ambulance Emergency Services

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.



### Medical Centres

The school has a relationship with Talbot St Medical Centre, a local general practitioner – located on Talbot Street, Dublin 1. [<http://talbotstmedicalcentre.ie>] All students are made aware of this practice and strongly encouraged to register on arrival/commencement of course.

## Hospitals

The Mater Misericordiae,  
Eccles Street,  
Phibsboro  
Dublin 7  
Phone: 01 803 2000

Beaumont Hospital,  
Beaumont Road,  
Dublin 9  
Phone: 01 809 3000

## Police Stations

Fitzgibbon Street Garda Station,  
23-28 Fitzgibbon Street,  
Dublin 1  
Phone: 01 666 8682

Store Street Garda Station,  
4-6 Store Street,  
Dublin 1  
Phone: 01 666 8000

## SAFETY TIPS AND ADVICE

The Irish Tourist Assistance Service (ITAS) help visitors who have been victims of crime.

Tel: 1890 365 700

Tel: +353(0)1-661 0562

Email: [info@itas.ie](mailto:info@itas.ie)

Here is some useful information on how to stay safe during your stay. This information can also be found on the ITAS website.

### Taking care of your money and other valuables

1. Store any excess cash and other valuables in the safe at your accommodation. Do not leave large amounts of cash in your accommodation.
2. Do not carry all your money in one place. If travelling as a couple or in a group, divide the money between you.
3. Don't carry more money with you than you intend to spend during the day. Try to use your card for cashless transactions where possible.
4. If you have to carry excess cash or valuables use a discreet money belt inside your clothing.
5. Be alert when withdrawing money from cash machines. Always cover your PIN code and do not allow anyone near you to distract you at any time during your transaction. Keep your card and PIN safe.

## **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 is a major transportation hub for the rest of Ireland and is well serviced by transport operators.

### Buses



Dublin Bus is the main service operator in the city and operates an extensive service in the Dublin City and Greater Dublin area. Castleforbes College is located near the stops for the following bus route numbers: 1, 7, 7B, 7D, 8, 11, 13, 16, 33, 40, 40B, 41, 41B, 41C, 44, 46A, 46E, and 122.

Use the Dublin Bus App for updated timetables and a cross city map to plan your route.

### Trains



Iarnród Éireann (Irish Rail) is the national railway operator and there are two major inter-city railway stations, one located within a fifteen-minute walk from the school and only a five-minute walk from O'Connell Street.

Dublin - Connolly Station  
Amiens Street  
Dublin 1  
Phone: 01 703 2358 or 01 703 2359

Dublin - Heuston Station  
St. Johns Road West  
Dublin 8  
Phone: 01 703 2132 or 01 836 6222

Iarnród Éireann also operate the Dublin Area Rapid Transit (DART) as part of the Dublin suburban rail network which runs along the coast of Dublin on the Trans-Dublin route from Howth and Malahide, in the north to Bray and Greystones in County Wicklow to the south. Check out [www.irishrail.ie](http://www.irishrail.ie) for timetables.

### Trams



Luas is the name of the tram system in Dublin city centre. Currently, there are two Luas lines, the Green line and the Red line, and they mainly serve the south-side of the city. The nearest Luas stops to the school can be found within a fifteen-minute walk from the school at Connolly Station and Lower Abbey Street, both on the Red line.

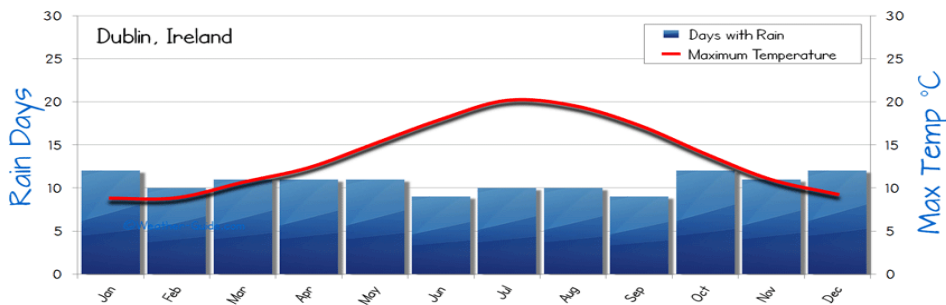
### Leap Card



If you are staying in Dublin for a longer period of time it is well worth getting a Leap Card. This is a convenient way to pay for public transport services, saves you carrying change and Leap Card fares are usually 20% cheaper than paying in cash! Using your Leap Card is easy. You simply buy your card, Top-Up with travel credit at any newsagents and you are ready to go. For more information visit: [www.leapcard.ie](http://www.leapcard.ie).

## INFORMATION ABOUT LIVING IN DUBLIN

### Four seasons in one day



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.** The Museums are closed on Mondays. For more information regarding museums in Dublin please visit [www.museum.ie](http://www.museum.ie).

The National Gallery has several sites in Dublin, which are open 7 days per week, and **admission is free.** Opening times are 9:15am – 5:30pm, Monday to Saturday, with late opening on Thursday until 8:30pm, and also open on Sundays from 11am until 5:30pm. For more information regarding galleries in Dublin please visit [www.nationalgallery.ie](http://www.nationalgallery.ie).

### Shopping areas

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.

There are many markets around Dublin and some of the better-known ones are:

- **Temple Bar Food Market**, which takes place every Saturday in Meeting House Square (weather permitting) from 10am to 4:30pm

- **Temple Bar Book Market**, which takes place in Temple bar Square every Saturday and Sunday (weather permitting) from 11am – 6pm
- **Dublin Food Co-op Market**, which takes place every Sunday between 11pm – 5pm at 12 Newmarket, Dublin 8



### **Temple Bar Food Market**



## 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](http://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](http://www.daft.ie) and [www.myhome.ie](http://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](http://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.





*The Giant's Causeway, Co Antrim*

## **SOCIAL PROGRAMME**

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, the 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. They are

- 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)  
For example to phone 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.



## 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. Castleforbes College banks with Bank of Ireland on O'Connell Street.

To open a bank account you will need the following items:

1. Your passport (original, not a copy).
2. A letter from the school proving that you are a registered student.
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.

You can also prove your address in the following ways:

- 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.

If you are from outside the EEA and have applied for a student visa after opening your bank account, you will be required to deposit €3,000 as proof that you have enough money to support yourself while studying in Ireland.

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 Personal Public Service (PPS) Number

Your Personal Public Service Number (PPS) is a unique reference number which helps you access welfare benefits, public services and information in Ireland. You will also need this number in order to pay tax should you get a job. You can apply for a PPS number by going to the Social Welfare Office at 197/199 Parnell Street, Dublin 1, where you will need to complete an application form and the present the following documents:

1. A legitimate reason as to why you need a PPS number (this is usually a written letter written by your new employer).
2. Your passport (original, not a copy).
3. A letter from the school proving that you are a registered student (if you are not an EU citizen).

### 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 during holiday periods.

To succeed in getting a job, you will typically need a curriculum vitae (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. Some of the more popular sites are: [www.jobs.ie](http://www.jobs.ie) ; [www.irishjobs.ie](http://www.irishjobs.ie) ; [www.careerjet.ie](http://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 invoice that has been sent to you.

### Continuity

Enrolment of a current student may be terminated if:

- The student or 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 reasons deemed by the School Manager at Castleforbes College

### Sample timetable:

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 – 10:30	<p><b>New Students:</b></p> <ul style="list-style-type: none"> <li>• Oral placement test</li> <li>• Induction</li> </ul> <p><b>Current Students</b></p> <ul style="list-style-type: none"> <li>• Review and recycle language from last week</li> <li>• Deal with any outstanding points from last week</li> </ul>	<p><b>Vocabulary &amp; Grammar</b> Collocations with 'government' Past modal verbs of obligation</p> <p><b>Listening</b> Laws about bureaucracies (Matching)</p>	<p><b>Vocabulary &amp; Grammar</b> Education compound nouns (student loan, exam results, etc...) Present perfect simple and continuous with 'for' and 'since'</p> <p><b>Writing</b> Write a short paragraph about your school</p>	<p><b>Vocabulary &amp; Grammar</b> Things and actions in the kitchen Phrasal verbs with 'up' Separable phrasal verbs</p> <p><b>Listening</b> An orderly lunch</p> <p><b>Pronunciation</b> Phrasal verbs and sentence stress</p>	<p><b>Weekly Test</b> Unit test 5 &amp; feedback Learner self-assessment</p>
10:30 – 11:00	Break	Break	Break	Break	Break
11:00 – 12:30	<p>New students join the class and teacher introduces the week's objectives.</p> <p><b>Vocabulary &amp; Grammar</b> Modal verbs of obligation and permission</p> <p><b>Reading</b> Asimov's laws of robotics (Reading for gist and inference)</p> <p><b>Writing</b> Writing captions for cartoons</p>	<p><b>Speaking</b> Role play: dealing with government offices</p>	<p><b>Reading</b> An extract from 'I'm a teacher, get me out of here' (Reading for specific information)</p>	<p>Global English page 63 – Legal protection for languages by David Crystal</p>	<p><b>Irish Cultural Input &amp; THE Examination preparation.</b> Describing Ireland</p>
12:30 – 13:00	Break	Break	Break	Break	Break
13:00 – 14:00	<p><b>Current Students:</b> Conversation skills class</p>	Conversation skills class	Conversation skills class	Conversation skills class	Conversation skills class
13:00 – 15:00	<p><b>New students:</b> Orientation tour of Dublin city centre</p>				

## 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 Refund Policy

All cancellations and terminations must be made in writing to Castleforbes College.

- 1) Bookings may be cancelled up to 14 days before the start of a course, for which there will be a €50 administration charge. If accommodation has also been booked, an administration charge of €100 will apply.
- 2) Bookings cancelled 1 - 7 days before the start of a course will incur an additional administration charge of €150.
- 3) Under no circumstances will refunds be issued for cancellations once a course has started.
- 4) In the event of a cancellation due to visa refusal, an administration charge of €150 will apply. All application for refunds due to visa refusal must be accompanied by all relevant Garda National Immigration Bureau (GNIB) documentation.
- 5) Under no circumstances will refunds be issued for the cancellation of accommodation after arrival. This also applies should you shorten your length of stay.
- 6) In all cases, Castleforbes College will strive to finalise all approved refunds within one month of approval.
- 7) All refunds will be paid directly by bank transfer to the original payer account.
- 8) All applications for refunds should be made in writing to the Castleforbes College general manager by email to: [info@castleforbescollege.com](mailto: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 GNIB. 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. Due to 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 weeks 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 GNIB.

*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
March 17th	St Patrick's Day
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](http://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 Policy

### *Attendance*

Castleforbes College is compelled to comply with GNIB rules and guidelines in relation to visa students studying in Ireland. These rules are set out by the Irish Government and require that all full-time courses attended by non-EEA students comprise of 15 hours of day time supervised study per week.

Class attendance is taken at 9am and 11am for morning classes and 1pm and 3:15pm in the afternoon to ensure full attendance. Students are made fully aware of this during induction, as well as being reminded on a regular basis. Further to this, teachers record departure times of students who leave the class before it finishes. Attendance is recorded on an attendance sheet which is updated on a weekly basis on the school's database.

In addition to this, the school operates a biometric recognition attendance system, which records the arrival and departure times of all non-EEA students. Students are made aware in their introduction to the school that this system is no guarantee of attendance. Any student who signs in or out biometrically, and does not physically attend class within those times will be recorded as absent on the teachers' attendance sheets.

The attendance is entered onto the school's attendance system every Friday by the School Manager and the Director of Studies and is reconciled to the clock in biometric system to ensure accuracy.

#### *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 INIS. 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 and 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.\*

\*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.

In addition to the caution and warning emails stated above, visa-required non-EEA students with low attendance are sent an additional set of caution and warning emails in order 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.

#### **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 guidelines stated by the GNIB.

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*

Should a student be removed from the class register for a total of three times due to low attendance as described above (non-EEA Attendance), the student can be expelled by the school. The student will receive an email that she/he is at danger of being expelled with instruction on how to arrange a meeting with the Academic Director. The final decision to expel a student after this meeting, or if the student does not respond, is at the discretion of the director of Castleforbes college. By this stage we will have given the student every opportunity to discuss with us if there are any particular reasons for their 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 INIS (if visa-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 be made within 5 working days and the student will be informed by email. If the appeal is successful, the student may continue the course the

following Monday. When a student wants to appeal and comes to see the academic management on Monday morning 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 registered medical practitioner). 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](mailto:info@castleforbescollege.com).

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.

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](mailto: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 our online school system.

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.

### **Under 18 year old students**

Students who are under the age of 18 attending a full-time course in our adult centre are required to be punctual and attend 100% of the classes. Should an under 18 year old not be on time or not able to attend class they must inform the school by email (info@castleforbescollege.com.) or phone (+353 1 8746848) stating the reason and their whereabouts. The school may contact the student's parents/legal guardians and/or the agency as the student might not be supervised during their absence. Any under 18 year old students arriving late for lessons will not be barred from entering the class as adult students are, but will need to report to reception before going to class which will be reported and followed up on. Under 18 year old students are indicated in class registers and teachers must report if they leave before the scheduled end of the lesson.

If a student under the age of 18 is absent, the school will follow the following procedures until the student's well being is ensured:

- 1st: contact the student,
- 2nd: contact the host family,
- 3rd: contact the parents/legal guardians and/or agent,
- 4th: involve the local Garda station.

## CODE OF CONDUCT

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

These values are grounded in the college's ethical principles, which are:

- 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 you 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 will have several consequences depending on the severity of the alleged offence. 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. At this point the Director of Studies will:

- change or dismiss the charge
- reprimand and warn the student of the dangers of continued misbehaviour
- recommend any further action need

If the misbehaviour threatens the safety of others, interferes with the duties of staff members, interferes with students' study, damages, or threatens to damage the college's property, a student may be suspended by the Director of Studies, or expelled by the School Manager. Violence, intimidation, theft or harassment are not consistent with a safe learning environment and will not be tolerated, and nor will non-participation in class. 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 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 & 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.

### **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 your 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

## COMPLAINTS AND APPEALS PROCEDURE

Castleforbes College strives to achieve complete student satisfaction. However, we do acknowledge that students may on occasions have reasons for complaint. There is a weekly feedback questionnaire as well as an end-of-course feedback questionnaire which will monitor your level of satisfaction with the services offered by the college, and help us improve.

If a student has a complaint either with the school in general or with a service the school provides, we would like to know about it. You should raise any problems with a member of staff, who will advise you how to proceed. We will always treat the student's complaint seriously and do all we can to resolve it for the satisfaction of both parties.

Formal complaints should be made in writing by email to the School Manager. The complaint must include all relevant details of the complaint, including the name of the person or the service the student is making a complaint about. Further details which should be included are dates, times, witnesses and circumstances, as well as details of any previous attempts to resolve the issue. Moreover, students may wish to suggest any reasonable measures they think could be taken to reach a satisfactory resolution.

In order to assure complaints are dealt with in an efficient manner, formal complaints should usually be made within 5 working days after the event about which the complaint is being made, but no more than 10 working days after such an event.

All complaints will normally be acknowledged by the School Manager in writing within 5 working days. The School Manager will undertake an investigation, including meeting with the complainant, as deemed appropriate if further details of the complaint is needed.

A written recommendation on how the matter could be or has been resolved will be sent by email to the complainant. This recommendation normally takes up to 30 days. Appeals must be made in writing directly to the School Manager.

NB! 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

There are three fire exits in the College. One of them is located at reception. The other emergency exits are located in Room 5 and next to Room 9. Students and teachers are made aware of which exit to use in case of fire, depending on their whereabouts in the College.

In case of a fire, a fire alarm will sound throughout the building. Students and staff will leave the building in single lines through the nearest emergency exits as calmly and swiftly as possible in order to gather at the meeting point which is located outside Gardiner Street's St. Francis Xavier's church. The teachers will take their attendance sheets with them in order to do a head count once everyone is safely outside. The receptionist is to take the visitor guest book and staff sign in sheet in order to make sure everyone has left the building. The School Manager or the First Aider will then call for fire fighters' assistance.

In case of an electrocution, the First Aider will administer all the help they can while another member of the staff calls for an ambulance. The electricity will be switched off at the mains point to avoid further injuries. The mains switch is located in the plant room opposite Room 8.

### *Procedure for Fire Drills*

A member of staff will activate the fire alarm. There are three emergency exits in the college and teachers should familiarise themselves with the exit nearest the classroom they are teaching in. The students are expected to follow every order issued by the teachers and other members of the staff.

Students and staff will leave their belongings behind (the only thing the teachers are allowed to take with them is the attendance list) and form a single file orderly line and leave the building in a swift, calm manner.

Anyone not in class at the moment of fire drill should leave as soon as possible and meet with the rest of the students and teachers at the assembly point.

Roll call will be preformed to make sure everyone is out of the building.

A call to the emergency services should be placed.

Staff and students have to wait outside at the emergency point until the fire brigade arrives, conducts a check and declares the scene safe.

**Under no circumstances is anyone allowed to re-enter the building until the all-clear is given.**



## CASTLEFORBES COLLEGE CONTACT DETAILS

Castleforbes College is located at: 1 Belvedere Court, 77 Upper Gardiner Street, Dublin 1

Telephone: (01) 874 6848

Emergency: (083) 803 5991

Our Reception opening hours are as follows:

Monday – Friday            08:45 hrs – 17:15 hrs

