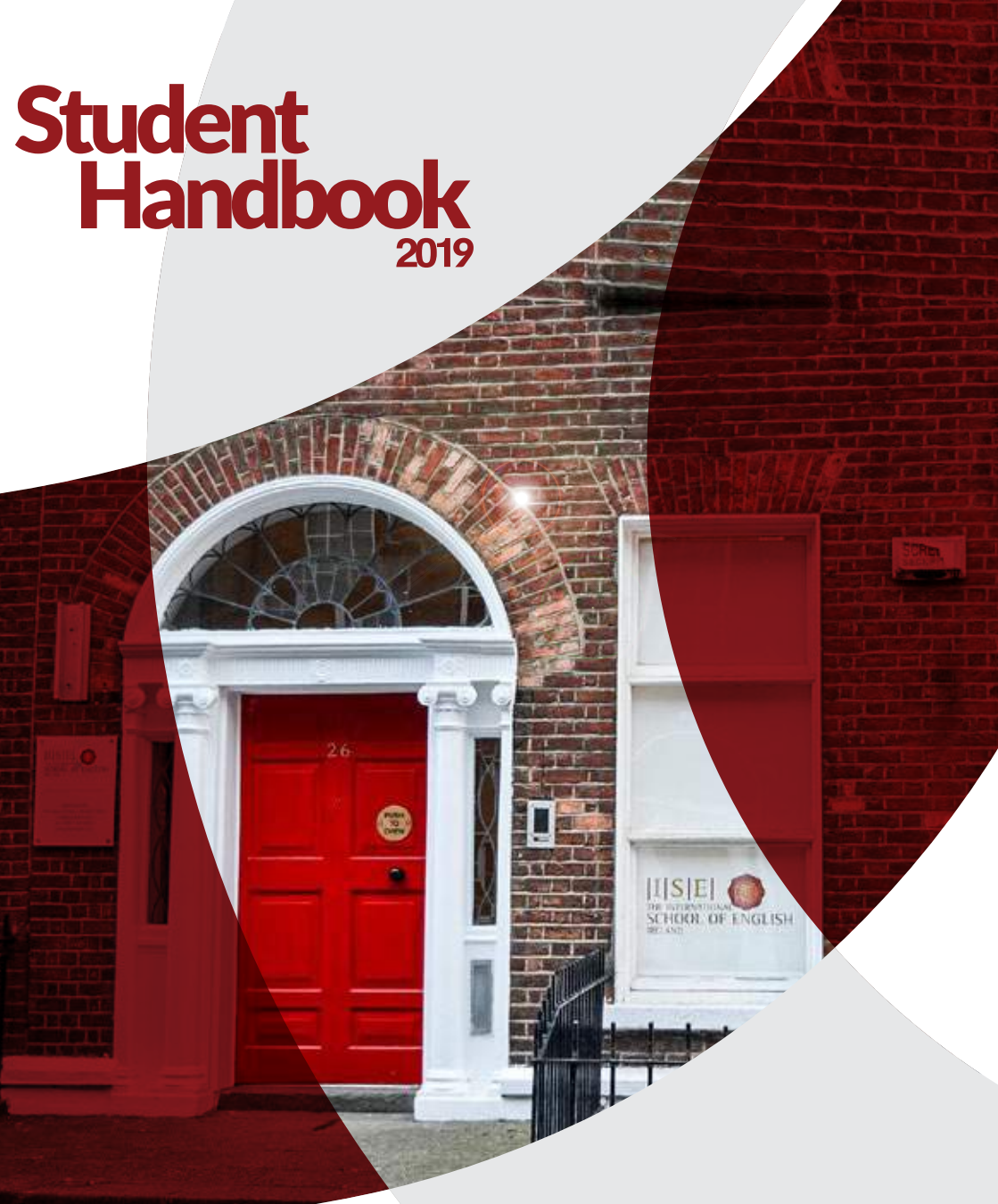


Student Handbook

2019



I|S|E|
THE INTERNATIONAL
SCHOOL OF ENGLISH
IRELAND



Contents

Welcome	04	Keys to Success	21
Meet the Team	05	Terms and Conditions	22
Location and Map	08	ISE Refund Policy	23
Our courses	09	Opening a Bank Account	24
Placement Testing	11	Irish Residence Permit (IRP)	25
Progression Testing and Moving Level	11	IRP Appointment	25
Tutorials and Exam Preparation	12	Work	27
Student Support/ Dealing with Problems ..	12	Holidays	27
Emergency Phone Number	12	85% Attendance	28
Examinations	13	Complaints Policy	28
Student Feedback	13	Public Transport in Dublin	29
School Rules	14	Health & Emergency Phone Numbers	31
Attendance Rules	16	Places of Interest in Dublin	33
Academic Calendar	18	ISE Social Media	34
Social Programme	20	Child Safety Policy.....	35

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 help you find work or apply 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.



Harcourt Street Director of Studies

Marianne Bird - dos@iseireland.ie

Main Duties: The Director of Studies is responsible for developing the educational policy and ensuring curriculum outcomes are achieved through continuous assessment. The DoS is also responsible for ensuring that a high quality academic programme is delivered and exam pathways provided for each internationally registered student. She is responsible for the development and management of academic programmes and teaching staff and their continuous professional development (CPD).

Harcourt Street Assistant Director of Studies

Ann Grennell - ann@iseireland.ie



Main Duties: The Assistant Director of Studies reports directly to the DoS and supports the efficient running of the school in areas of student placement, teacher scheduling, resourcing and overall effective staffroom organisation.



Harcourt Street Centre Manager, Health and Safety Officer, Child Safety Officer & Exams Administration

Enda Davey - Enda@iseireland.ie

Main Duties: The Centre Manager is responsible for the smooth running of the student administration system, the implementation of current regulatory and international visa requirements and liaising with GNIB/ INIS and regulatory inspection bodies. He is also responsible for handling all front desk issues and exams administration, in particular, registering students for their chosen exam.



Capel Street Director of Studies

Gareth Jones - gareth@iseireland.ie

Main Duties: The Director of Studies is responsible for developing the educational policy and ensuring curriculum outcomes are achieved through continuous assessment. The DoS is also responsible for ensuring that a high quality academic programme is delivered and exam pathways provided for each internationally registered student. He is responsible for the development and management of academic programmes and teaching staff and their continuous professional development (CPD).

Capel Street Centre Manager, Health & Safety Officer, Child Safety Officer & Exams Administrator

Domnica Pericica - domnica@iseireland.ie



Main Duties: The Centre Manager at our ISE Gold premises is responsible for handling all front desk issues and assisting in keeping the accounts up to date, processing student insurance and conducting attendance reviews. She is also responsible for exam administration, in particular, registering students for their chosen exam.



Accommodation & Exams Administration

Francesca Giannetti - francesca@iseireland.ie

Main duties: responsible for the booking of student accommodation in host families and student residences. Responsible for ensuring all accommodation is satisfactory and host families are garda checked. Deals with any issues that arise.

Teacher Trainer

Helen Mill



Main duties: Helen is responsible for the running of monthly needs-based CPD (Continuous Professional Development) sessions for ISE teaching staff

Location

The International School of English has two school premises, both are located in Dublin city centre.

Dublin is an exciting city, with many good shops, restaurants and parks to discover.

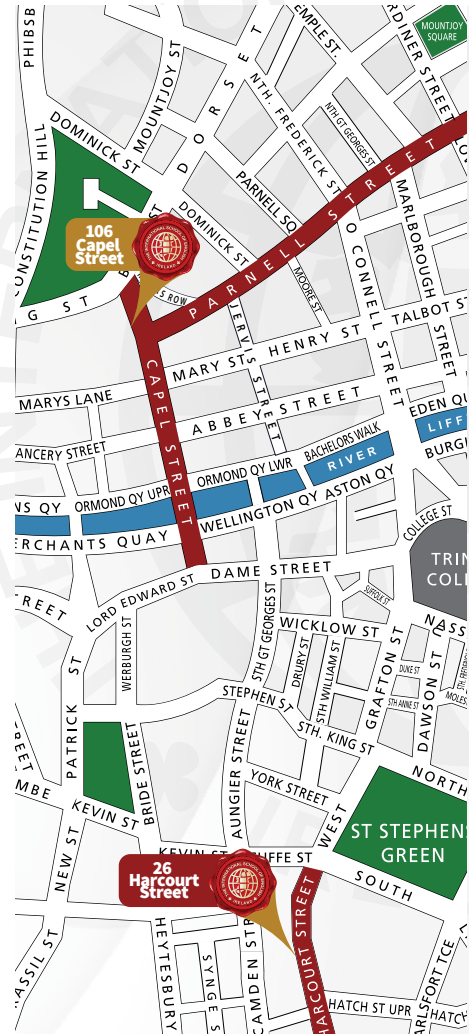
ISE Harcourt Street

Our Harcourt Street premises is located on the south side of the city. It is just a few minutes walk from Stephen's Green, a historical park and garden, and just 5 minutes walk from Grafton Street, Dublin's most popular shopping street. The Luas stop (tram) is also minutes away on foot and Pearse Street and Tara Street stations (train) are about a 20 minute walk away. It is also well-served by local buses.

The school is also very close to a number of good restaurants, cafes, pubs and nightclubs. And just 10 minutes walk from Temple Bar, Dublin's famous cobblestoned cultural quarter which has lively street markets and performers, pubs, restaurants and alternative boutiques at every turn.

Gold Centre, Capel Street

Our Capel Street premises is located on the north side of the city, also about 10 minutes walk from Temple Bar. Capel Street has many excellent cafes and quirky shops to explore. Close to the popular shopping street, Henry Street, and is easy to reach by bus, train or on foot.



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



15 hours programme

Hours	Levels	Academic term	Times
9am – 12.15pm	A1 – C1	12 / 13 weeks	Monday to Friday

Afternoon

General English and Exam Preparation



15 hours programme

Hours	Levels	Academic term	Times
13:45 - 17:00 Harcourt 13:00 - 16:15 - Capel	A2 – 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 and Exam Preparation courses

We offer morning and afternoon courses in General English and Exam Preparation, from Elementary (A2) to Advanced (C1). An academic term is either 12 or 13 weeks in length.

At ISE you can study:

- **Beginner level General English** (plus Trinity ISE Foundation exam preparation)
- **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)

Exam Preparation courses

- **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)

Placement Testing

When you arrive in Dublin, you will need to come to ISE to take the Placement Test and attend an Induction the week before your classes begin so that we can assess your English language level and introduce you to the school. You will be tested on your grammar, vocabulary and speaking knowledge.

Assessment of new students takes place at the Harcourt Street centre at the following times:



2 pm - 4pm every Tuesday
9 am - 10am every Thursday



After the test, we will place you in the class most suitable for your level of English ability and your classes will start the following Monday. You will receive an e-mail from our Centre Manager on the Friday before your start date with all the information about the course (location, level, room number, teacher and a copy of your contract).

Short-term students need to take our online Placement Test.

Letters – After you have completed the placement and speaking tests, you will be asked to fill in an online form to request various letters: a letter to open an Irish Bank Account and a letter for IRP. Please ask our Centre Manager for these letters, and your Medical Insurance Certificate, on your first day of class. You can use the Medical Insurance Certificate as proof of address when opening a Bank Account.

Progression Testing and 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, 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.



Tutorials and Exam Preparation

You will have one-to-one tutorials with your teacher in week 8 of every term. This is a chance for you to reflect on the progress you are making and to receive feedback from your teacher on how he/she thinks you are progressing. Your teacher will also offer practical advice on how to improve.

Our courses also provide one class of exam preparation every two weeks. The aim of this is to provide you with the exam skills needed to take a **Trinity ISE, FCE, CAE** or **IELTS** exam (level depending). You will do exercises in class to help you learn about the exam for your level, as well as focus on developing relevant exam skills. You must take an exam before you leave ISE. You will be sent an email reminder when you have 2 months left of your course. You should then contact our Exams Manager to register for an exam.

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.

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:

0852737217



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 at: <http://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 or IELTS exam, you can arrange this with our Exams Administrator. 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 certain exams. Please contact our Exams Administrator for more information.

Student Feedback

Your feedback is very important to us. We want to continuously improve the services we offer you so really value hearing your opinion about your learning experience at ISE.

Your teachers will ask you for your feedback on the quality of their lessons in week 6. They will listen carefully to your responses and work on an action plan with their team teacher to ensure they implement the necessary changes to their lessons. After receiving your feedback and analysing it with their team teacher, they will report back to you on the changes they will make to ensure they deliver the highest quality lessons to you.

You will also receive a link to an online survey in week 6 and 12 of every term. This form will ask for your opinion on the course programmes, the facilities at ISE and the social programme as well as how helpful ISE staff are.

Furthermore, we ask all new students to complete a feedback form at the end of the first week of study so we can respond immediately to any issues. We also ask students at the end of their courses to complete a feedback form so we can see how helpful our programmes are on the whole.

Course Materials

Coursebooks are provided for use in class. If you who 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 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



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 - Harcourt Street and 13:00 - Capel Street. 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.
3. So that you can 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.
4. Smoking is not permitted inside the school building or at the front door. There is a smoking area at the back of the school, by the canteen which you can use.
5. 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.
6. 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.

7. 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.

Attendance Rules

ATTENDANCE INFORMATION – PLEASE READ CAREFULLY

PUNCTUALITY POLICY:

In accordance with www.ilep.com all Non-EEA students are not permitted to arrive any later than 5 minutes to class. Arriving 5 minutes late should be an exception and not a habit.

Please take note of class times and arrive on time! If you are late, you disrupt the class.



Last Bell!

REGISTERS & ATTENDANCE:

Students who arrive more than 5 minutes late, or who leave class early will not be given attendance for this part of the lesson. This will affect your attendance record.

ABSENTEEISM POLICY:

Students who have a planned absence (only after 3 months school attendance is 2 months holiday allowed) should inform the Centre Manager a week before the first of the dates they will be away.

Students who are absent due to illness and require credit for attendance should present a doctor's note to the Centre Manager.

85% ATTENDANCE PROCEDURE OBLIGATORY ON A STUDENT VISA:

Non – EEA Students who require a student visa must attend on a full-time basis only.

Students who are on a student visa **MUST** attend class full-time.

In order to apply for an extension of a student visa, a minimum attendance of 85% is required by Garda National Immigration Bureau. If you require letters from The International School of English to apply for the extension of your visa, contact Reception and complete a 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 2019

Academic Calendar for General English & Exam Preparation and Academic IELTS & Exam Preparation Courses

Term	Number of weeks	Start date	End date
Winter	12 weeks	7th January	29th March
Spring	13 weeks	1st April	28th June
Summer	12 weeks	1st July	20th September
Autumn	13 weeks	23rd September	20th December

2019 | Ireland Bank Holidays

- March 18 • **St. Patrick's Day**
 - April 19 • **Good Friday**
 - April 22 • **Easter Monday**
 - May 06 • **May Day**
 - June 03 • **June Bank Holiday**
 - August 05 • **August Bank Holiday**
 - October 28 • **October Bank Holiday**
- Christmas Break**
20/12/19 - 06/01/20

Social Programme

The Social Activities Department devises an exciting social calendar for you to enjoy every month. You will visit Dublin's many places of interest, such as its Museums and Art Galleries, as well as its beaches and countryside. You will go on tours around the city, and learn about the city's history and culture. Your teacher will take you on class excursions, and the school also offers trips outside of class time for you to enjoy.

You will also learn about Irish culture in your class, such as Irish expressions and slang, typical Irish traditions and food, Irish myths and so on.

ISE also hosts many parties for you to enjoy, such as Christmas and Easter parties and Talent Show competitions as well! The winner of the last Talent Show won a trip to Paris. Take part, practise your English and make friends!



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 and 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. Pay to Study online: www.iseireland.paytostudy.com
3. International payments by Flywire: www.flywire.com/pay/iseireland
4. 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 all relevant 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 the student's name is quoted on accompanying documents.

ISE REFUND POLICY

Q.1. What happens if I decide not to commence 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 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 Testing

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 on the day of your Placement Test from our Centre Manager – it will take about 3 working days to arrive)

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



Irish Residence Permit (IRP)

All non-nationals who are not citizens of a member of the European Union, the European Economic Area, or Switzerland, must register with An Garda Síochána (Police Station) and must carry their IRP card with them at all times.



From 11 December 2017 the previous registration certificate known as the 'GNIB card' has been replaced by the new Irish Residence Permit (IRP). The new IRP has exactly the same legal status as the old GNIB card. It does not give you any new rights or entitlements and your responsibilities stay the same. An IRP costs €300 per person every time you register and renew.

You may also have to pay for a new IRP if your current card is lost or stolen.

Registration in Dublin

If you register in Dublin, the immigration officer will arrange to send your IRP to you by post. Make sure to confirm your exact address (including Eircode) before you leave the registration office. Your IRP should arrive within 5 to 10 working days. If it does not arrive within 10 working days, contact us.

Change or update your details

Contact us to update your registration information if your personal details or circumstances change, for example:

You change your home/postal address

We made an error, eg we misspelled your name

Other details change, eg you change your name/gender

In some cases, we may issue you with a new Irish Residence Permit (IRP)

Contact

Email: burghquayregoffice@justice.ie with subject line: 'Change of details'

Emails with the following information have priority. Other emails will take longer:

- Full name
- Registration number
- Nationality
- Date of birth

You must also prove that you can support yourself financially. You must show that you have:

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

Option 1 - Proof from an Irish bank

You must bring an original statement from an Irish bank that shows a balance of **€3,000** (or **€500 per month** if you are staying less than 6 months).

The statement must be for an account in your name, i.e. the same name as in your passport.

Option 2 - Proof from a foreign bank

You must bring 2 original bank statements from a foreign bank.

The first statement must show a balance of **€3,000** (or **€500 per month** if you are staying less than 6 months). The statement must be less than 1 month old.

The second statement must be from the same bank. It must be less than 6 months old.

Both statements must be for the same account and in your name, i.e. the same name as in your passport.

You must also show that you have a debit card (for cash withdrawals in Ireland).

The debit card must be for the same bank account that has the **€3,000** (or **€500 per month** if you are staying less than 6 months).

Option 3 - Proof from a financial services company

You must bring an original letter from a financial services company in Ireland that shows it holds **€3,000 'in trust'** for you (or **€500 per month** if you are staying less than 6 months).

The financial services company must be regulated in Ireland by the Central Bank of Ireland.

Option 4 - Proof via a pre-paid credit card or debit card

You must bring evidence to demonstrate to the registration office that you have a pre-paid credit card(s) or debit card(s) with **€3,000** (or **€500 per month** if you are staying less than 6 months).

Cost & payment options

You must pay a fee of **€300 per person to register**. You can pay by:

- **Bank giro:** A giro is a pre-printed form and can be collected from any registration office.
- **Credit card or debit card:** These can be used at Burgh Quay Registration Office and some others.

Work

Non-EEA students who are permitted to reside in the State 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



Visa students must have attended for at least 12 weeks before they are entitled to a holiday break, and must take a minimum of at least one month holiday. Students should inform the Centre Manager at least one week before the first of the dates they will be away. Please complete the Student Request Form on our website. You must return to the school on the Wednesday before your holiday ends for a placement test.

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.

Complaints Procedure:

1. Contact ISE's Director of Studies (Harcourt St – dos@iseireland.ie / Capel St - gareth@iseireland.ie), Assistant Director of Studies (Harcourt – ann@iseireland.ie) or Centre Manager (Harcourt St– enda@iseireland.ie / Capel St - dominica@iseireland.ie) to arrange a time to meet.
2. A complaints form will be completed at the meeting.
3. Your complaint will be responded to within 3 working days.
4. If you are unhappy with the response to your complaint, you can then contact ISE's **Director of Operations: Darragh Price**: darragh@iseireland.ie, with details of your complaint.

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: <https://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, please see: <http://www.studentleapcard.ie/#home>

2. The LUAS (tram): <https://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 Harcourt Street premises. Please travel on the Green line and get off at Stephen's Green or Harcourt Street.



3. The DART (train): <http://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).



It is also a great way for you to explore the beautiful coastline at the weekends. You can travel easily from the city centre to sandy beaches, parks and harbours.

4. DUBLIN BIKES: <http://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.



Health



Emergency Number 999 or 112

Hospitals

St Vincents University Hospital

Elm Park, Dublin 4
Dublin 8
01 221 4000

St. James 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

D2 Medical

1 Fitzwilliam Street Upper, Dublin 2
01 6314500

d2medical@gmail.com
www.d2medical.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/>

Libraries

Central Library

<http://www.dublincity.ie/central-library>
Ilac Centre, Henry Street, Dublin 1
01 873 4333

Pearse Library

<http://www.dublincity.ie/pearse-street-library>
138 – 144 Pearse Street, Dublin 2
01 6733888

Leisure Centres

Sports and Fitness Markievicz

Townsend Street, Dublin 2
01 222 6130
<http://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
<http://www.swanleisure.ie/>



Emergency Number GARDA (POLICE) 999 or 112



The nearest Garda (Police) Station is located in Pearse Street, just behind Trinity College.

Garda Station

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

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.

<http://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!



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ISE Child Safety Policy

The majority of our students are over the age of 18, however, students can attend ISE from the age of 16 years old. Please be aware therefore that it is possible that fellow students in your class may be under 18 years of age.





 +353 16219039  info@iseireland.ie  www.iseireland.ie

 Adult Campus: 26 Harcourt Street, Dublin 2 |  Gold Centre: 106 Capel St, Dublin 1