



**STUDENT
HANDBOOK
2024**



**The International
School of English**



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WELCOME TO THE INTERNATIONAL SCHOOL OF ENGLISH

Our aim is to help you improve and develop your English language skills, so that you will be successful in both your professional and personal life. ISE provides a friendly and safe learning environment for students. We offer courses in General English and Exam Preparation which lead to globally recognised qualifications so that you will easily be able to show your English language ability to employers or educational institutions. Our teachers are all qualified and enthusiastic teachers of English, who believe in creating a positive and motivating learning environment. They are friendly and professional, and really care about your progress and development. ISE aims to provide you with the skills you need to succeed in our modern world.

Therefore, we will:

- provide an excellent learning environment with qualified and positive teachers, and staff who understand your needs and care about your progress;
- help you to develop knowledge and skills which will assist you in finding work or applying for further education;
- encourage you to further develop your language skills outside of the classroom;
 - support you with any concerns or problems about classes, future studies, life in Dublin or accommodation, by being available to offer guidance and advice when needed.

Our Values:

- Being passionate about learning and teaching
- Creating a safe and welcoming environment
- Respecting the needs and rights of others
- Providing excellent teaching and resources
- Listening to your feedback to further develop our services
- Ensuring a quality teaching and learning environment which is continually monitored, evaluated and improved. We value your opinion and ask you for your feedback during your course.

We listen to what you have to say and use the information to keep improving the services we offer you. Our staff members are supportive and available to help you and answer your questions.

WE ALL LOOK FORWARD TO MEETING YOU SOON!

MEET THE TEAM



DARRAGH PRICE

CEO & DIRECTOR OF OPERATIONS

It gives me great pleasure to welcome you to the International School of English. Your decision to come to ISE and fulfil your dreams of learning English in Dublin gives us all at ISE the enthusiasm to deliver the best English language courses possible.

We feel great pride in you joining us and look forward to exceeding all your expectations during your time at ISE. Along the way you will have the opportunity not only to learn and perfect the English language, but also to experience the rich culture that Dublin and Ireland has to offer. This opportunity will be made possible through our highly experienced teaching staff and our fun filled social activity calendar.

Thank you for choosing ISE and enjoy your studies. I look forward to meeting all of you during your stay with us.

ISE SALES TEAM



CAMILA LOPES

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LARISSA OLIVEIRA

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NATALIE WIERTEL
ACADEMIC DIRECTOR, TEACHER TRAINER,
EXAMS MANAGER, FIRST AID OFFICER, FIRE
SAFETY OFFICER, CHILD SAFETY OFFICER,
CAMDEN & HARCOURT STREET

dosd@iseireland.ie

Main Duties: Academic Director is responsible for developing the educational policy and ensuring curriculum outcomes are achieved through continuous assessment. Responsible for ensuring that a high quality academic programme is delivered and exam pathways provided for each internationally registered student. AD is responsible for the development and management of academic programmes and teaching staff and their continuous professional development (CPD) as well as facilitating the CPD sessions across the locations in collaboration with the Academic team.

AD is ISE's compliance officer responsible for the overall policy and procedure management and evaluation cycles, tasked with implementing the existing processes and reviewing them on a regular, scheduled basis. AD communicates with external bodies to ensure the school is compliant across the board and at all locations (ACELS, ILEP, IEM, Equals). AD is seeking constant academic quality improvement by starting and maintaining relationships with educational bodies and institutions on a national and international level.

Head of Exams: admin, registration, on the day delivery and pre/post-exam management of documents.

Assistance in planning and organising student activities and excursions as well as interweaving them into the school curriculum and syllabi.

CHRISTINA LYONS
ASSISTANT DIRECTOR OF STUDIES
& FIRE SAFETY OFFICER
HARCOURT STREET

ados@iseireland.ie



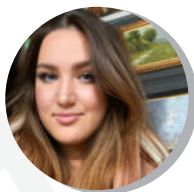
Main Duties: The Assistant Director of Studies now reports directly to the Academic Director and supports the efficient running of the school in areas of student placement, teacher scheduling, resources, and assists in overall effective staffroom organisation. Responsible for planning and organising student activities and excursions.



VERONIKA SKRENKOVA
ACADEMIC MANAGER,
CAMDEN STREET
aamd@iseireland.ie

Main Duties: The Assistant Academic Manager ensures course delivery aligns with the school's syllabi and learning outcomes, and is now responsible for maintaining a high-quality academic program under the guidance of the Academic Director. While the main Director of Studies (DOS) handles CPD and observations, the Assistant Academic Manager assists in ensuring the teaching staff follows guidelines and training set by the Academic Director's management.

JULIJA ORZCHOVSKAJA
SENIOR TEACHER
seniorteacher@iseireland.ie



Main Duties: The Senior Teacher now reports directly to the Academic Director and supports the efficient running of the school in areas of teacher training and onboarding/induction & orientation, teacher mentoring, teacher CPD, resources management & development, as well as assists in overall effective staff room organisation.



ÖNDER PUEBLA
CENTRE MANAGER
& FIRE SAFETY OFFICER
CAMDEN STREET
onder@iseireland.ie

Main Duties: The Centre Manager manages student administration, regulatory compliance, visa requirements, and liaises with inspection bodies. They handle the front desk and student issues, ensure COVID compliance and health and safety regulations, process student insurance, and assist the accounts department.

KAROLINA RIMKUTE
CENTRE MANAGER,
HARCOURT STREET
cmd@iseireland.ie



Main Duties: The Centre Manager manages student administration, regulatory compliance, visa requirements, and liaises with inspection bodies. They handle the front desk and student issues, ensure COVID compliance and health and safety regulations, process student insurance, and assist the accounts department.

LOCATION

ISE DUBLIN CAMDEN STREET

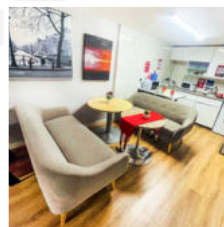
Our building is located on the south side of the city, in Camden street. It is just a few minutes' walk from Stephen's Green, a historic park and garden, and just a 5-minute walk from Grafton Street, Dublin's most popular shopping street. The Luas (tram) stop is also just a few minutes' walk away and Pearse Street and Tara Street (train) stations are around 20 minutes away on foot. It is also well served by local buses. The school is also very close to several good restaurants, cafes, pubs and clubs. It is also a 10-minute walk to Temple Bar. Dublin's famous Cobblestoned cultural district, which has lively street markets and alternative artists, pubs, restaurants and boutiques around every corner.



LOCATION

ISE DUBLIN HARCOURT STREET

Our Harcourt Street premises are located on the Southside of the city. The location is just a few minutes walk from Stephen's Green, a historical park and garden, and just a 5- minute walk from Grafton Street, Dublin's most popular shopping street. The Luas stop (tram) is also minutes away on foot and the Pearse Street and Tara Street railway stations are about 20 minutes away. It is well-served by local buses too, as well as very close to a number of good restaurants, cafes and pubs.



OUR COURSES

We offer courses in General English and Exam Preparation. You can choose to study in the morning or the afternoon.

MORNING



General English and Exam Preparation

HOURS	LEVELS	ACADEMIC TERM	TIMES
9am 12.15pm	A1 - C1	12 / 13 weeks	Monday to Friday

AFTERNOON



General English and Exam Preparation

HOURS	LEVELS	ACADEMIC TERM	TIMES
13:45 - 17:00	A1 - C1	12 / 13 weeks	Monday to Friday

Lunchtime

Conversation Class – please enquire with our Sales Department (camila@iseireland.ie) if you would like to join the Conversation Class

HOURS	LEVELS	ACADEMIC TERM	TIMES
12.30pm - 1.30pm	A2 - A2 + B1 - C1	12 / 13 weeks	Monday to Friday

WHAT COURSES DOES ISE OFFER?

GENERAL ENGLISH & EXAM PREPARATION COURSES

We offer morning and afternoon courses in General English and Exam Preparation, from Beginner (A1) to Advanced (C1). An academic term is either 12 or 13 weeks in length.

AT ISE YOU CAN STUDY

- **Beginner level General English**
- **Elementary level General English** (plus Trinity ISE Foundation exam preparation)
- **Pre-Intermediate level General English** (plus Trinity ISE I exam preparation)
- **Intermediate level General English** (plus Trinity ISE I exam preparation)
- **Upper-Intermediate level FCE** (plus FCE and Trinity ISE II exam preparation)
- **Advanced level CAE** (plus CAE and Trinity ISE III exam preparation)
- **Advanced level IELTS**(plus IELTS and Trinity ISE III exam preparation)
- **Business with BEC preparation** (B2 and C1)

*When Business English is available the BEC exam can be taken

WHAT COURSES DOES ISE OFFER?

Programme	Title of Award / End of Programme exam	Examining / Awarding Body	NFQ Level	Number of tuition hours per week	Duration (number of weeks per year)	Entry Level	Exit Level
General English & Exam Preparation	Trinity ISE Foundation or ISE I	Trinity College London	N/A	15/20	25	A1	B1
General English & Exam Preparation	Trinity ISE Foundation or ISE I	Trinity College London	N/A	15/20	25	A2	B1
General English & Exam Preparation	Trinity ISE I, II or III, FCE, IELTS or CAE	Trinity College London or Cambridge	N/A	15/20	25	B1	C1
General English & Exam Preparation	Trinity ISE III, or CAE	Cambridge	N/A	15/20	25	C1	C1+
IELTS Academic & Exam Preparation	IELTS	Cambridge	N/A	15/20	25	4.5	7.0
General English & Business English	Business Preliminary	Cambridge	N/A	15/20	25	A2+	B1
General English & Business English	Business Vantage	Cambridge	N/A	15/20	25	B1	B2+
General English & Business English	Business Vantage	Cambridge	N/A	15/20	25	B1	B2+

PLACEMENT TESTING

Long term and short term students have to take the free placement test on <https://iseireland.ie/level-test/> and our academic team will contact you to schedule an online speaking test. Please check your spam folder for emails.

You must take the placement test 2 weeks before the course start date and then the speaking test 1 week before you start classes. Failure to do so may result in missing time in class.

You will receive an email on the Friday before your start date with all the information about the classes.

You can use the student request form to ask for your Bank Letter/GNIB Letter/Holiday Letter/Leap Card Letter (for public transport) and Insurance document if you have school insurance.

Please make sure that you make a letter request 2 working days in advance of your appointment. It can take some time to process the request.

PROGRESSION TESTING & MOVING LEVEL

As part of continuous assessment, every class has a weekly progress test. Results are recorded so that we can monitor the progress of every student.

When you start to score consistently high scores in your weekly test (at least 4 consecutive test scores of 80% or more), your teacher will consider whether you have also achieved the course learning outcomes for your current level. If you have, your teacher will recommend that you take the Mover's test. If you pass the test, you will be able to move up to the next level.

We recommend that you review all work done in class afterwards in order to prepare for your weekly test. It is very important that you use English outside of the class, and take time to study.



MOVING CLASS/ LEVELS CHECKLIST (POLICY)

If a student wishes to change level before the end of the syllabus, they have a right to do so. They should speak to their main teacher expressing their request. However, please note that before such a request can be brought forward, ALL OF THE FOLLOWING CRITERIA MUST BE MET:

ACADEMIC CRITERIA

- **FRIDAY TEST SCORES FOR FRIDAY TESTS** – over 80% score in the past four weeks
- **CONTINUOUS ASSESSMENT CEFR LEVELS** – the student’s level in the past two weeks must be AT or ABOVE the CEFR goal for the level. Please refer to the Course level – CEFR level chart.
- **REFERENCE AGAINST SYLLABUS CAN-DO STATEMENTS** - this means they must be able to achieve 80% or more against the level (so pre, inter or upper: A2, B1, B2 etc.) as well as the course/level syllabus, and NOT because they’re stronger/weaker than the other students in the class.
- **BALANCED PROGRESS** - the student must be ready to move level with regards to all 4 skills (reading, writing, listening, speaking) as well as the acquired grammar proficiency and depth of vocabulary. Speaking is weighted as an important skill in a classroom using the Communicative Approach.

ATTENDANCE CRITERIA

- **ATTENDANCE** - must be over 80-85% (case by case)
- **TIME IN CLASS** – The student must have been in that level for at least eight weeks OR 200-220 guided teaching hours.

PARTICIPATION CRITERIA

- **THE STUDENT SPEAKS ENGLISH AT ALL TIMES**
- **THE STUDENT INTERACTS ACTIVELY WITH THE CLASS AND THE TEACHER**
- **THE STUDENT WORKS HARD TO IMPROVE THEIR ENGLISH** (homework, task completion etc.)
- **THE STUDENT ACTIVELY PARTICIPATES IN CLASS AND IS NOT DISRUPTIVE**

Once the above has been considered, the teacher should talk to the DoS, ADoS or

AAMD about possibly moving up or down a level. A member of the academic team will therefore consider the below:

ADMIN CRITERIA

- If the school's capacity allows for the move
- If the teacher lets us know in time – by Wed PM/ Thur AM

SAMPLE PROGRAMME TT

LEVEL: INTERMEDIATE

LENGTH OF COURSE: 12/13 WEEKS

TIME: 09.00 - 12.15 X 5 MORNINGS PER WEEK

or 12.45 - 16.45 MONDAY, or 13.45 - 17.00 X 5 AFTERNOONS PER WEEK.

CORE MATERIALS: ENGLISH FILE 3rd ed. By OUP ALTERNATED TERMLY WITH VOICES by National Geographic.

COURSE STRUCTURE

The course runs for 12 or 13 weeks. Please see the course syllabus which details the course content. We aim to cover 1 unit per week. Teachers work together to create your weekly plan (including detailed weekly learning outcomes).

There aren't enough units as weeks of the term so the syllabi detail the materials to use when the course books run out:

Cutting Edge: week 13: Life Intermediate Unit 11

English File: week 11: Life Intermediate Unit 9, week 12: Unit 11 and week 13: unit 12

Please see the syllabi for more details.

COURSE STRUCTURE

Please see the syllabi for more details.

Overall Learning Outcomes - B1 : Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.

Primary Materials: **English File Intermediate** Student's Book and Workbook
 Supplementary Materials: English File Supplementary Materials
 & **Life Intermediate (Units 9, 11 & 12)**

Rate of Progression: **2 pages per day, One Unit per week**

Tutorials: WEEK 6 + 12/13

Trinity ISE I Exam Preparation: three hours per week (Thursday/Friday usually)

Week 12	Life Intermediate Unit 11 Connections		
	Listening	Grammar	Speaking
	An interview with a woman about the language spoken in her region	<ul style="list-style-type: none"> Reported speech Reporting verbs 	<ul style="list-style-type: none"> New stories Personal Communication Digital Media
	Four conversations about news headlines	Lexis <ul style="list-style-type: none"> Communications technology 	Writing
	Reading	Word focus: time Wordbuilding: prefix un-	Text type: a report of a meeting Writing skill: using notes to write a report
	A news item about the last 'uncontacted' tribe An article about social networking	Pronunciation	
	Critical thinking summarising	<ul style="list-style-type: none"> Contrastive stress Polite requests with can and could 	

TARGETED LEARNING OUTCOMES

Listening Comprehension: listened for gist and specific information; developed their pronunciation: contrastive stress; listened for the use of telephone expressions; watched a video for specific information;

Reading Comprehension: read a text to work out the meaning of given lexis in context; read for gist and specific information; developed critical thinking skills: summarising; studied vocabulary from a text: word focus: time;

Oral Production: asked and answered question using vocabulary for communications technology; discussed some past experiences; predicted the meaning of given technology terms; discussed some questions about digital communication; Developed their pronunciation: practised making polite requests with can and could; role-played leaving telephone messages and reporting messages; role-played a video interview;

Written Production: completed sentences and written questions for discussion using vocabulary for communications technology; written a sentence predicting the content of news stories from given headlines; studied reporting verbs and written sentences reporting what people said; used notes to write a report of a meeting;

Grammar: studied reported speech; reviewed the grammar.

SAMPLE CEFR REFERENCE

B1 – LEARNING OUTCOMES & EXIT DESCRIPTORS:

In Listening - can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. and can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.

In Reading - can understand texts that consist mainly of high frequency everyday or job-related language and can understand the description of events, feelings and wishes in personal letters.

In Spoken Interaction - can deal with most situations likely to arise whilst travelling in an area where the language is spoken and can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work).

In Spoken Production - can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions and can briefly give reasons and explanations for opinions and plans. Can also narrate a story or relate the plot of a book or film and describe my reactions.

In Writing - can write simple connected text on topics which are familiar or of personal interest and can write personal letters describing experiences and impressions.

The course therefore aims to help students increase their communicative ability in relation to the areas described above. The course books we use are mapped to the CEFR framework and work to increase the students' ability in the areas set out by the CEFR. Please see the section on CEFR in this folder for more information.

We also aim to provide our students on this course with:

- lessons which are planned and organised in a coherent and principled manner which consider the level, needs, intended learning outcomes of this level, and the part of the course being delivered.
- tasks which are appropriate to the learning situation.
- lessons which are appropriately paced.
- lessons which follow the Communicative Approach (limited TTT)
- activities and foci appropriate to the learning objectives and in response to the learners
- lessons taught by teachers who grade their language to the appropriate level, provide clear instructions, encourage learner independence, give effective feedback and evaluate learning, and who encourage learners to participate actively
- a learning environment which is conducive to learning
- exam preparation guidance and practice – in particular, the Trinity ISE I and II exams
- feedback on their progress and development (weekly tests and two tutorials per term)
- an academic report on their progress and development (tutorial forms)

Lesson Times: Dublin Standard Weekly Timetable

AM Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:00am - 10:30am	Core textbook + CEFR syllabus				
10:30am - 10:45am	Break				
10:45am -12:15pm	English Skills				
*12:30pm- 13:30pm	Free Examination Preparation		Free Examination Preparation		
*12:30pm- 13:30pm	Conversation Class				

TUTORIALS

You will have one-to-one tutorials with your teacher twice per term (every 6 weeks). This is a chance for you to reflect on the progress you are making, discuss your lessons with your teacher, and receive feedback from your teacher on how they think you are progressing.

INDIVIDUAL ('6-WEEK') TUTORIALS

Tutorials are given in week 6 and the last week of term (week 12 or 13 depending), or on weeks, depending. Students attend a 1:1 meeting with their teacher to reflect on and discuss their progress and development. The teacher offers the students a chance to tell them what they think of their classes (feedback on the quality of teaching and learning at ISE) and to reflect on their own progress. Their teacher also provides assessment of each student's progress in relation to the course learning outcomes, and offers practical suggestions on how to further improve. Your teacher will also offer practical advice on how to improve.

Students must complete the 'Student Tutorial Form' before coming to their 1-on-1 tutorial. In this form they will reflect on their goal achievement, general progress and progress in specific skills. The completed tutorial forms are kept on record in the school as an Academic Report. The purpose of the record is in order to provide students with their progress feedback as well as level upgrades.

TUTORIALS DATES 2024

FEB - 6th to 9th • MAR - 25th to 29th • APR - 29th to MAY - 3rd
JUN - 17th to 21ST • JUL - 29th to AUG - 2nd • SEP - 16th to 20th
OCT - 29th to NOV - 1ST • DEC - 16th to 20th

EXAM PREPARATION

Our courses also provide lessons in exam preparation. Elementary to Advanced levels receive three hours of exam preparation and/or practice every week (usually on a Thursday or Friday).

The overall aim of this is to provide you with the exam skills needed to take a Trinity ISE, FCE, CAE, IELTS or BEC exam (level depending). You will do exercises in class to help you learn about the exam for your level, as well as focusing on developing relevant and adaptable exam skills. You must take an exam before you leave ISE. You will be sent an email reminder when you have 3 months left of your course. You should then contact our Exams Manager to register for an exam. Registering for an exam when you have completed 5 months of your visa is highly recommended, this will give you time to receive your certificate before you renew your visa.

STUDENT SUPPORT / DEALING WITH PROBLEMS

All of our staff members are available to support you with any problems or questions you may have. Please get in touch with the relevant staff member should you need to. Please see the information in 'Meet the Team' to find out which staff member you should contact.

STUDENT EMAIL & ADDRESS CHANGE

In order for us to contact you, we need to have your up-to-date email. Students in Ireland are contacted using the email address supplied during the admission/enrollment process.

It is the student's responsibility to update the school on email and postal address changes by sending an email to info@iseireland.ie or ads@iseireland.ie or on your Student Area. This will also be confirmed at the induction stage during the 'Induction checklist and acknowledgement form' signing-process.

EMERGENCY PHONE NUMBER

It is very important that you feel safe during your time in Dublin. Whilst you are on school premises, you can be assured that we have taken every step to ensure your safety. Each premises has 2 First-Aid trained members of staff, as well as 2 Fire-Safety Officers.

Outside of school hours, we have an emergency phone number where you can reach a member of our staff. This number is to be used only in case of emergency. If you have a school-related question, for example, about your class, you can ask a member of staff during school hours or send an email.



EMERGENCY NUMBER
FOR OUT OF SCHOOL HOURS:

+353 8 92330522

EXAMINATIONS

You are obliged to take an exam during your course at ISE. The International School of English is a test centre for the Trinity ISE exams. You will learn more about the Trinity ISE exams during your course. You can also find out more on

www.trinitycollege.com/site/?id=3192.n

Please see the student noticeboard for information about upcoming Trinity ISE exams. If you would like to enrol for the FCE, CAE, BEC or IELTS exam, you can arrange this with our Exams Manager, Natalie Wiertel. These take place in centres off-site and should be booked in advance so it is important you leave plenty of time to make the arrangements. You will have to pay an extra fee for higher level exams.

Please contact our Exams Manager, Natalie Wiertel for more information.

STUDENT FEEDBACK

We value your feedback and will ask for your opinion on your experience of learning English at ISE throughout your course so that we can continuously improve our services for you.

We ask for your feedback in the following ways:

1. In-class feedback with your teacher.

This is an organic process throughout your time in the classroom. It is possible to inform your teacher of what is working for you and what other approaches you would like to take. This could be both individually or collectively as a class.

2. In tutorials (twice per term).

You will be asked what you think of the classes. This is an opportunity to inform your teacher about what works well and what could be improved.

3. Whole-Class & Director of Studies meeting.

This takes place each term, representatives from each class meet with an Academic Manager to give feedback about all aspects of life at ISE. The Management team meet to discuss the feedback and identify practical solutions to the suggestions made. Reports about the actions taken will be posted on school noticeboards.

COURSE MATERIALS

Coursebooks are provided for use in class (subject to public health advice). Students are not permitted to remove these books from the classroom. Writing in the coursebooks is also prohibited.

If you would like to buy a copy of the book, please go to International Books, 18 South Frederick Street, Dublin 2. Tell them you study at the International School of English and you will receive a 10% discount.

We recommend you buy a copy of the book so that you can review work done in class at home.

*Photocopies: photocopiable material is given for homework purposes and supplementary class material only.

SCHOOL RULES & CODE OF CONDUCT

The International School of English aims to provide quality education in an enjoyable and safe environment. In order to create a positive learning environment for all of our students, we have a number of rules that we expect every student to follow:

- 1.** We wish to offer our students the most fulfilling and enriching learning experience whilst studying at ISE so we ask that only English is spoken on the school premises and on excursions. We feel this will really help you develop your language skills and also means that all students, regardless of their native language and nationality, can actively participate and communicate with one another.
- 2.** Morning classes start at 09.00 and afternoon classes start at 13.45. You must be on time. You will not be given attendance if you are more than 5 minutes late. Furthermore, you cannot be 5 minutes late consistently. Please do not ask your teacher to give you attendance anyway. If you leave the class before the end, you also cannot be given attendance for this part of the lesson. Leaving the classroom for an extended period of time before returning will result in no attendance given for that period.
- 3.** In order to fully participate and benefit from your classes, do not use your mobile phone during the lesson. Using your phone distracts you from the task and will most likely annoy your teacher and your classmates. As a courtesy to them, please keep your mobile in your bag, you can check your messages during the break. Exceptionally, phones can be used to access information for the class (e.g. a presentation, research task, monolingual/bilingual dictionary use, etc.)

4. Students are required to come to class with all the required equipment and materials: including a notebook (or electronic notebook), pens/pencils and any other stationery which they need.

5. Respect is a foundation of ISE: students are asked to respect classmates, teachers and all those who work in the establishment. This includes being aware of and sensitive to cultural differences between the varied groups of people in the school, as well as making polite and mannered electronic communication with the school.

6. Personal belongings: students are responsible for all personal belongings which they bring onto the premises. Students are strongly recommended to be vigilant with the whereabouts of their possessions.

7. Cleanliness: students are required to leave classrooms, student common areas, toilets and kitchens in the way that they found it. Put all rubbish in bins, return all material to where they previously were, and take all personal belongings with them when they leave the school premises.

8. Smoking, vaping, IQOS, and similar activities are prohibited inside the school and at the front entrance.

9. ISE keeps a record of your attendance. If you are on a student visa, your attendance must be at least 85%. Please see Attendance Rules for more information.

10. Students attending ISE are expected to treat their fellow students, and ISE staff members with respect and courtesy at all times. This is expected when students are on the school premises, and when on a school excursion. No form of verbal, physical abuse or bullying will be tolerated. Discrimination against any race, gender, nationality, sexual orientation or age will also not be accepted.

11. Other unacceptable behaviour not accepted by ISE includes: selling, distributing and/or being under the effect of drugs or alcohol on the school premises or on an excursion; wilful damage to school property; filming or photographing a student or staff member without their consent; theft of school property; accessing, storing and/or sharing any offensive material which is offensive, pornographic or threatening in any way.



UNACCEPTABLE CONDUCT

ISE will take the necessary disciplinary action against any student found breaking the above stated rules regarding accepted behaviour whilst on the school premises, or on an excursion. In a situation where a student's behaviour is unacceptable, ISE reserves the right to take disciplinary action. If a student exhibits abusive or aggressive behaviour during class time, the teacher can ask this student to leave the class. The teacher will then inform the Director of Studies immediately and the incident will be logged. The student will then be asked to attend a meeting with the Director of Studies and the Director of Operations. Depending on the severity of the behaviour, the Director of Operations will issue a formal warning, a suspension, or in cases of severe misconduct, the student could be expelled and the police informed when the behaviour is criminal.

DISCIPLINARY APPEALS PROCEDURE

A student's Appeal Form must be completed by the student within 7 days should the student wish to appeal against the decision. In such cases, the appeal is considered using ISE's Complaints Policy and Procedure.

VISA REGULATIONS

The International School of English is registered with all the official organisations connected to immigration and English-teaching standards. Studying with ISE means that your necessary documentation will be accepted, provided that you meet the visa requirements, which are your own responsibility and not the responsibility of ISE. When travelling, a valid passport (not identity card) and IRP (GNIB) Card are necessary. Students travelling to Northern Ireland should also bring the above-mentioned documents with them, and may have to apply for a UK visa in advance - students should research this if applicable.

ATTENDANCE RULES

Attendance is naturally an important part of your education, in order to learn you have to attend class. Being present and on time is respectful to your fellow students, your teacher and, of course, yourself. Attendance is also mandatory

In accordance with ILEP policy, AY (visa) students are required to arrive on time for their class. Students who arrive late will not be given attendance. A grace period of a couple of minutes is granted for students. In exceptional circumstances, students who arrive less than 15 minutes late may be granted attendance as long as a reasonable excuse is provided. Attendance may not be granted for exceptional reasons more than once in a week. Furthermore, arriving late will disrupt your class, your teacher and your fellow students.

Students are not permitted to leave class early or to be absent from class for longer than 15 minutes, this includes returning from the 15 minute break in the middle of the class.

Attendance is taken twice per class, in the first half and the second half of the class. Students are encouraged to come to one period of the class if they are unable to attend the other, as this will greatly affect their attendance.

Your attendance must always be 85% or more, according to Irish law. If your attendance falls below 75% in the first 6 weeks, ISE must tell GNIB. Attaining 85% or more attendance is crucial for visa renewal, further study, an additional visa or a re-entry visa.

Your attendance percentage changes and is updated every week. Your attendance is the number of hours you have attended class divided by the total number of hours of class.

Students who are residents of EU/EEA countries should be punctual for their classes, however, the above ILEP regulations do not apply to them.

ABSENTEEISM POLICY

Students who are absent due to illness, must present a medical certificate to the Centre Manager as a justification for Attendance. Attendance is only excused for the following reasons:

- Medical (including COVID-19)
- A bank appointment
- A GNIB appointment

All activities connected to personal employment are not accepted as excuses.

Students are entitled to 8 weeks' holidays during their 33 week course. Holidays are scheduled at the beginning of your course by completing the Holiday Form. Once scheduled, they can only be changed in exceptional emergency circumstances. Students can only take 33% of the holidays which they have accrued during their course (e.g. A student who has studied for 12 weeks, can take a holiday of 4 weeks), the minimum request for holidays is 4 weeks, no holiday of shorter duration is allowed.

ATTENDANCE OBLIGATION

Non - EU/EEA students who hold a student-work visa must have an attendance rate of 85% or more. In order to apply for a renewal of your visa at the Garda National Immigration Bureau (GNIB), you must reach this level of attendance. If you require letters for your GNIB/IRP, please contact the Centre Manager at ISE or make a request with the Student Request Form (<https://iseireland.ie/student-request-form>).

NON-ATTENDANCE PROCEDURE ON A STUDENT VISA



If a student does not comply with attendance regulations, the following procedure will be enforced.

- First warning: Issued when attendance falls below 85%.
- Second warning: Issued if there is no improvement after first warning.
- Suspension from class: If no improvement or continual absences from class.
- Expulsion from the school and notification to IRP: If the student can no longer reach 85% attendance at course completion, has failed to improve after warnings, has missed 2 weeks or more of class without explanation or has not provided medical documentation to explain absences.

ACADEMIC CALENDAR

ISE is open throughout the calendar year, except for a two-week closure during the Christmas period. Students (and staff) are entitled to two weeks' holidays (10 school days) for the Christmas period. The academic year at ISE is divided into four semesters: winter, spring, summer, and autumn. Each semester spans 12 or 13 weeks.

ISE observes public holidays, during which students will not have classes. Excluding the Christmas public holidays, there are 7 public holidays, plus an additional day off on Good Friday:

- **February Bank Holiday/Saint Brigid's Day** (the first Monday or Friday in February)
- **Easter Monday** (Monday following Easter Sunday, in March or April)
- **Saint Patrick's Day** (March 17th; if it falls on a weekend, the following Monday will be a public holiday)
- **May Bank Holiday** (first Monday in May)
- **June Bank Holiday** (first Monday in June)
- **August Bank Holiday** (first Monday in August)
- **Halloween Bank Holiday** (the Monday closest to October 31st)

TUTORIALS DATES 2024

FEB - 6th to 9th • MAR - 25th to 29th • APR - 29th to MAY - 3rd
JUN - 17th to 21ST • JUL - 29th to AUG - 2nd • SEP - 16th to 20th
OCT - 29th to NOV - 1ST • DEC - 16th to 20th

SOCIAL PROGRAMME

ISE's Social Activities Team devises exciting social events for you to enjoy every month. Some events take place in the school, others are off campus, and some are even trips which ISE also offers. Here are a non-exhaustive list of activities offered by ISE:

- Quiz Night/ Pub Quiz
- Movie Club
- Music Club
- Boardgames & Chess Club
- Culture/Book Club
- Bring-a-dish Day
- Christmas Party
- Halloween Party
- Summer Party
- Saint Patrick's Day Party
- Pumpkin-Carving Activity
- Student Trip Choir
- Jobs Club
- Trinity Exam Preparation Classes
- Remedial Classes (for extra study)



KEYS TO SUCCESS

- 01** Speak English as much as possible. ISE is an English speaking zone so you must speak English on school premises (in class, in the canteen, everywhere).
- 02** Participate fully in your classes. Your rate of progress depends on the effort you put in.
- 03** Remember that making mistakes is a significant part of learning. Don't be discouraged when you make a mistake, keep trying!
- 04** Maintain a positive attitude towards the customs and culture of your host country. Although things may be done differently at home, keeping an open mind will help you settle in more quickly.
- 05** Take responsibility for your own learning. Don't depend on your teacher, he/she is only your facilitator – your guide. Just attending class is not enough – you also need to study in your free time. You need to review what you have done in class and do extra study. Read the local newspaper, watch the news, join a club, keep a diary of your time in Dublin, speak English outside of the class, access learning English websites. There is so much you can do! It really is up to you to make the most of your experience in Dublin.

TERMS & CONDITIONS

Upon receipt of your completed booking form, you will receive confirmation of your enrolment and chosen course.

Fees must be paid 4 weeks before the start date of your course.

Payment can be made by:

1. Credit card (Mastercard or Visa)
2. TransferMate online: <https://iseireland.transfermateeducation.com>
3. By bank transfer to our account:



Name of Bank: AIB BANK
Address: Main Street, Leixlip, Co. Kildare
Account Name: The Kildare International School of English Ltd
NSC: 93 36 35
Account No: 29813040
BIC or SWIFT Code: AIBKIE2D
Iban No: IE38AIBK93363529813040

If payment is being made by Bank Transfer, you must enclose photocopies of transfers when sending your completed registration form.

Please ensure that the total amount sent is free of all charges from the remitting and beneficiary banks, and that the student's name is quoted on accompanying documents.

ISE REFUND POLICY

Q.1. What happens if I decide not to start my course after my arrival in Ireland?

A.1. Once a Non-EEA student arrives in Ireland and has their passport stamped by the Garda National Immigration Bureau (IRP) at the port of entry they are deemed to be a student at ISE and no refund will be made.

Equally, if a student has received their Visa from an Irish Embassy abroad, they are also deemed to be an ISE student and no refund will be made.

Should a prospective student be refused a student visa, ISE will refund 100% of the fees. Such refunds are subject to ISE receiving all original copies of ISE's enrolment plus the original letter of refusal from the appropriate Immigration authority 14 days prior to a student's arrival date. If evidence is not supplied within this time frame, then a cancellation fee equivalent to 1 week's full accommodation and tuition fees will apply.

Q.2. What happens if my Visa is denied because of false or misleading information on my application form?

A.2. Should a Visa application be refused because of false or misleading information said student will NOT be entitled to a refund.

It is up to the student to make sure all information submitted is correct.

Q.3. My classes have already started – can I get a refund?

A.3. NO: Once classes have commenced no refunds are made for missed classes or early withdrawal from a course. (See next question).

Q.4. What happens if I cannot complete my course due to an unplanned event?

A.4. Should an unplanned event occur, upon receipt of proof, credit will be given for the outstanding paid weeks and will be valid for a period of 6 months from the first missed day.

Q.5. What happens if my course schedule changes?

A.5. This is not expected to occur, however, ISE reserves the right to alter dates in order to facilitate or improve the provision of any course / associated examinations. Should such a change be deemed necessary it will not affect the student's terms and conditions and therefore no refund will be made.

OPENING A BANK ACCOUNT

At the bank, you will be asked for:

1. A letter of introduction from the school
2. Your passport
3. Proof of address in Ireland (Medical Insurance Certificate – you can request this document from our Centre Manager – it will take about 3 working days to arrive)

Please email our Centre Manager at: cmd@iseireland.ie if you need help.

Dublin

AIB 61 Richmond St S, Saint
Kevin's, Dublin 2, D02 H282.



REGISTERING YOUR IMMIGRATION PERMISSION

If you are from a country outside the European Union or Switzerland, and come to Ireland to work, study, live or join family for more than 90 days, you must register with your local immigration office. The fee for this card is 300 euros and must be paid by credit/debit card.

IRISH RESIDENCE PERMIT (IRP)

The Irish Residence Permit (IRP) is your registration certificate. You will be given an IRP whenever you register with immigration. Your IRP is a very important document and you must carry it with you at all times.

IF YOU LIVE OUTSIDE DUBLIN CITY OR COUNTY

You must go to the registration office nearest to where you live. Registration offices are located at Garda Síochána (police) stations around the country.

You may need an appointment to visit a regional registration office. Contact your local office before you visit to check opening days and times.



ADDITIONAL IRP INFORMATION

FIRST TIME REGISTRATION

If you live in Dublin City/County and you want to register for permission to remain in the state for the first time, please call (freephone) 1800 800 630 from 9 a.m to 5 p.m., Monday to Friday. Operators are ready to answer your call and book your appointment for you. [Please use the same phone number to reschedule or cancel an appointment.] Make sure to have your passport details and a valid email address ready to share with the customer service representative when you ring.

RENEWALS

If you need to renew your permission to remain in the state, please use ISD's online system: <https://inonline.jahs.ie/user/login>. You do not need to attend the Registration Office in Burgh Quay, Dublin 2. If you need to claim a balance of permission to remain in the state with a new passport, please use the same link, and upload a copy of the biodata page of your new passport with your application. Be certain that your photograph, name, nationality, passport number and date of birth are clearly visible and legible in order to facilitate processing. If you have registration queries, please contact immigrationsupport@justice.ie

You can use the student request form to ask for your **Bank Letter/GNIB Letter/Holiday Letter/Leap Card Letter** (for public transport)/ Attendance letter (Renewal students) and **Insurance document** if you have school insurance.

Please make sure that you make a letter request **2 working days in advance** of your appointment. It can take some time to process the request. You can collect your letters at school reception for first time registration and you will receive your letters by email if you need to renew your permission to remain in the state.

Student Application Form: (Dublin) <https://rb.gy/u79jnt>

STAMP 2 REGISTRATIONS AND RENEWALS

You must have started your course before you register your permission in Ireland.

• FIRST TIME REGISTRATIONS

1. The biometric page of your current valid passport(s). This is the page that shows your photograph, passport number and date of birth.
2. A letter from your college/school dated on or after the date your course commenced, confirming your enrolment as a student on a full time English language course, for a minimum of 25 weeks and listed on the ILEP.
3. Proof you have paid college/school fees.
4. Private Medical Insurance or Travel Insurance with medical cover for accidents and medical incident including hospital stays in Ireland, valid for 12 months, or if less than 12 months for the duration of your stay.

• RENEWALS

1. The biometric page of your current valid passport(s). This is the page that shows your photograph, passport number and date of birth.
2. The front and back of your current IRP card. This is the credit-card sized plastic card you received when you last registered your permission.
3. A letter from your college/school, confirming your enrolment as a student on a full time course of 25 weeks and listed on the ILEP.
 - A letter from your college/school that shows you have attended a minimum of 85% of all lessons.
4. Proof you have paid college/school fees.
5. Proof of your private medical insurance. Insurance **MUST** cover accidents & medical incidents including hospital stays for the duration of your residence. Travel insurance is **NOT** sufficient for Visa Renewal.
6. Exam results from previous course.

FIRST TIME REGISTRATIONS:

During your appointment

When you arrive at the registration office, please check in at the reception desk and we will give you a ticket number. Take a seat and an immigration officer will call you when it's your turn.

During registration, you will:

- Have your documents reviewed
- Have your photograph and fingerprints taken
- Pay a fee if necessary.

The visit should take no longer than 30 minutes.

After your appointment

We will use your photograph and your personal details for your Irish Residence Permit card. This card shows the conditions under which you are legally living in Ireland.

We will post your card to the address you give us and you should receive it within 10 working days.

Special Requirements - You may also bring your own translator if you wish.

PROOF OF FINANCIAL SUPPORT

If you need a visa to come to Ireland, you do not need proof of finance after you arrive here. Your ability to support yourself on arrival in the State is checked during the visa application process. However, if you did not need a visa to come to Ireland, you must also prove that you can support yourself financially after you arrive here.

FINANCIAL REQUIREMENTS

You must show you have sufficient funds to support your stay in Ireland without recourse to public funds, or the reliance on casual employment.

Non-Visa required nationals:

If you did not need a visa to come to Ireland, you must also prove that you can support yourself financially after you arrive here.

You do this by showing at the time of arrival in the state you had direct access to:

- €4,500, if you are staying for more than 6 months
- €500 per month or €3,000 (in total) if you are staying 6 months or less.

Visa required nationals:

If you need a visa to come to Ireland, you do not need proof of finance after you arrive here. Your ability to support yourself on arrival in the State is checked during the visa application process.

DOCUMENTARY EVIDENCE REQUIRED

Your finances

You must provide the following in relation to your finances.

- You must provide an up-to-date bank statement, showing what money has been paid into and out of the account over the last six months. You must submit this whether you are covering the costs of your studies yourself or not.
- Bank statements must be on headed paper. Where original bank statements are not available, internet printouts will be accepted once every page has been notarised by the bank and the statement is accompanied by letter from the bank confirming its authenticity. Handwritten entries or details on bank statements will not be accepted.
- Your name, address, account number and account type must be visible on the statement.
- Any large or irregular lodgements (for example – student loans, lodgement of Savings Certificates, the sale of a property or any similar type sources) must be fully explained.
- If you are sending a bank statement from a deposit/savings account, you must also include a letter from your bank confirming that you can take money from that account.
- Credit cards are not accepted as evidence of finances.

WORK

Non-EEA students who are permitted to reside in Ireland on a Stamp 2 are allowed to avail of a work concession. From 1 September 2016 students holding a valid immigration stamp 2 are only permitted to work 40 hours during the months of June, July, August and September and from 15 December to 15 January. At all other times students holding Immigration permission **Stamp 2** will be limited to working 20 hours per week.



HOLIDAYS



Holidays are set at the beginning of the course by submission of the Holiday Form during induction and by the end of week 1 of a student's course. If no form is submitted, a student's holiday is set to default, scenario 1: at the end of the course. In case of an emergency, holiday may be requested at ads@iseireland.ie.

Further documents will need to be provided: flight tickets confirming the return to Ireland instead of State as well as a medical or officially issued document confirming the reason for an emergency.

HOLIDAY POLICY

FOR NON-EU/EEA STUDENTS AND WORKING HOLIDAY VISA HOLDERS (AY)

From 1st November 2021 the following procedures will be in place regarding students who are subject to immigration requirements:

- Non EU/EEA students registered on an ILEP programme (25 weeks or more) have permission to remain in Ireland for up to 33 weeks.
- The number of weeks holiday a student can take will depend on the length of a student's course within the 33-week period.
- **All holidays must be scheduled and agreed in advance of registration at the GNIB (Garda National Immigration Bureau). Possible Holiday form scenarios:**

ISE Scenario 1: 25[study]+8[holiday] default

(also ISE course breakdown default unless a holiday form is submitted in week 1 of student course)

ISE Scenario 2: 12[study]+4[holiday]+13[study]+4[holiday]

ISE Scenario 3*: 33[study]

*only stamp 2/2A (Japanese student)

- Students **cannot take holidays within the first 8 weeks** of their programme. Holidays **cannot exceed one third of the programme time already elapsed.**
- Once a timetable has been submitted to GNIB at the GNIB/visa meeting **no changes are permitted.**
- No unscheduled breaks will be permitted except in clearly defined special circumstances such as:
 - * Serious illness or serious illness of close family, documented.
 - * Hospitalisation, documented.
 - * Close family bereavement, documented.

Please note these are legal requirements.

The nominated ISE staff member for holiday and course breaks issues is: DOS.

ILEP DOCUMENT

e. 'holidays and breaks: No unscheduled breaks will be permissible except in documented cases of illness or close family bereavement. Circumstances where these requests may be considered must be listed and available to the student. The criteria for accepting or refusing a request must be documented and this must include the decision-making process. The name(s) of the responsible person(s) must be documented and publicly available. Student holidays and breaks must comply with the INIS requirements.'

As of November 14th, 2022, ISE Dublin will introduce the Holiday Form below which will be amended by the DoS, CM or SEM. This form is being introduced to assist students with the planning of their course for their 8 months' visa programme. Furthermore, ISE Ireland will fully observe the ILEP regulations regarding AY students holiday scheduling whereby all students will have their course set to default (25 weeks of study + 8 weeks of holiday) unless they submit the holiday form to the above-mentioned ISE team in their first week of study and no later than their GNIB meeting (which is when the Immigration confirms their timetable for 8 months).

¹ (33 weeks = 25 weeks of study + 8-10 weeks of holiday as per INIS/ ILEP)

² ILEP or Interim List of Eligible Programmes for Student Immigration Permission document

REPUBLIC OF IRELAND BANK HOLIDAYS 2024

- **St Brigid's Day** - February 5th
- **St. Patrick's Day** - March 18th
- **Easter Monday** - April 1st
- **Early May Bank Holiday** - May 6th
- **June Bank Holiday** - June 3rd
- **Summer Bank Holiday** - August 5th
- **Halloween Bank Holiday** - October 28th
- **Christmas Day** - December 25th
- **Stephen's Day** - December 26th

- **School Christmas Break**
December 23rd, 2024 to January 3rd, 2025
- **Last day of classes** - December 20th, 2024
- **Classes will be returned** - January 6th, 2025

Holiday Form 2 January 2024

Student ID: _____ Name: _____

- Students are entitled to work 40hrs per week during the periods 15th December - 15th January and June-September inclusive. At all other times, students can work 20hrs per week.
- Please choose your preferred holiday option

Option 1:	
Class	2 January - 24 March
Holiday	25 March - 21 April
Class	22 April - 21 July
Holiday	22 July - 18 August
OR	
Option 2:	
Class	2 January - 23 June
Holiday	24 June - 18 August

I would like to book my holiday for:

Holiday Option 1 / **Holiday Option 2** (please circle)

I understand that once the holiday has been booked, it can only be changed in exceptional circumstances.

This change is made at the discretion of the Director of Studies.

Signed: _____



Recognized by ACELS
a member of Quality and
Qualifications Ireland
for English language
teaching (E.L.T.)





Special Holiday Request Form

Student ID: _____ Name: _____

If you require a holiday at a time other than the options stated above you must complete this form with the dates you wish to take off.

Holiday will be granted as long as it complies with the following rules:

1. Holiday period requested is **after minimum 12 weeks** of course has been completed.
2. Holiday dates requested must be **4 weeks duration**.

I would like to request _____ **weeks holiday** from Monday _____ / _____ / _____
until Friday _____ / _____ / _____.

I understand that once these holidays have been approved, they can not be changed except in exceptional circumstances.

Signed: _____

I understand that once these holidays have been approved, they can not be changed except in exceptional circumstances.

Signed: _____

85% ATTENDANCE

Non-EEA students who require a student visa **MUST** attend at least 85% of classes. This is required by the IRP. ISE monitors student attendance carefully and has the following procedure for students who do not attend 85%:

NON-ATTENDANCE PROCEDURE ON A STUDENT VISA:

If a student does not comply with attendance regulations, the following procedure will be enforced.

- First warning: Issued when attendance falls below 85%.
- Second warning: Issued if there is no improvement after first warning.
- Suspension from class: If no improvement or continual absences from class.
- Expulsion from the school and notification to IRP: If the student can no longer reach 85% attendance at course completion, has failed to improve after warnings, has missed 2 weeks or more of class without explanation or has not provided medical documentation to explain absences.

Please note: Students on a Student Visa must inform IRP of any change of address

COMPLAINTS POLICY

The International School of English welcomes feedback from students. We take informal and formal complaints seriously and follow a standard school procedure when dealing with them. We will respond to your complaints promptly and courteously.

We acknowledge written complaints within 48 hours of receipt.

We address complaints immediately, opening an investigation that will include: meeting with the claimant, witnesses etc. and investigating the issue in detail.

Students have the right to make a complaint about any aspect of their programme as per their visa regulations and the ISE school policy. Students can come forward with complaints or grievances on any of the following aspects of the service provision or product at ISE:

- Administration and Admissions
- Academic Programme or Staff
- Facilities, Maintenance and Services
- Operations and Management
- Booking and Sales
- Social Events (Activities and Excursions)
- Accommodation and Host Family
- Other Ancillary Services

ISE STUDENT COMPLAINT RESOLUTION PROCEDURE

- The student's first point of contact regarding any general grievance is Centre Manager (CM) Karolina ISE or Student Liaison Officer (SLO) Matthew Killeen.
 - The first point of contact related to an academic grievance or teaching staff grievance is the Assistant Academic Manager Veronika Skrenkova Dublin.
- 1) The CM/SLO meets with the student(s) to
 - a) Listen and record the content and nature of the grievance(s)/complaint(s)/issue(s)
 - b) Outline policy on handling complaints to the student(s)
 - c) Identify specific details of the complaint(s)
 - d) Resolve any straightforward matters if possible
 - 2) In cases where the CM/SLO cannot directly resolve the issue, they identify the appropriate member of the management team with responsibility for that area and forward the complaint onto them.
 - 3) The relevant manager/staff member will investigate the issue and decide on the course of action to follow. This will involve liaising with other members of staff that may be involved in the complaint and working with them to find a satisfactory, preferably positive, solution to the issue.
 - 4) The relevant manager/staff member will meet the student to propose a solution to the issue as early as reasonably possible, but not later than five working days after the complaint is recorded. If Steps 1. to 4. above fail to resolve the issues and (the) student(s) report continuing dissatisfaction then the manager/staff member will ask the student(s) to record their complaint in writing and the complaint will be forwarded to the Director of Studies Natalie Wiertel.
 - 5) The Director of Studies will:
 - a) Meet with the student(s) and/or members of staff involved
 - b) Review the progress on the proposed solutions and its appropriacy
 - c) Determine future action if necessary
 - d) The Director of Studies' decision is final.
 - 6) If the complaint is not related to academic matters and you are unhappy with the response to your complaint, you can contact ISE's Director of Operations: Darragh Price (darragh@iseireland.ie) with details of your complaint.



ISE CHILD SAFETY POLICY

The majority of our students are over the age of 18, however, non-visa students can attend ISE from the age of 16 years old for short term courses (up to 12 weeks). Please be aware therefore that it is possible that fellow students in your class may be under 18 years of age.

ACADEMIC READING TIPS

Reading is a skill that can be very difficult to improve without proper practice. One reason for this could be that as a student you simply don't read enough in your own language. Another reason might be that you don't know what techniques to use when doing each task in the exam.

There are many little tricks that you should think about when preparing for and doing each of the reading questions in **Cambridge or IELTS or Trinity Exams**.

1. USING GRADED READERS

One reason that some students don't like to read in English is because they find English novels too complicated with too much unknown vocabulary. Choose to read a graded reader instead.

What is a graded reader? Well, they are books based on the original novel and the language is adapted to different levels. What's more, they can include activities at the back of the book related to each chapter to help you understand the context and language of the text better.

After reading the book you could then also watch the movie and compare the stories. Was the movie true to the story? English-language graded readers can truly make reading more enjoyable, so taking advantage of them will really help you with your reading.

2. HOW TO GUESS THE MEANING OF WORDS YOU DON'T KNOW?

So what happens when you don't understand a word and you can't use your dictionary to look it up?

Here are a few tricks that can help you to do this:

A. Use the picture clues if provided

B. Break down the word

Let's have a look at the following sentence: The book was unputdownable. I loved it.

It contains a word that you have not seen before 'unputdownable'. So let's break it down to see if we can understand it better.

Prefix: Un = not + Phrasal Verb: Put down = to leave something down + Suffix: -able = not able to be
So if we put it all together we can see that she was not able to put down the book because she loved it.

C. Relate it to a word you know

When you don't recognise it, try to think of a word that looks similar.
For example: The movie was absolutely disastrous.

Can you think of another word that has a similar word form to disastrous?
If you got 'disaster' then you are correct.

D. Keep reading or re-read the sentence

Make sure to read the whole sentence to get the meaning of the word or even the following sentence to see if it contains any information about what the word is about.

For example: John never really got on with Jane. They were always fighting and arguing about stupid things.

We can see that the people probably weren't very friendly with each other, so "get on" could mean that they didn't have a good relationship, which it does.

Remember, though, guessing the meaning of words from their context is generally difficult. Don't forget, also, at best it will be an educated guess so you need to stay open-minded to the actual meaning.

3. USE THE PROCESS OF ELIMINATION FOR MULTIPLE CHOICE TASKS

When you have too many options, a little trick to help you get to the answer is to use the process of **elimination**.

We recommend that you make sure which answer it is not first, and cross it out so you are left with fewer options. You can use this technique even in the listening and Use of English parts of the First and Advanced exam as well as IELTS.

4. HOW TO IMPROVE YOUR MULTIPLE MATCHING TASK

One reason why this causes problems for students is usually that they don't know **what to look for** in order to answer it better. What this part of the exam is usually testing you on is the use of **pronouns** (e.g., this, these, it, he, him, their etc), and also **contrasting language** (e.g., however, but, although etc.).

If we look at the gap in the example below, we can see that they are talking about how a logo was designed. After the gap we can see "The three arrows in it look like strips of folded-over paper. What is 'it'? Well if we look at our options we can see that 'it' refers to the image in answer B.

The problem with the design I'd done earlier was that it seemed flat, two-dimensional. So when I sat down to enter the competition, I thought back to a field trip in elementary school to a newspaper office where we'd been shown how paper was fed over rollers as it was printed.

38 The three arrows in it look like strips of folded-over paper. I drew them in pencil, and then traced over everything in black ink. These days, with computer graphics packages, it's rare that designs are quite so plain.

- A Still, I'd hate to think that my life's work is defined by it.
- B I used what I'd seen to create the image.
- C I'm no expert on recycling but I can certainly see its value.

GENERAL EXAM SPEAKING TIPS

One of the biggest mistakes that some students make is that they're not fully prepared for the exam. Another mistake is that students try to sit the exam, long before they are ready. You need to adopt the techniques that will help you get good marks in the exam.

Let us set out our top tips for preparing for the speaking exams. We strongly recommend you look at them and incorporate them into your preparation for the exam.

Get familiar with what you have to do

You really need to ask yourself how much do you know about the speaking paper and have a long hard think about exactly what language you'll need to do each part of the speaking exam.

You should identify what the examiners are looking for in each part to get the band score you have targeted, and then focus on producing these while preparing and practising for your upcoming exam.

Here's a breakdown of the IELTS exam.

- Part 1 ● 4-5 minutes** A conversation between the interlocutor (The person asking you the questions) and each candidate.
- Part 2 ● 3-4 minutes** An individual 'long turn' for each candidate, followed by a response from the second candidate (the content will be both visual and written including spoken instructions).
- Part 3 ● 4-5 minutes** A two-way conversation between the candidates (the content will be written, with spoken instructions).

You can find some more information on each part and the marking criteria in the IELTS Handbook (<https://vuonlen089.files.wordpress.com/2013/02/ielts-handbook-2007.pdf>).

Here's a breakdown of the FCE exam:

- Part 1 ●** A conversation between the interlocutor (the person asking you the questions) and each candidate.
- Part 2 ●** An individual 'long turn' for each candidate, followed by a response from the second candidate (the content will be both visual and written including spoken instructions)
- Part 3 ●** A two-way conversation between the candidates (the content will be written, with spoken instructions)
- Part 4 ●** A discussion on topics to Part 3 (the questions will be spoken)

You can find more information on how to do each part in the Cambridge First Handbook <https://www.cambridgeenglish.org/exams-and-tests/qualifications/schools/offer-cambridge-english-qualifications>.

EXAM DAY TIPS

COMPUTER-BASED EXAMS

COMPUTER-BASED EXAMS

BEFORE THE EXAM

Register for the Online Results Service (<https://candidates.cambridgeenglish.org>) using your Candidate ID and Candidate Reference Number from your Confirmation of Entry.

Check the date, time and address of your exam. Your centre will send you this information.

Check with your centre if there is food or drink available at the venue or nearby. You may need to bring your own refreshments.

Find out how to get to the venue and ensure you arrive before the start time of the exam. Follow the directions to the exam room or ask at reception.

You cannot bring your mobile phone/ electronic items inside the exam room.

Your centre will tell you if they can store your electronic items securely. If they can't, you should consider leaving your electronic items at home.

If you have any questions, contact your centre before the exam day.

WHAT TO BRING TO THE EXAM

Bring your identification (ID), for example a passport or national ID card. It must be the original document with your photo and it must be valid on the day of your exam.

Do not bring food or drink to your desk in the exam room (apart from a clear plastic bottle of water).

You cannot have your personal belongings at your desk or keep your mobile phone/ electronic items inside the exam room.

ON THE EXAM DAY

Your centre will tell you where to put your personal belongings and mobile phone/electronic items. **You are not allowed to access these for the the duration of the exam.** There is a timer on your screen.

Your centre will take your photo on the test day for B2 First, C1 Advanced and C2 Proficiency exams and in some cases will note your passport or ID number in our systems. These steps are very important if you want to use your result for immigration or higher education purposes in future. If you are taking C1 Advanced in Asia, Australasia or Africa your centre must upload a test day photo or you will not receive a result.

Listen carefully to the instructions which the invigilator will read out and **make sure you follow the instructions on your screen.** If you have any questions, need help or want to leave the room, **raise your hand to ask for help.**

Do not talk to other people, or try to see what they are typing.

For your Listening test, raise your hand immediately if you cannot hear the recording.

AT THE END OF EACH TEST

If you have used paper for notes, leave the paper on your desk; do not take it out of the exam room.

Stay in your seat until the invigilator tells you to leave the room.

If you have any questions or problems, **tell the invigilator immediately.**

Remember you **will not be able to access** your mobile phone/electronic items during the breaks.

If you have registered for the Online Results Service, we will email you when your result is available.

EXAM DAY TIPS PAPER-BASED EXAMS

(Not including Pre A1 Starters, A1 Movers and A2 Flyers)

PAPER-BASED EXAMS

BEFORE THE EXAM

Register for the Online Results Service (<https://candidates.cambridgeenglish.org>) using your Candidate ID and Candidate Reference Number from your Confirmation of Entry.

Check the date, time and address of your exam. Your centre will send you this information.

Check with your centre if there is food or drink available at the venue or nearby. You may need to bring your own refreshments.

Find out how to get to the venue and ensure you arrive before the start time of the exam. Follow the directions to the exam room or ask at reception.

You cannot bring your mobile phone/electronic items inside the exam room. Your centre will tell you if they can store your electronic items securely. If they can't, you should consider leaving your electronic items at home.

If you have any questions, contact your centre before the exam day.

WHAT TO BRING TO THE EXAM

Bring your identification (ID), for example a passport or national ID card. It must be the original document with your photo and it must be valid on the day of your exam.

Bring pens (black or dark blue), pencils (B or HB) and erasers. Your centre will give you extra pens and pencils if you need them.

Do not bring food or drink to your desk in the exam room (apart from a clear plastic bottle of water).

You cannot have your personal belongings at your desk or keep your mobile phone/electronic items inside the exam room.

ON THE EXAM DAY

Your centre will tell you where to put your personal belongings and mobile phone/electronic items. **You are not allowed to access these for the the duration of the exam.** There is a timer on your screen.

Your centre will take your photo on the test day for B2 First, C1 Advanced and C2 Proficiency exams and in some cases will note your passport or ID number in our systems. These steps are very important if you want to use your result for immigration or higher education purposes in future. If you are taking C1 Advanced in Asia, Australasia or Africa your centre must upload a test day photo or you will not receive a result.

Listen carefully to the instructions which the invigilator will read out and **make sure you follow the instructions on your screen.** If you have any questions, need help or want to leave the room, **raise your hand to ask for help.**

Do not talk to other people, or try to see what they are typing.

For your Listening test, raise your hand immediately if you cannot hear the recording.

AT THE END OF EACH TEST

Stop writing immediately when the invigilator tells you.

Give all papers to the invigilator, including question papers, answer sheets, notes, etc.

Stay in your seat until the invigilator tells you to leave the room.

If you have any questions or problems, **tell the invigilator immediately.**

Remember you **will not be able to access** your mobile phone/electronic items during the breaks.

If you have registered for the Online Results Service, we will email you when your result is available.

For more information on our exams, go to cambridgeenglish.org

GOOD LUCK WITH YOUR EXAM!

SELF-STUDY TIPS

USEFUL WEBSITES

www.cambridgeenglish.org/learning-english/activities-for-learners - lots of short activities (5-15 minutes) which can be done on a phone. Three different levels Basic (A1-A2+) Independent (B1-B2), Proficient (C1 - C1+).

<https://learnenglish.britishcouncil.org> - great resources for self-study covering all areas. Everything is separated by level A1-C1. You can find activities to practise skills (reading, writing, speaking and listening) and also get level specific information for grammar and vocabulary.

www.bbc.co.uk/learningenglish - another fantastic resource for students. This site has a very good pronunciation section 'The Sounds of English' with videos and explanations to help you improve your pronunciation. They also have lots of different podcasts for English learners - just click the 'more' section at the top of the page to find them all.

OTHER IDEAS

Keep a 'learning journal' - every day, write down a summary of what you learned in class. What was new? What was the most interesting thing? What do you think you need to practise more?

Read in English - Choose to read something that's interesting to you- blogs, magazines, books, whatever you like.

If you're worried it will be too difficult, choose a book or article you've already read in your own language. 'Young Adult' fiction is also a great place to start -try The Hunger Games or To All the Boys I've Loved Before.

Don't worry if you don't understand all of the words, even native speakers don't always understand every word they read all the time!

Put English everywhere - It can be difficult to find time to study, put your new vocabulary words on your bedroom wall or beside the mirror in your bathroom and study the vocabulary while you brush your teeth or fix your hair.

PUBLIC TRANSPORT IN DUBLIN

How can I get around?

There are several means of public transport in Dublin. You can travel by bus, by tram (Luas), by train (Dart), by bike or on foot.

1. Dublin Bus: www.dublinbus.ie

Dublin Bus operates the public service network in the Dublin area. You can find timetable information on the website. To travel by bus, you must pay the exact fare in cash (the driver cannot accept notes or give change), or you can pay with your Student Leap card or a pre-paid ticket.



What's a Student Leap card?

The Student Leap card a National ID and discount card which offers discount on buses, the Luas and the Dart. For more information: www.studentleapcard.ie



2. The LUAS (tram): www.luas.ie

The Luas is a tram which serves different areas of Dublin. There are currently two lines: a Green line and a Red line. You can travel by Luas to reach ISE's Camden Street premises. Please travel on the Green line and get off at Stephen's Green or Camden St.



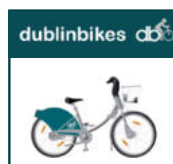
3. The DART (train): www.irishrail.ie/about-us/dart-commuter

The Dart is a quick and easy way to get in and out of Dublin city centre if you live near to the coast of the Irish Sea on the north or south side of the city. The train line runs from Greystones (Co.Wicklow) to Howth (North County Dublin).



4. Dublin Bikes: www.dublinbikes.ie

Dublin bikes is a bike rental service. You can find the bike stands all over Dublin city. For more information, please see the website.



5. Dublin Waterford Rail Fares. <https://www.irishrail.ie>

The student can also choose to travel by train, which is slightly more expensive but offers a very pleasant experience, due to the wonderful landscape seen throughout the route. By booking online in advance, the student gets a 10% discount.



HEALTH

HOSPITALS

St. Vincent's University Hospital
Elm Park, Dublin 4
Dublin 8
01 221 4000

St James's Hospital
P.O. Box 580, James' Street, Dublin 8
01 410 3000

DOCTORS

Harcourt Health
35 Upper Camden Street, Dublin 2
01 475 9544
<http://harcourthealth.ie/index.php>

Grafton Medical Practice
34 Grafton Street, Dublin 2
01 6712122
www.graftonmedical.ie

DENTISTS

Harcourt Dental Clinic
14 Harcourt Street, Dublin 2
01 475 1313
<http://harcourtdentalclinic.ie/>

Anne's Lane Dental Practice
2 Anne's Lane, Dublin 2
01 671 8581
<http://anneslane.com/>

LEISURE CENTRES

Sports and Fitness Markievicz
Townsend Street, Dublin 2
01 222 6130
www.dublincity.ie/main-menu-services-recreation-culture-sports-facilities-leisure-centres-leisure-centre-locations-8

Swan Leisure
Rathmines Square, Lower Rathmines
Road, Rathmines, Dublin 6
01 4967908
www.swanleisure.ie/

LIBRARIES

Central Library Dublin
www.dublincity.ie/central-library
Ilac Centre, Henry Street, Dublin 1
01 873 4333

Pearse Library
www.dublincity.ie/pearse-street-library
138 - 144 Pearse Street, Dublin 2
01 6733888



DUBLIN GARDA STATION
Address: Pearse Street, Dublin 2
Telephone: **01 666 9000**



EMERGENCY NUMBER
GARDA (POLICE)
999 OR 112

PLACES OF INTEREST IN DUBLIN

We recommend that you visit the Dublin Tourism Centre (Suffolk Street, Dublin 2) to get advice on things to do and see in Dublin.

www.tourist-information-dublin.co.uk/dublin-tourism-centre-suffolk-street.htm

Here are some of the places we recommend visiting:

- **DUBLIN CASTLE**
- **THE GUINNESS STOREHOUSE**
- **TRINITY COLLEGE**
- **KILMAINHAM GAOL**
- **PHOENIX PARK**

ISE organises trips to places of interest in Dublin for you to enjoy during class time with your teacher and classmates, and outside of class time with students from other classes. There is so much to see and do in Dublin!



@ISEIreland



@iseireland



@LearnEnglish_IE



STUDENT AREA



 **Dublin Campus 1**
26 Harcourt Street,
Dublin 2, Ireland

 **Dublin Campus 2**
66, Lower Camden St,
Dublin 2, Ireland

 +353 1 621 9039

 info@iseireland.ie

 www.iseireland.ie

 **Waterford Campus 3**
54/55 Tycor Business Park,
Tycor, Waterford, Ireland

 waterford@iseireland.ie

 waterford.iseireland.ie

