



**STUDENT HANDBOOK**  
**2018**

# WELCOME TO CORK ENGLISH WORLD



  
Cork  
English  
World  
www.cork.ie • info@cew.ie

## HELLO AND WELCOME TO CEW!

CEW promotes excellence through life-long learning by providing a high quality range of learning opportunities to equip students with accredited skills that have international recognition and that are relevant to the present and future workplace.

## MISSION STATEMENT

The primary focus of CEW's English language programmes is to help and enable you to develop your English language skills.

This instruction is based around the dual purpose of increasing your language proficiency, relevant to your academic, professional and personal needs; along with deepening your socio-cultural understanding so as to effect cultural competence.

The following information should help you in all aspects of your stay at CEW. It is your responsibility to ensure that you are familiar with the contents of this guide and all other relevant college documentation. If you have any questions, please feel free to ask. We are happy to help.



## DIRECTORS

### MAJELLIA SHEEHAN

Majellia Sheehan BA, RELSA TEFL, DELTA (Cambridge) is a Director of CEW. She has been working in the ELT industry since 1990. Majellia has extensive ELT experience and has taught General & Business English to all levels. Majellia is responsible for the Academic Management of CEW. She is a trained Cambridge & IELTS examiner. Majellia also deals with international marketing for CEW.



### MIREILLE KINGSTON

Mireille Kingston MA, MIATI is a Director of CEW. Among her many duties, Mireille oversees the financial aspects of CEW. Mireille has been involved in the management of ELT schools since 2000 and brings a wealth of practical knowledge to CEW.



# CONTACT DETAILS & OPENING HOURS

**Address:**

Cork English World  
Bishop Street  
Cork City, Co. Cork

**Telephone:**

00 353 (0)21 4320005

**Website:**

[www.cew.ie](http://www.cew.ie)

**E-mail:**

[info@cew.ie](mailto:info@cew.ie)

**Opening Hours:**

08.30 – 17.00, Monday - Thursday

08.30 – 16.00 on Friday.

**Holidays:**

The school is closed on the following dates:

17.03.2018: St. Patrick's Day

02.04.2018: Easter Monday

07.05.2018: Bank Holiday

04.06.2018: Bank Holiday

06.08.2018: Bank Holiday

29.10.2018 : Bank Holiday

17.12.2018 – 04.01.2019:

Christmas Holidays

Closing on afternoon of Friday 14th

December 2018 and reopening on

Monday 7th January 2019.

**Important Phone Numbers:**

CEW : (021) 4320005

School Emergency number: (087) 2869024

Police Station: (021) 4522000

Fire Station: (021) 4966333

South Doc number: 1850 335 999

The international code for Ireland is 00353 - 21 - 4320005 (landline),  
00353 - 87 - 2869024 (mobile/cell)

## TUITION

### FULL-TIME

**GE20:** 20 hrs/wk. Timetable: 09:00 to 12:15 Monday to Friday with 15 minute break at 11:00. 12.15 – 13.15 Pronunciation Class

**GE15:** 15 hrs/wk. Timetable: 09:00 to 12:15 Monday to Friday with a 15 minute break at 11:00

**GE24:** 24 hrs/wk. Timetable: 09:00 to 13:15 Monday to Friday with a 15 minute break at 11:00, 12.15 – 13.15 Pronunciation Class & 14:15 to 16:15 on Mondays & Wednesdays

**GE15 AFT:** 15 hrs/wk. Timetable: 12.45 – 16.00 Monday to Friday with a 15 minute break at 14:15

**CC15P:** 20 hrs/wk Group classes & 5 hrs/wk private classes. Timetable: 09:00 to 13:15 Monday to Friday with a 15 minute break at 11:00, 12.15 – 13.15 Pronunciation Class, lunch with a tutor from 13:15 to 14:15 and private classes from 14:30 to 17:00 twice weekly (days to be confirmed on arrival)

**CC210P:** 20 hrs/wk Group classes & 10 hrs/wk private classes. Timetable: 09:00 to 13:15 Monday to Friday with a 15 minute break at 11:00, 12.15 – 13.15 Pronunciation Class, lunch with a tutor from 13:15 to 14:15 and private classes from 14:30 to 17:00, Monday to Thursday

**CC315P:** 20 hrs/wk Group classes & 15 hrs/wk private classes. Timetable: 09:00 to 13:15 Monday to Friday with a 15 minute break at 11:00, 12.15 – 13.15 Pronunciation Class, lunch with a tutor from 13:15 to 14:15 and private classes from 14:30 to 17:45 Monday to Friday with a 15 minute break.

**OTO 15:** 15 hrs/wk. Private classes Timetable: 09:00 to 12:15 Monday to Friday with a 15 minute break at 11:00, lunch with a tutor from 13:15 to 14:15

**OTO 20:** 20 hrs/wk. Private classes. Timetable: 09:00 to 13:15 Monday to Friday with a 15 minute break at 11:00, lunch with a tutor from 13:15 to 14:15

**OTO 25:** 25 hrs/wk. Private classes. Timetable: 09:00 to 13:15 Monday to Friday with a 15 minute break at 11:00, lunch with a tutor from 13:15 to 14:15 and from 14:30 to 17:00 twice weekly (days to be confirmed on arrival).

**OTO 30:** 30 hrs/wk. Private classes. Timetable: 09:00 to 13:15 Monday to Friday with a 15 minute break at 11:00, lunch with a tutor from 13:15 to 14:15 and from 14:30 to 17:00 Monday to Thursday.

### **PART-TIME**

**A.G.E.1:** 4 hrs/wk. Timetable: Monday & Wednesday 14.15 to 16.15

**E.G.E.1:** 4hrs/wk. Timetable: Tuesday and Thursday 18.30 to 20.30 (When available)

## ACCOMMODATION - HOST FAMILY

If you are staying with a Host Family you should receive breakfast and an evening meal. Breakfast is normally juice, cereal, toast and tea or coffee. Your evening meal or dinner is normally eaten between 6pm & 7pm in Ireland and it usually consists of meat, fish, vegetables and potatoes. If you feel that you are not receiving the above, please contact the Accommodation Manager immediately and she will try to help.

In the Host Family you are allowed to receive phone calls but you are not allowed to make phone calls from the Host Family's landline. Please respect this rule.

Living with an Irish family can sometimes be difficult due to cultural differences. Here is some useful information and a few tips to help you to adjust and understand Irish culture:

- Dinner is usually between 6pm & 7pm. Meals may only last 20 minutes. It is not part of our culture to spend a long time at the table. Some Irish families have the TV on during meals.

- Irish houses tend to have a lower temperature than what you may be used to.

- Irish people tend to ask a lot of questions. This is their way of making you feel welcome.

- Irish people are very courteous. They like to use "please" and "thank you" all the time. It is a good idea to try to do the same because otherwise you may sound rude and impolite without meaning to!





## APARTMENT ACCOMMODATION

Staying in self-catering accommodation means that you will have to go shopping for food & household supplies. Shops are generally open Monday to Saturday 9.00am - 5.30pm. Supermarkets like Tesco and Dunnes Stores are usually open late every day. Tesco is located at Lavitts Quay, Paul Street Shopping Centre. Another option is Lidl located on Cornmarket Street, opening hours are: Monday - Saturday 08:00-22:00 & Sunday 09:00-21:00

The English Market is open from Monday to Saturday 8:00am - 6:00pm and it's closed on Sundays.

EazyCork offers self-catering accommodation in shared apartments and houses that are centrally located in Cork city. Accommodation is shared with Irish and foreign people who are working or studying in Cork. Students typically stay in single rooms however twin/double rooms are available on request. The apartments are fully equipped and have WiFi. One set of bed linen is included, you must bring your own towels. The location of the accommodation is confirmed by CEW one week prior to your arrival.

Apartment accommodation in Deanshall\* usually involves sharing an apartment with at least three other students where there is a communal living/dining area and shared bathroom. Bed linen is provided (unless otherwise stated), but we recommend that you bring your own towels.

\***Deanshall accommodation** is only available during the summer.



# WELCOME TO CORK CITY



**St. Finbarre's Cathedral**, just across the road, is a fantastic triple-spired example of French-gothic architecture and is the premier public building in Cork. The site is believed to be the oldest in Cork and is credited for founding the city of Cork which developed around the monastery. Open Monday to Friday.

**The English Market** is an indoor market (food mainly, also clothes and books) with entrances on Grand Parade, Patrick Street, Princes St and Oliver Plunkett St. The wonderful smell is the first thing that hits you, the scent of raw fish and even rawer meat with occasional odours of herbs and fruit. If you aren't hungry when you walk in, you will be when you leave. The Old English Market is located between Patrick Street and Oliver Plunkett Street.

**Cork City Gaol** is a castle-like prison that once housed 19th Century prisoners. Cells furnished with life-size figures, sound effects and fascinating exhibitions, together with a spectacular sound and image presentation, tell the social history and contrasting lifestyles of 19th Century Cork and why some people turned to crime. The Gaol experience includes an individual sound tour (English/ French/ German/ Italian/ Irish & Spanish).

**Shandon** is where you will find St. Anne's church, which is known more for its bells than the structure that houses them, due to the famous song "The Bells of Shandon" written

by Francis Sylvester Mahony. It is a prominent landmark in the city, being sited on top of a hillside overlooking the river Lee.

**Beamish & Crawford Brewery** is in the heart of what was the medieval city. Beamish stout, which is exclusively brewed in Cork, is now exported to over 30 countries around the world. You can find the Brewery on South Main Street beside the river.

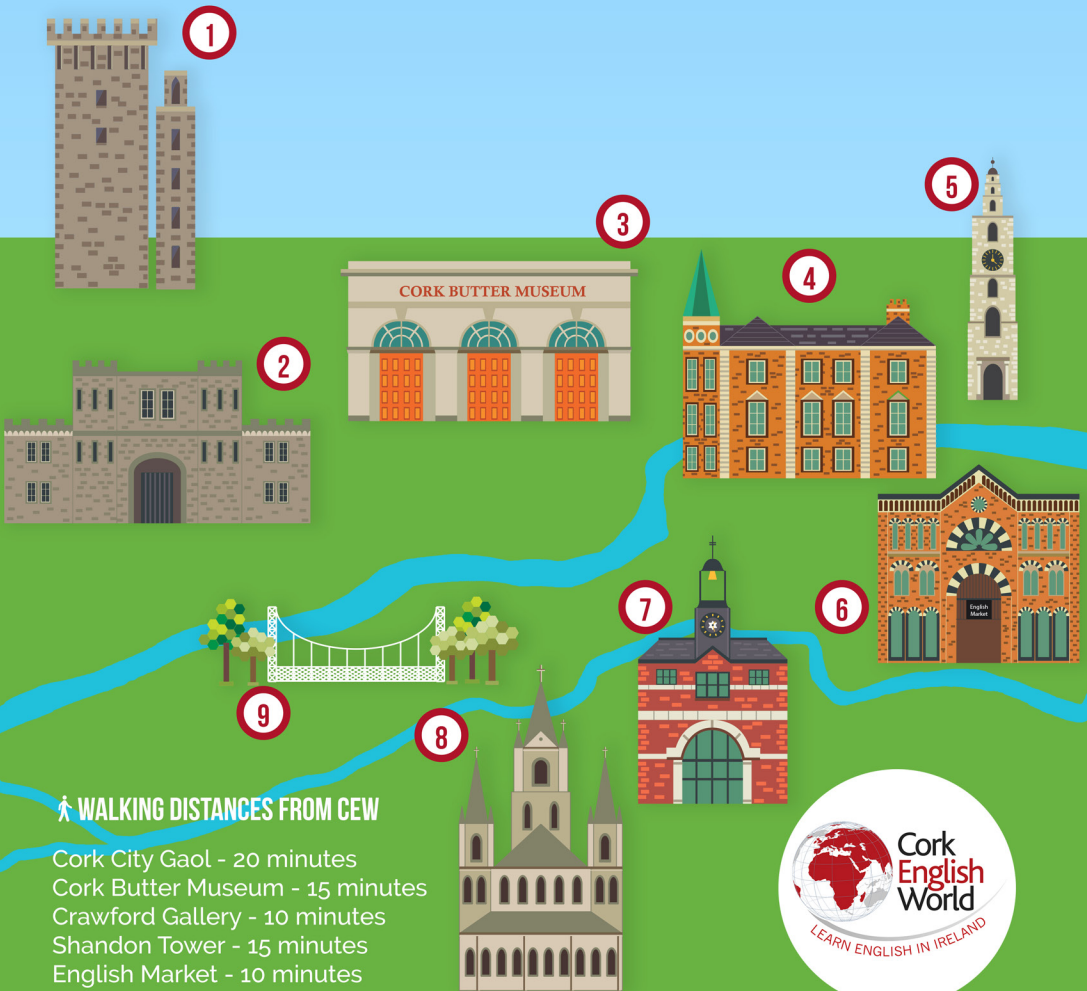
**Patrick Street or Panna** (as it's known locally) is Cork's main shopping area. It has been designed as a pedestrian-priority area with wide walks and special street lights. A mix of department stores, boutiques, pharmacies, and bookshops can be found. If you look above some of the storefronts, you'll see examples of Georgian windows that are symbolic of old Cork. The street saw some of the city's worst fighting during the War of Independence.

Other places of interest include **University College Cork** on Western Road, **Fitzgerald Park** on **Dyke Parade** where you can find the **Cork City Museum**, **Cork Butter Museum** on Dominick Street and the **Crawford Art Gallery** on Paul Street.



# PLACES TO VISIT

- 1- Blarney Castle
- 2- Cork City Gaol
- 3- Cork Butter Museum
- 4- Crawford Gallery
- 5- Shandon Tower
- 6- English Market
- 7- **Cork English World**
- 8- Finbarr's Cathedral
- 9- Fitzgerald Park



## WALKING DISTANCES FROM CEW

- Cork City Gaol - 20 minutes
- Cork Butter Museum - 15 minutes
- Crawford Gallery - 10 minutes
- Shandon Tower - 15 minutes
- English Market - 10 minutes
- Finbarr's Cathedral - 1 minute
- Fitzgerald Park - 15 minutes





# COMPUTER USAGE

## Code of Practice

By enrolling with CEW, you agree to be bound by the conditions of the centre's computing code of practice.

Do not attempt to breach the security of any of the computer systems. ANY attempt at breaching such security will be treated very seriously by the college. Do not copy software from the centre computers.

Do not copy data or programs belonging to other students. You must not install and/or run any software on the network that can be accessed either internally or externally without permission.

If you are using a computer that has been booked for class use, please leave it as soon as you are requested to do so by the computing staff. At busy times the computer laboratory staff may logout unattended computers after 15 minutes to free them for other users. Peer to peer file sharing programs (torrents, Bitlord etc.) must not be downloaded or installed.

Do not interfere or attempt to interfere with any aspect of the operation of the computer systems.

Contact the computer laboratory staff if your files are reported a having viruses. The computer virus application software will try to automatically detect viruses before they damage your work.

Do not copy, or attempt to copy,

the software or data from the computers or networks without authorization.

Do not interfere with the files, user areas, printed output, etc. belonging to other users.

## Computer Misuse Act 1990

This Act makes it a criminal offence to attempt to access, use or alter any computer data, programs or services to which you have not been granted authorized access.

The attempt does not have to be successful for an offence to be committed.

## Disciplinary Procedures

Failure to comply with the rules governing the use of CEW's computing facilities may result in the temporary or permanent withdrawal of access to the facilities, and/ or a recommendation to proceed through the centre's disciplinary processes. Contravention of any of the Acts mentioned earlier is a legal offence, which may also lead to expulsion from CEW.

# HEALTH AND SAFETY

## Emergency situations and docs

Please familiarise yourself with the fire exits. Should it become necessary to evacuate the building, the alarm will sound. It is necessary for all students to leave the building quickly and quietly following the displayed evacuation procedures. Fire Emergency Instructions are on display throughout the centre. DO NOT waste time in collecting personal belongings. The assembly point is located in the car park of the centre. When the emergency situation is over, the Fire Officer will supervise the student's re-entry to the college premises.

## Please familiarise yourself with the following points:

All accidents must be reported to administration so that the causes can be identified and action taken to prevent a recurrence. Don't delay in reporting accidents, however trivial they may seem at the time.

Smoking is not allowed in any part of the centre. Electronic cigarettes are governed by the same rules as tobacco products.

Keep bags, coats etc. away from the aisles and escape routes.

A copy of CEW's Health and Safety Manual can be found in the Reception area of the school.

Please be careful with your belongings! Personal belongings are the sole responsibility of the

student at all times. CEW cannot be held responsible for any items reported lost or missing; however, students are still required to report all incidents to their teacher as soon as discovered.

- Do not count money in busy public places.
- It is not necessary to carry your passport around with you.
- Do not keep your PIN in your wallet or in your mobile phone.
- Do not keep your wallet/phone/passport in your back pocket.
- Do not walk alone after dark and stay in well lit areas.
- Keep your handbag closed at all times.
- Never leave drinks unattended in a bar or nightclub.

## Doctors

Dr Ina Corbett (021) 4840562  
(South Terrace Medical Centre, Suite 3b, South Terrace)

## Dentist

Cork Dental Care (021) 4320069 (1 George's Quay – Opening Hours 9am - 9pm)

## Hospital

Mercy Hospital: (021) 4271979  
Cork University Hospital: (021) 4546400

# REFUND POLICY

## Withdrawal of Student Status

If you intend to withdraw from the course then you are strongly advised to seek advice before doing so. If you are studying in Ireland on a student visa, then you are strongly advised to consult student services through the college administration. In all cases you must complete a student cancellation form and return it to administration.

## Grounds for a refund or partial refund of fees:

- Irish Study Visa refusal: For students who are not successful in obtaining their visa, any application for a refund would need to be made in writing and must be accompanied by both a copy of the rejection letter from the GNIB and a copy of their stamped passport. Please note: the rejection letter issued by the GNIB will be evaluated by CEW in order to assess grounds for any refund. All original letters issued by CEW along with the student's GNIB card must be returned to the centre before any refund can be processed.

- Illness or disability suffered after the student's enrolment has been confirmed. In any such instance, a doctor's certificate would be required to confirm.

## Guidelines:

1. A refund will only be granted in respect of fees which

have been paid for the most recent year. There is no automatic right to a refund of fees if at any time, a student changes his/her mind about studying at CEW

2. After course commencement, any student submitting a refund request for any reason other than those specifically detailed above will be required to have achieved a minimum attendance of 85% in accordance with GNIB (student visa requirements) at the time of request.

3. All refunds are subject to a 30 day refund period.

4. All cancellations must be made in writing using CEW's "Tuition Fees Refund" form.

5. Students that are found to have provided incorrect information, resulting in their visa being refused shall be exempt from any form of refund.

6. Whilst course commencement and completion dates are not expected to change, the centre reserves the right to alter any previously detailed dates/times in order to facilitate or improve the provision of any course and any associated examination. Those changes will in no way affect the other terms and conditions of the student's contract with CEW. Should a change be necessary, the college will not be liable to provide any form of compensation or refund. Any authorized unattended classes must be taken within 2 months of course finishing date subject to availability.

7. Should disciplinary action be taken against any student resulting in their college status being terminated, that student would not be entitled to any form of refund.

8. An administration fee of €20 will be deducted from all refunds.

## STUDENT BEHAVIOUR & ATTENDANCE POLICY

### Behaviour/ Mobile Phone Usage

Although teachers and staff are there to help students, please ensure you communicate courteously and respectfully any problems/issues you may be having in class, around the college or administratively. Students using foul or abusive language or displaying disrespectful behaviour will not be tolerated. Students are expected to respect both their teachers and their fellow class mates during their classes at all times. Any student found being disrespectful during class may be asked to leave the class and if so would lose their attendance for a day. All episodes of this nature will be reported to administration and will be kept on the student's file for the remainder of term. Disciplinary action will be taken where necessary and disruptive/abusive students could ultimately find themselves being expelled from the centre and reported to

GNIB.

Please show respect for your teacher and classmates. Students are required to turn off mobile phones during their classes and not to use them again until after class finishes or unless they are otherwise permitted by the teacher. Students who present ongoing issues with regards to using their mobile may be asked to leave class.

## ATTENDANCE

Attendance is a provision of the student's visa and non-attendance may result in loss of the student's permission to study and work in Ireland. Students' attendance/non-attendance will be monitored continuously throughout the course. If a student's attendance is deemed to be unsatisfactory, or coming towards unsatisfactory levels at any time, Centre staff will discuss this with the student and are within their rights to request an explanation.

Should a student's attendance fall below the requirement laid down by the GNIB at any time, disciplinary action will be taken against them which could result in the termination of enrolment.

In the event that a student is unable to attend their class for any reason, a reason for non-attendance is required and should be given to the college at the student's earliest opportunity. This requirement is mandatory for all students. In the case of visa students, attendance will

be submitted to the GNIB for review along with any letters or certificates provided to the college by the student. The minimum attendance required by GNIB is 85%. It will then be the role of the GNIB and not the college to assess the validity of the student's reasons for non-attendance and decide whether a student's visa will be extended.

If a student needs to return to his/her country during their course, they are required to notify the centre in writing stating their reasons for doing so. In the event that a student does not comply with this term, disciplinary action may be taken against the student by the college without further warning which could result in termination of the student's enrolment with CEW.

## GENERAL INFORMATION

**Absenteeism:** If you are going to be absent, you should inform the school before 9:30am on the day. If you have not contacted the school by that time you will be marked absent. All illness related absence must be certified (Medical Cert). If a student fails to turn up for class for three consecutive days the school will contact him/her directly, the agent the booking came through and the relevant immigration authorities (if applicable).

**Academic Monitoring:** Long term bookings (one month +) will have Review Meetings every 4 weeks with the Academic Coordinator/Academic Manager. Please check

the noticeboard in reception for details of when your review meeting will take place.

**Bicycles:** There is a designated bike parking area. Please secure your bicycle appropriately. Bikes are parked at owner's risk.

**Bus passes:** Bus passes can be obtained directly from the bus station on presentation of a CEW student card.

**Certification:** On your final day you will also be presented with an English Language Certificate, stating your current level of English according to CEW's grading system and the Common European Framework of Reference. Private and Combination Course clients will also receive a report on their language progress and recommendations for the future. This is normally sent to the client approximately 1 week after completion of the course.

**Change of address or personal information:** Students are required to advise the school administration directly and immediately of the following changes:

Address

Phone Number

**Classes:** Classrooms are numbered from 1 to 14. Please consult the class list in reception to locate your classroom. During busy periods CEW reserves the right to carry out classes in accommodation located close to the main building.

**Complaints & Grievances:** All complaints & grievances are treated with the utmost importance. Please see Questions & Complaints below.

### **Conversation class/ English corner:**

There is a free conversation class every week at CEW. Check the notice-board for details and sign up at reception if you are interested in attending. Places are allocated on a first- come first-served basis. Maximum 12 people per class.

**Business English class:** There is a free Business English class every week at CEW. Check the notice-board for details and sign up at reception if you are interested in attending. Places are allocated on a first-come first- served basis. Maximum 12 people per class.

**Coursebooks:** All full-time students will be asked for a €20 deposit on their first day. This deposit will be returned at the end of the course provided the student has not written on or damaged any of the books they received. A compulsory coursebook is required for all exam courses. Cost €50.

**Disability:** All students are required to inform the centre of any disability or medical condition that may require special provisions to be provided by CEW

**English:** Please remember to speak only in English in class and around the centre.

**Exams:** All visa requiring students are obliged to take an externally recognised examination i.e. IELTS, Cambridge First or Cambridge Advanced

at the end of their course. On enrolment in CEW all visa requiring students will be registered to take an exam preparation course for their preferred examination. All visa

requiring students are obliged to pay for and sit an IELTS, Cambridge First or Cambridge Advanced exam at the end of their course. Should a student wish NOT to follow an exam preparation course they must inform Academic Management, such students are still obliged to sit an exam at the end of their course.

**Events:** CEW organises afternoon and evening activities for our students. Please check the notice board for details on the CEW Social Programme. Some of these activities include:

Walking tours of Cork City and surrounding area

Visits to Blarney Castle, Cobh Heritage Centre, Cork City Gaol

Irish music and dancing evenings  
Cinema, Theatre, Pub nights, Bowling, Karaoke, Skating & Greyhound racing.

During the high season, CEW organises full-day weekend excursions to various destinations including Kenmare, Killarney, Kinsale, The Beara Peninsula and West Cork. All tours are accompanied by a guide. Relevant costs apply.

The monthly WhazOn guide to Cork details events happening around the city and county.

Flash Drives/USB Keys can be bought for at reception. They cost €6 each.

**Films:** A classroom is normally available for students to watch films in the afternoon. CEW has a selection of films that you can borrow or alternatively, you can bring your own to watch!



**Health Insurance:** Health Insurance is mandatory for all Non-EEA students wishing to study in Ireland. CEW can arrange specific medical insurance that meets the requirement of the Irish Immigration authorities (€120 per year). This should be arranged with our admission team, prior to arrival in Ireland. Relevant costs apply. EU students should also have their EHIC card to receive free medical treatment with State doctors and emergency hospital care. In many cases you must pay the doctor and be refunded later. Fees vary but expect to pay €50+ per visit.

**Protection for Enrolled Learners:**

Protection for Enrolled Learners Insurance is mandatory for all Non-EEA students wishing to study in Ireland. CEW can arrange specific PEL insurance that meets the requirement of the Irish Immigration authorities (from €180 per year).. This should be arranged with our admission team, prior to arrival in Ireland.

## HOLIDAYS

Students should complete a Holiday Application form at the reception desk

Holiday forms should be completed a minimum of two weeks in advance by all students

CEW will recoup the holiday period provided that the minimum notice has been supplied.

**Holiday Entitlement:** Academic Program/Work & Study Students are entitled to maximum 3 weeks holidays for the duration of their 25-

week course.

Holidays must be booked in 1 week blocks.

All other students should speak with CEW staff two weeks in advance.

**Information for Visa-requiring Students:** All visa-requiring students will be assisted with the necessary requirements for their stay; including opening a bank account and obtaining their GNIB card.

During induction on your first day at CEW you will be guided through the procedure for all of the necessary documentation. All letters are issued at reception.

**Internet Access:** Laptops are available between 08.30 and 09.00 daily, at break time and between 13.15 and 17.00 if classes are not in progress. Wi-Fi is available in the centre (free of charge). Please ask for the Wi-Fi key at reception or check notice boards.

**Letter Requests:** CEW can issue letters for the following: Visa extension, Bank Account, Holiday, Re- entry Visa, Visit Visa, Reference Letter, Etc.

All letters have to be requested a minimum of 24 hours in advance of any expected collection unless otherwise stated.

**Lunch:** Lunch is from 13.15 to 14.15. The centre has a fully equipped kitchen, which has a microwave, a toaster and a fridge. You can avail of these self-service facilities at break and lunch times. Alternatively, you can leave the centre and buy some lunch in a

local shop or café or you can buy something to eat on your way to school.

**Non-arrival of students:** If a student does not contact CEW within four weeks of their course commencing, giving good reasons for their non-arrival, their enrolment will be cancelled without further warning, and the GNIB will be informed of their non-arrival. In this instance you will not be entitled to a refund.

**Opening Hours:**

Monday – Thursday: 08.30 – 17.00

Friday: 08.30 – 16.00

**Photocopying:** If you would like to photocopy any material, this should be left at the reception, with your name and pages clearly marked. Your photocopies can then be collected on the following day. Cost: 10c per page. We cannot photocopy entire books, so please do not ask!

**Printing:** A designated printer is available at reception. This printer is Wi-Fi enabled, please ask at reception for software download. Cost: 10c per page.

**Progress:** Your teacher will assess your English on an ongoing basis. If he or she feels that you are ready to move to another level, he/she will inform a member of the Academic Team, who will then talk to you about doing a progress test and moving class. If you feel you are ready to move, you can ask to be tested and we will see if your language competence has progressed enough to move to a higher level. A progress/level

test consists of a spoken test and a written test. All tests are aligned with the CEFR.

You will complete a weekly test in your class to measure your knowledge of the material covered during the week. Your teacher records your results which is then monitored by the Academic Team. A score of 60% must be achieved in the weekly test in order to progress to the next level.

**Punctuality:** Students who arrive for class 15 minutes late will be asked to join the class after the coffee break, so as not to disrupt the rest of the class.

**Quality:** CEW has a strong focus on quality which enables us to maintain the highest standard of teaching and learning for all stakeholders in CEW. We operate a Peer Mentoring Programme which allows teachers to observe other teachers in class and learn from one another. From time to time a member of the Academic Management team will sit into your class to monitor the quality of the teaching & learning.

**Questions & Complaints & Grievances:** CEW takes all complaints very seriously. Should you have any problems or issues, please speak to one of the following members of staff:

- Academic: the Academic Manager
- General/Accommodation: The Quality Manager & The Accommodation Coordinator
- Money: The Financial Manager

We will endeavour to resolve your complaint/grievance in as informal & efficient a manner as possible. If you are not satisfied with the outcome of the initial resolution your complaint must then be submitted in writing. Student complaint forms can be obtained from the Director. Please refer to the CEW Complaints & Grievance policy prior to submitting your written complaint.

**Resource Books:** During your study time, you can use the resource books available at reception. Should you wish to borrow any of these books, a €5 security deposit is required, this deposit will be given back to you when you return the book.

**Social Programme:** Please sign up at reception for any CEW organised social activities you wish to attend. The Social Programme changes weekly, so please check the notice board every week.

**Smoking:** Smoking of cigarettes including electronic devices is prohibited on CEW premises. There is a designated smoking area outside the building.

**Student card:** Full time students who have enrolled on and paid for a course with CEW will be issued with a College ID card. This ID card is not intended to be legal proof of personal identification outside the college. You can use your card to buy cheaper cinema/theatre tickets, etc. around Cork City. Part time students will not be issued a student card.

**Student Responsibilities:**

Below are reminders of some of your key responsibilities. It is your responsibility to:

- Maintain your attendance at the centre
- Find out information regarding timetables
- Find out examination dates and locations and arrive on time for the exam (if applicable)
- Submit your coursework on time
- Advise administration of any changes to your contact information immediately

**Study Rooms:** There are study rooms available in the centre between 1.15pm and 5.00pm, Monday to Thursday & 1.15pm to 4.00pm on Friday. Please ask at reception for more details.

**Teachers:** A class teacher is usually assigned to a class on a monthly basis although this is subject to change due to illness, training requirements and other CEW issues that may arise. In the case of exam classes the teacher stays with the class for the duration of the exam preparation course.

**Teas & Coffees:** Hot drinks & snacks: available from the vending machine in the kitchen. Do not bring drinks into the classroom.

**Testing:** All students on English language programmes are given a weekly test on Fridays.

All students must complete a level test before progressing to the next level.

All students who are attending courses of 4 weeks or more will be allocated review meeting

appointments. Please check the noticeboard in reception for your meeting time.

**Timetables:** Student timetable information is advised during your induction and will also be displayed on the class lists located in reception. You can also clarify this information with the Academic Director. Due to the possibility of unforeseen circumstances before or during your programme, timetables may change throughout the year. While every effort would be made to avoid such action being taken, should any alterations be deemed necessary, CEW would not be liable under any circumstances and therefore no compensation or form of refund would be given.

**Work & Visa Students:** As a full time non EU/EEA student you are required to attend a minimum of 15 hours of classes per week at CEW. College facilities may be used for study and research purposes outside of those 15 hours available to further facilitate the student. Under the student visa program you are allowed to work a maximum of twenty hours per week whilst you are studying. You may work longer hours during academic holidays only.

Students are reminded that it may be necessary from time to time to alter timetables. CEW is not liable for any financial loss suffered if such changes impinge upon established work arrangements (June to September & mid-December to mid-January).

**Weekly evaluations:** In a bid

to ensure client satisfaction CEW carries out weekly evaluations. These brief evaluations will be distributed to you in class by your teacher. On your final day at CEW you will be given an End of Course Evaluation. You will be evaluating all aspects of your stay. We would appreciate you taking the time to fill this in.

**Thank you and best of luck with your course here in CEW.**



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