

ATLAS
LANGUAGE
SCHOOL



Student Handbook

Student Handbook - Contents

1 Welcome to Atlas Language School	1
2 Atlas Language School	4
• Courses	4
• Classes	5
• Your Level and Assessment	6
• Exam Registration for Non-EEA students	6
• Atlas Language School Certificate	7
• Accreditations	7
• Learner Protection	7
3 Social Programme	8
4 Emergency Contacts	9
• Atlas Language School	9
• Medical, Health, Allergy and other Conditions	9
• Police, Fire Ambulance	9
• Medical Centres	9
• Hospitals	10
• Garda Stations	10
5 Public Transport	11
6 Accommodation	12
• Homestay	12
• Residence	12
• Hotel / Hostel	13
• Permanent Accommodation	13
• Things to Keep in Mind When Renting	13
7 Living in Dublin	15
• Dublin Seasons / Weather	15
• Shopping in Dublin	16
8 Services	17
• Telephones	17
• Medical Care	17

• Medicines	18
• Pharmacies	18
• Dental, Optical and Alternatives Therapies	18
9 Health Insurance	18
10 Working in Dublin	19
• Applying for a PPS number	19
• Finding Work	19
11 Managing your Finances	20
• Exchanging Money	20
• Banks and ATMs	20
• How to open a Bank Account	20
12 Safety Tips	21
• Mind Your Money	21
• Out and About	21
13 Studying at Atlas Language School	22
• Enrolment Dates	22
• Continuity of Enrolment	22
• Refusal and Cancellation of Enrolment	22
14 School Policies	23
15 Refund Policy	23
• Cancellations due to Reasons other than Visa Refusal	23
• Cancellations due to Visa Refusal	23
• Refund Procedure	24
• Accommodation Cancellation	24
• Airport Pickup Cancellation	25
16 Holiday Policy	26
• Holiday Policy for short-term (less than 25 weeks) students	26
• Holiday Policy for long-term (more than 25 weeks) Non-EEA students	26
17 Attendance and Punctuality Policy	27
18 Policies and Guidelines for Students Staying in a Host Family	33
19 Policies and Guidelines for Students Staying in a Residence	35
20 Code of Conduct	37

• Teaching and Learning Code of Behaviour	37
• Unacceptable Conduct	38
• Consequences of Unacceptable Conduct	39
• Disciplinary Appeal Process	40
21 Access and Equity Policy	41
22 Additional School Policies	42
• Mobile Phones	42
• Book Policy	42
• Changes to Personal Details	42
• Valuables	42
• Academic Conduct	42
23 Privacy Notice	43
24 Further Conditions	48
25 Complaints and Appeals Procedure	49
26 The EAQUALS Charters and Guarantee	50
27 Fire and Emergency Evacuation Procedure	51
28 Responsibilities of Student Visa Holders	52
• Course Requirements	52
• Student Health Cover	52
• Change of Address	52

1 Welcome to Atlas Language School

Hello and welcome to Atlas Language School! We hope you have a great learning experience with us. Here are some of the people who work at Atlas Language School:

Alan Brennan
Director



Nico Dowling
Director



Gary Tennant
Academic
Manager



Tim McKeown
Course & Exams
Manager



Sebastian Schmidt
Operations
Manager



Ciarán Lynch
School Manager



Bruna Swaizer
Accommodation
Manager



Maria Carbajal
Admissions Manager



Seán Cassidy
Social Programme
Coordinator



Ana Egitto
Groups Coordinator



and all **Atlas teachers!**



We are proud of having a multicultural staff, many of whom have travelled widely and have taught English internationally. Therefore, we understand what it is like to be new to a country and what help is required when you first arrive. Our helpful and dedicated staff will try to assist you in any way they can and offer advice on settling into life in Dublin. Our staff is committed to delivering the highest possible levels of teaching so as to ensure students will attain the best possible learning outcomes during their studies.

This Student Handbook has been written to help you in your time here with us at Atlas Language School. It will provide you with a guide on how we at Atlas Language School work, what is required of you as students, plus answer many questions you may have. We hope you find it useful! Please read it carefully and, of course, if you have any questions do not hesitate to let us know. We are always happy to help!

Alan Brennan / Nico Dowling

Directors

A note from our Academic Manager:

At Atlas Language School we have built a great team of teachers who provide a professional language learning experience in a warm, personal and motivating environment. Our teachers have worked around the world in places as far as Japan, Korea and Australia to places nearer home such as Spain, Italy, Denmark and France. They bring with them not only their qualifications but also a wide range of key experiences and knowledge of different cultures and learning styles.

Teaching methodology at Atlas is based on the communicative approach and a focus on language use, rather than just memorising form (grammar). We believe that learning a language means developing active, engaged learners who are able to take control of their learning and link their classroom learning experience to life outside the class. As such, each day you will have two sessions taught by different teachers to give you exposure to a variety of accents and teaching styles:

- Session A focuses on grammar, structure and vocabulary development. These are taught with an emphasis on developing your reading and writing skills.
- Session B focuses on interactive communication with an emphasis on effective real-life communication and ways of practicing and achieving it (listening and speaking skills).

The courses are based on a textbook but our teachers try to connect to your life and your interests. We also use a variety of supplementary materials such as newspapers, magazines, audio and video files, songs, etc. In linking your classroom learning experience to life outside the class a lot of these materials will have a focus on Dublin and Irish life and culture. For those interested in an external exam, we introduce all students to internationally-recognised exams appropriate for their level and also offer additional IELTS, TOEIC, and University of Cambridge Exam Preparation (FCE, CAE, etc.).

Gary Tennant
Academic Manager

2 Atlas Language School

Atlas Language School is located in a beautiful 3-storey Georgian building on the Grand Canal in Portobello Harbour, Dublin 2, a 10-minute walk from Dublin city centre. The school has large bright classrooms as well as a library, a café, and a comfortable student area where you can relax after class. Each course is taught by two teachers and has a maximum of 15 students, ensuring a high level of individual attention. We offer a variety of courses at different levels and have a team of qualified and experienced teachers who are committed to your learning success. Most courses are structured to allow students time to explore the sights of Dublin and to become immersed in the surrounding culture and lifestyle.



The school address is:
House 34A, Richmond
St S, Portobello,
Dublin 2, D02 YH79



Courses:

- General English Fluency – 20 lessons (50 minutes)/week (offered in the mornings as well as in the afternoons)
- Full-Time Exam Preparation – 20 lessons/week
- General English Fluency Plus – 26 lessons/week, combining 20 lessons of General English in the morning with 6 extra lessons in the afternoons
- General English Fluency Plus Exam Preparation – 26 lessons/week
- General English Fluency Intensive – 26 lessons/week, combining 20 lessons of General English in the morning with 6 lessons of individual training in the afternoons

For a full list of our courses please see our brochure or [website](#):

www.atlaslanguageschool.com

Classes:

Our full-time morning classes start at 9.00 am and finish at 12.50 pm. Session A runs from 9.00 am to 10.40 am and Session B runs from 11.10 am to 12.50 pm. Break time is from 10.40 am to 11.10 am.

In the case of afternoon full-time classes, Session A goes from 1.30 pm to 3.10 pm and Session B from 3.30 pm to 5.00 pm, with a break from 3.10 pm to 3.30 pm.

For students enrolled in a 26-lesson programme, the extra afternoon classes start at 1.30 pm and finish at 4:00 pm, on either Tuesdays, Wednesdays or Thursdays for small group lessons and generally Mondays and Wednesdays for individual lessons. Students must participate in a minimum of 20 lessons per week.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9.00 - 10.00	GE20 MORNING A: New Students: Placement Test & Induction Current Students: Review & Recycle (HWK 3 review + points arising from previous week's test & feedback)	GE20 MORNING A: Grammar, Vocabulary and Functional Languages	GE20 MORNING A: Grammar, Vocabulary and Functional Languages + Writing Skills HWK3 (Writing Skills) set for Friday	GE20 MORNING A: Grammar, Vocabulary and Functional Languages + HWK1 Correction	GE20 MORNING A: Grammar, Vocabulary and Functional Languages
10.40 - 11.10	BREAK	BREAK	BREAK	BREAK	BREAK
11.10 - 12.50	GE20 MORNING B: Introduce the week's objectives Grammar, Vocabulary and Functional Languages HWK1 (Grammar & Vocabulary) set for Tuesday	GE20 MORNING B: Vocabulary Building, Pronunciation and Speaking Skills Extension HWK2 (Grammar & Vocabulary) set for Wednesday	GE20 MORNING B: Vocabulary Building, Pronunciation and Speaking Skills Extension	GE20 MORNING B: Vocabulary Building, Pronunciation and Speaking Skills Extension HWK4 (Grammar & Vocabulary) set for Friday	GE20 MORNING B: Weekly review & Test
12.50 - 14.00	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
14.00 - 15.40	Current Students: GE20/GE26 New Students: Orientation Tour	Plus Courses (GE26) Electives	GE20/GE26	Plus Courses (GE26) Electives	GE20/GE26 Film & Fluency Class
15.40 - 16.30	Current Students: Study Club		Study Club		
16.30 - 17.00					

There are free elective/study club classes every afternoon (example below). If you would like to attend any of these, please sign up at reception.

MON	TUE	WED	THU	FRI
Job Club Preparing for Interviews For AM Students 1:30 pm - 3 pm Room 204	Pronunciation Elective European languages Library Asian languages Room 204 1:30 pm - 3 pm Sign up at Reception	Language Club for AM students 1:30 pm - 4 pm Library Games Afternoon 2 pm - 3:30 pm Students' Room Sign up at Reception 2 people minimum Irish Life and Culture Elective for PM students Women in Irish society 5:15 pm - 6:15 pm Library Sign up at Reception	Lending Library 12:55 pm - 1:30 pm Library Irish Life and Culture Elective for AM students Women in Irish society 1:30 pm - 3:00 pm 204 Sign up at Reception Exam Practice Elective 1:30 pm - 3:00 pm Library Language Club for PM students 5:15 pm - 6:15 pm Library	Film & Fluency Elective Film: "Once"  1:30 pm - 3:30 pm Library Sign up at Reception

MON	TUE	WED	THU	FRI
Job Club Cover Letters For AM Students 1:30 pm - 3 pm Room 204	Pronunciation Elective European languages Library Asian languages Room 204 1:30 pm - 3 pm Sign up at Reception	Language Club for AM students 1:30 pm - 4 pm Library Games Afternoon 2 pm - 3:30 pm Students' Room Sign up at Reception 2 people minimum Irish Life and Culture Elective for PM students The Wild Atlantic Way 5:15 pm - 6:15 pm Library Sign up at Reception	Lending Library 12:55 pm - 1:30 pm Library Irish Life and Culture Elective for AM students The Wild Atlantic Way 1:30 pm - 3:00 pm 204 Sign up at Reception Exam Practice Elective 1:30 pm - 3:00 pm Library Language Club for PM students 5:15 pm - 6:15 pm Library	Film & Fluency Elective Film: "Spirited Away"  1:30 pm - 3:30 pm Library Sign up at Reception

Your Level and Assessment:

- Pre-arrival assessment:

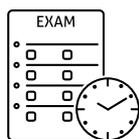
Before commencing your course you will be asked to complete an **Online Placement Test**. This is a 20 to 30-minute grammar and vocabulary test which gives us an initial estimate of your English level. This test will help us determine whether you have the required English level to register on your chosen course.

- Assessment on arrival:

On your first day at Atlas, you will be tested in grammar, vocabulary and speaking so that we can determine your level of English. You will then be placed in a class suitable for your level; from Elementary (CEFR A1) to Advanced (CEFR C1).

- During your course:

During your course your progress will be assessed through regular testing by your teachers. As you progress, you may also change classes to ensure that you are in the most suitable class according to your English language level.



Exam Registration for Non-EEA students:

Non-EEA Academic Year students are required to sign an online agreement stating that they will sit a recognised end-of-course exit exam. Indeed, all long-term students staying in Ireland under the conditions of a stamp 2 student visa will automatically be registered for an internationally recognised exam by our Course & Exams Manager, Tim McKeown.

The exam will be chosen according to your estimated level of English. If you do not agree with the suggested exam, please inform the Course & Exams Manager by emailing exams@atlaslanguageschool.com to arrange a meeting.

The Course & Exams Manager will send important information to you by email so please ensure that Atlas has your correct email address and please check your emails regularly, including your spam folder.

Your exam date will be near the end of your course. Between 12 and 10 weeks before that, you will receive an email reminding you to register for your exam. Please go to reception to do so.

Please be informed that the record of grades the student receives of these exams is logged into the school platform and are available to view by the student, INIS and relevant internal personnel.

Atlas Language School Certificate:

A Certificate of English Language (level of proficiency) is issued to all students who successfully complete their course. The Certificate states which course the student completed, the dates the course ran, and the level the student attained, based on the Common European Framework of Reference (CEFR) which organises language proficiency in six levels from A1 to C2.

Accreditations:



Atlas Language School is an authorised test centre for the following exams:



In addition, Atlas is a member of the following organisations:



Learner Protection:

As an MEI member, Atlas Language School guarantees Learner Protection to all students enrolled in our school. This means that students can complete their language programme with another school in the unlikely event of the programme ceasing prematurely, thus guaranteeing all language courses for which they are enrolled.

This protection covers the period from when a student enrolls in a programme until the time the student has successfully completed the programme and end of programme exam.

3 Social Programme

Ciaran Lynch, our Social Programme Coordinator, organises the trips and activities offered each week. Every Monday the social and cultural activities for the following week are posted on the Wall Newspaper so please keep an eye out for upcoming events and trips!

On Monday there is an Orientation Tour of Dublin for all new students. Please meet at either 10.30 am (for PM students) or 2.00 pm (for AM students) in the lobby and our activity leader will take you around Dublin to introduce you to some places we think are important to see at the start such as where to get your travel pass, landmarks, shops and pubs.

We then organise trips or sports activities on Tuesdays, Wednesdays and/or Thursdays and Fridays. If you'd like to go on any of the trips or do any of the sports activities you'll need to sign up on the app or go to reception and put your name on the list. We also organise some weekend trips and some evening activities. Again, you will need to sign up on the app or at reception if you would like to join any of them.



 Glendalough



 Cork



 Bray

*Come
join
us!*

4 Emergency Contacts

Atlas Language School:

Phone: (01) 4782845

Opening Hours: 8:30 am – 5:30 pm on Mon, Wed and Fri

8:30 am – 8:30 pm on Tue and Thu

Medical, Health, Allergy and other Conditions :

Students must provide Atlas Language School with accurate information on any relevant allergies, intolerances or medical conditions and disabilities, as well as on any conditions related to learning or special needs.

Atlas Language School needs to know the course of action to be taken in cases of emergencies. Please refer to the Medical & Special Educational Needs Form attached below (p.10).

Police, Fire, Ambulance:

Emergency telephone number: 999/112

When you dial 112, the operator will ask you what service you want - fire brigade, ambulance or the police. Then they will ask for your name, address, telephone number and what you require assistance for.

If your English is not good, say "Fire/Police or Ambulance" and tell the operator what country you are from, you will be put through a translator.

Medical Centres:

- Doctor Brady's
12 Camden Street Upper, Dublin 2
Phone: 01 475 6300
- Aungier Street Clinic
Aungier Street, D2
Phone: 01 4005708
- Grafton Medical Centre
34 Grafton Street, D2
Phone: 01 671 2122



Hospitals:

- St. James Hospital
James Street, Dublin 8
Phone: 01 410 3000
- St. Vincent's Hospital
Elm Park, Dublin 4
Phone: 01 221 4000

- Mater Hospital
Eccles St. Dublin 7
Phone: 01 803 2000



Garda Stations (Police):

- Kevin St. Garda Station, Dublin 8
Phone: 01 666 9400

- Pearse St. Garda Station, Dublin 2
Phone: 01 666 9000

Medical & Special Educational Needs:



Medical & Special Educational Needs

If you have any existing **sickness, disability, allergy, mental health issue, special educational need**, or any other relevant medical information, please fill in this form and return it to Reception.

Student details	
First name of student	
Last name of student	
Date of birth	
Mobile phone number of student while in Ireland	
Email address of student	

Emergency contact details	
First name	
Last name	
Relationship to student	
Phone number	
Mobile phone number	
Email address	

Please tick (✓) yes or no and give additional details if and where required.

MEDICAL DETAILS

1. Do you have any allergies (e.g. to pets, food, medication, etc.)? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, please list allergies:
2. Do you have any medical condition or illness that requires medical treatment? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, please specify in detail:
3. Are you taking any medication at present? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, please provide the name of the medication: If yes, can you take/administer the medication yourself or do you need assistance?
4. Do you have a history of anaphylaxis (life threatening allergic reaction requiring an EpiPen)? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, do you carry an EpiPen?

v2/SSCH/22 Apr 2022 - QA/Admissions/

1

© Atlas Language School

5. I agree that in the case of an emergency I should be attended by a doctor or hospitalised or operated in an emergency, and may be given medication according to a qualified doctor's advice. YES <input type="checkbox"/> NO <input type="checkbox"/>	
If required, please specify which actions Atlas staff or the host family should take in a case of an emergency:	

SPECIAL EDUCATIONAL NEEDS

1. Do you have any special educational needs or conditions that affect your learning (e.g. autism, dyslexia, visual or hearing impairment, etc.)? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, please specify in detail:
2. Are there any additional relevant requests or information about your health and learning that Atlas staff should know? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, please specify in detail:
3. Would like to speak to a member of Atlas staff in confidence? YES <input type="checkbox"/> NO <input type="checkbox"/>

This information is confidential and will be dealt with with utmost care on a need to know basis.

Please sign below and return to Reception as soon as possible.

Signature of student: _____ Date: _____

v2/SSCH/22 Apr 2022 - QA/Admissions/

2

© Atlas Language School

5 Public Transport

Bus:



Dublin Bus operates an extensive network of routes in the city of Dublin and the Greater Dublin Area. Atlas Language School is located near the stops for the following bus numbers: 14 / 15 / 15A / 15B / 16 / 65 / 65B / 74 / 74A / 128 / 140 / 142. You can find more information on www.dublinbus.ie

Tram:

Luas is the name of the light rail or tram system serving Dublin. There are currently two Luas lines, the Green line and the Red line.



If paying for your ticket using a Leap Card, make sure to touch it on at the Luas Validator located on the platform before boarding, otherwise you will be asked to pay a very expensive fine.

Atlas Language School is located 2 minutes walking distance from the Harcourt and Charlemont stops on the Green Luas line. For more information about the tram service, visit <http://www.luas.ie/>

Train:



Iarnród Éireann is the national railway system operator of Ireland. The Dublin Area Rapid Transit (DART) is part of the suburban railway network in Ireland, running mainly along the coastline of Dublin Bay on the Trans-Dublin route, from Greystones in County Wicklow, through Dublin to Howth and Malahide in County Dublin. Please check <http://www.irishrail.ie> for more information.

Travel Pass:

The best option for Dublin Bus, Luas and Dart is the Leap Card. It's a pre-paid travel pass which saves you carrying change and Leap Card fares are usually 20% cheaper than cash single tickets. For more information please check: <https://about.leapcard.ie/dublin>

To top-up your card, there is a very useful App for NFC enabled Android phones which is called "Leap Top-Up".



6 Accommodation

Homestay:

Ireland has always been famed for its hospitality and staying with one of our host family is one of the best ways to experience this first-hand. Many students find staying with an Irish family a very rewarding experience as it offers them a unique insight into Irish culture and provides the perfect opportunity to improve their English by practising it in a natural everyday context. Over the years we have built up strong relationships with a number of local families who host our students during their time in Ireland, all of whom are personally interviewed by our Accommodation Manager and are chosen for their experience and friendliness.

Due to the current accommodation situation in Dublin, please note that two students of the same nationality may be hosted together. In the same way, please note that students may be required to share a room in case we are unable to find a suitable solution for them.

Please check our Policies and Guidelines for Students Staying in a Host Family.

Residence:

As an alternative, Atlas has a number of modern, fully serviced bedrooms available for short or long-term rent around the city. Due to high demand, residential accommodation generally needs to be booked at least 4 weeks before a student is due to arrive.

Please check our Policies and Guidelines for Students Staying in a Residence.



Atlas Residence



Terenure Residence

Hotel / Hostel:

If students require hostel or hotel accommodation during their stay in Ireland we are happy to suggest suitable places to stay in the area. Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to live in a good quality hotel or motel for a long period of time.

Permanent Accommodation:

If you are an Academic Year student, once you have established a routine in Dublin, you may want to move from your temporary accommodation into something more permanent. You could continue with homestay or perhaps find somewhere else to live - either sharing with other students or renting a place on your own. If you want to look for your own permanent accommodation, please check the following websites:

- www.daft.ie
- www.rent.ie
- www.let.ie



The price of renting accommodation can vary greatly, depending on the location and facilities and whether the furniture is provided or not. The best idea is to find something you like and compare with other accommodation in the same area.

Things to Keep in Mind when Renting:

- The Weekly Rent: The weekly rent you pay might NOT cover the cost of electricity, gas or telephone charges. Rent is generally paid in advance with the agent or landlord asking you to pay a security deposit equal to an additional month's rent before you move in. This deposit is refunded to you when you leave, provided you have not caused damage to the property and have paid your rent and corresponding bills.
- Signing a Lease: To secure a property, you will need a security deposit plus a payment of several weeks' rent which has to be paid in advance. In some cases, you will also be required to provide references. As a tenant you have rights and obligations – make sure you know these before you sign any documents. Make sure you know all of the costs and that you understand the documents you are about to sign. If you need help, you should contact your local Citizens Advice Bureau at www.citizensinformation.ie before you sign.

- **Restrictions:** The lease may contain restrictions, such as not permitting animals or children in the dwelling. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.
- **Inspecting a Potential Property:** Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit. If this inspection is not suggested, you might suggest it as a means of ensuring fair treatment for all parties involved.

7 Living in Dublin

Dublin is a lively, modern, and cosmopolitan city with a population of approximately 1.3 million people. It is located on the east coast of Ireland, at the mouth of the River Liffey. Dublin has many of the advantages of a larger city while retaining the charm and tradition of a smaller one. With increased prosperity, the city has been attracting more and more people from all over the world to live, study and work here, and today it boasts a cultural diversity to match the most cosmopolitan tastes. Over the years there has been an explosion in foreign cuisine, with European, Asian and South American restaurants now a common sight around the city.

Surrounded by mountains and located on the coast, visitors to Dublin are never too far away from a scenic view. As the transport hub of the country, it also makes it the perfect base from which to explore the rest of our beautiful “emerald” island.

To learn more about our great city check out the websites below:

- www.visitdublin.com
- www.dublin.ie

Dublin Seasons / Weather:

Dublin experiences four seasons of summer, autumn, winter and spring. It has a mild temperate climate, which means that our summers don't get too hot and our winters don't get too cold! Generally, the average temperature in winter is about 5°C and in summer is around 20°C.

One thing to note is that the weather is very changeable, so be prepared for everything! We suggest you to always carry an umbrella or a raincoat with you.



Shopping in Dublin:

Shopping in Dublin focuses on the two main pedestrianised shopping streets of Grafton Street/Stephen's Green on the southside centre and Henry Street on the northside and their surrounding streets. The two streets are just either side of the river, a few minutes' walk apart, but are somewhat different.

- Southside: Grafton Street, located between Trinity College and St Stephen's Green is the smarter shopping area with fashionable stores such as Brown Thomas, the department store catering for many designer showcases, both foreign and local. Dublin's leading and most exclusive jewellers, Weirs, is also here, as well as the most popular of the famous Bewley's Cafés. Other principal shopping streets in the area include Wicklow Street, Dawson Street, and South Great Georges Street. The nearby Powerscourt Town centre is one of the nicer, albeit small, shopping centres in the city. Also close by is The Georges Street Arcade, an indoor market well worth a visit.
- Northside: Henry Street has department stores such as the popular Arnotts, and an assortment of popular clothing and footwear stores. The ILAC shopping centre and the newer Jervis Street Shopping Centre are both here. The well-known outdoor food market of Moore Street is always full of bargains. The nearby O'Connell Street, Dublin's main thoroughfare, is home to several Irish stores such as Eason's Booksellers & Penny's, it also contains many shops, bars, restaurants and fast food locations.

Dublin also holds various markets in and around the city. Some well-known ones include:

Temple Bar Food Market	Blackrock Market	Dun Laoghaire Market
Every Saturday 9.30 - 15.30	Every Saturday & Sunday 11.00 - 17.30	Every Sunday 10.00 - 16.00



8 Services

Telephones:

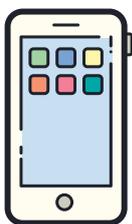
When making an international phone call, you need to dial the international access code, the country code, the area code (if required) and lastly the phone number.

Please note that when adding a country code to a number, any leading 0 on the area code following is NOT dialed.

Mobile/Cell Phones:

There are 4 main mobile phone operators in Ireland. They are:

- Vodafone
- Meteor
- 3 (Three)
- Eir



Services are provided on either a pre-pay or bill-pay basis. If you use a bill pay phone your calls will be cheaper but you will have to sign a contract, normally for 12 to 18 months. For a comparison of mobile phone plans with the various providers see <http://www.callcosts.ie/>

Medical Care:

If you require urgent medical care, Atlas is authorised to seek and provide appropriate medical care. There are doctors available at the Emergency Department of the local hospitals.

What happens if you become sick?

- Phone the doctor or medical centre to make an appointment. If you cannot attend your appointment, phone to cancel.
- Go to your appointment. Your doctor will ask questions about your health and may give you a prescription for medicine.
- Get a medical certificate. If you are away from your classes, you will need to prove you were sick. A medical certificate from your doctor will show that you were unable to attend classes.
- Pay your bill. Normally you will need to pay all of the fees yourself. Depending on your health insurance policy you may be able to claim some of the fees back at a later date.

Medicines:

If you are sick, your doctor or GP (General Practitioner) might prescribe some medicine. Prescription medicines can be bought at chemists and pharmacies. Some medicines may be covered by your Health Insurance, but not all. Ask the customer service officer at the health insurance centre which medicines are covered. Please also note that your Health Insurance will only pay for prescription medicines above a certain value.

If you normally take any prescription medicines, you should have a letter from your regular doctor with details about your condition and the medicine you are taking. This will help if you need treatment or medicines for your medical condition.



Pharmacies:

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a pharmacy or a chemist to obtain the medication.

Dental, Optical and Alternative Therapies:

Dental, optical and alternative therapies are not covered by your Health Insurance and may be expensive compared to your home country.

9 Health Insurance

Health Insurance is compulsory for international students wishing to obtain a student visa to study in Dublin. This Health Insurance must cover the whole duration of your course. You can arrange this through Atlas Language School or make your own arrangements prior to leaving your home country. Atlas organises Health Insurance through Thompson Insurances Ltd. This is usually arranged before students arrive in the country. The cost is €150 for 8 month's cover.

Medical Insurance is provided through a third-party company, therefore any claim needs to be made by the student (policy holder) to the company directly. Atlas is not part of any claim application process.

Students from the EU should travel to Ireland with their European Health Insurance Card to cover public medical care.



10 Working in Dublin

Applying for a PPS number:

Your Personal Public Service Number (PPS No.) is a unique reference number that helps you to gain access to social welfare benefits, public services and information in Ireland. In order to work in Ireland, you will need a PPS number. To receive a PPS number, you will need to:

- Find a job and request a job offer or an employment contract (as proof of need);
- Register and get an appointment online on <https://services.mywelfare.ie/en/topics/appointments/ppsn-appointment/>
- A letter from the school with your address (as proof of address);
- Your passport/ID;
- Your visa (for Non-EEA students).



Finding Work:

If you are under the conditions of a student visa, you are eligible to work legally in Ireland for 20 hours a week. The first thing you will need is a Curriculum Vitae (CV). The CV should be a single page and there must not be any errors in the use of English.

On both Mondays and Tuesdays we have a Job Shop session where you can ask a teacher to have a look at your CV before printing it.

The best way to look for a job is to leave a copy of your CV with the managers at pubs, restaurants, shops, supermarkets, etc. You can also consider visiting a recruitment agency. Please make sure to dress in a professional and serious manner when you drop your CV in somewhere or attend an interview. Remember that for any kind of job it is important to create a good first impression with your future employer.

Pay attention to any signs saying “Staff Wanted” on the shop windows around the city. You may also look for a job on the internet. Here are some useful websites:

www.jobs.ie

www.irishjobs.ie

www.monster.ie



11 Managing your Finances

Exchanging Money:

The currency in Ireland is the Euro (€). Money exchanges can change your country's currency into euro. You can exchange money at dedicated money exchanges at the airport or at any bank. Rates will vary between different banks and exchanges, so check before you exchange money to get the best rates.

Banks and ATMs:

Banking services are provided by banks, building societies and credit unions. There are a number of major banks that operate across Ireland. They include Bank of Ireland, AIB (Allied Irish Banks), Ulster bank, and Irish Life and Permanent. All banks have Automatic Teller Machines throughout Dublin. Banks in Dublin are generally open from 10.00 am to 4.00 pm Monday to Friday. Some branches have late opening on Thursdays.

How to Open a Bank Account:

EU students are advised to open a bank account through the AIB Mobile App or Revolut.

Non-EU students are advised to look for bank appointments on their own but can also request one at reception. Once your appointment is booked, you will need the following documents to open your bank account:

- Passport;
- Booking Form / Student Letter;
- Proof of address by a third party (can be the Medical Ins. if booked through Atlas).



Make sure that the name on the documents is your full name as in your passport and that the address is correct.

After you have opened the bank account, your debit card and a 4-digit pin code will be sent to you by post. For security reasons they are posted in two different letters and will arrive on separate days.

You can also open your bank account instantly through the Money Jar App. Please refer to the flyer available at reception for more information.



12 Safety Tips

Although Dublin is a very safe city, we suggest you take some precautions:

Mind Your Money:

Make arrangements to store your excess cash, passport and other valuables in a safe place in your accommodation.

- Don't carry all your money together. Only carry what you intend to spend on that day.
- If you have to carry excess cash or valuables, use a discrete money belt inside your clothing.
- Be careful when withdrawing money from cash machines.

Out and About:

- It is not a legal requirement to carry your passport or ID card in Ireland. Some students like to carry a photocopy and leave their passport at home.
- Mind your bag when in crowded areas. Use a handbag or shoulder bag that can be held securely.
- Keep to populated areas and avoid deserted streets at night. Look confident at all times.
- Don't wear expensive jewellery or leave belongings exposed.
- If you are travelling to a remote area to walk or cycle, inform somebody where you are going.
- Always camp in approved sites only - never pitch a tent in open spaces or public areas.

The Irish Tourist Assistance Service helps visitors who are victims of crime.

Phone: 1890 365 700



13 Studying at Atlas Language School

Enrolment Dates:

New students should refer to their Welcome Letter for enrolment dates. The enrolment dates are also included on the Invoice received.

Continuity of Enrolment:

Enrolment of a current student will be terminated if:

- The student or their agent notifies Atlas Language School of his/her wish to terminate their enrolment;
- The student withdraws from their nominated course;
- Atlas Language School terminates the student's enrolment, suspends or excludes the student in accordance with the provisions of our Policies and Procedures;
- The student has completed all course requirements.

Refusal and Cancellation of Enrolment:

Atlas Language School may cancel an enrolment, refuse to enrol, or refuse to re-enrol a person/student for the following reasons:

- Beginner level of English;
- Misconduct (refer to the section on Code of Conduct);
- Failure to satisfy the minimum academic requirements for the chosen course(s);
- Failure to arrive on the commencement date;
- The student has gained admission by misrepresentation, falsification of documents or other fraudulent means;
- Failure to fulfil the normal admission or enrolment requirements;
- Non-payment of tuition fees;
- Cancellation of a student's visa;
- Non-attendance or consistently low attendance;
- Other reasons as deemed by the Manager of Atlas Language School.



14 School Policies

This section includes important school policies such as refund policy, holiday policy and other additional policies. By registering with Atlas Language School, students agree to these policies. Failure to agree or abide by these policies and conditions may result in your registration being cancelled without refund.

15 Refund Policy

Cancellations Due to Reasons other than Visa Refusal:

Courses are not transferable. Tuition fees are non-refundable once a student has commenced their programme. This includes course, work placements and any other services provided by Atlas.

If a student cancels their course more than 14 days (30 days for Erasmus+ programmes) before the course commences, all fees will be refunded, except for the non-refundable booking deposits in case of direct bookings.

If a student cancels their course less than 14 days (30 days for Erasmus+ programmes) before the course commences, fees will be refunded with the exception of the registration fee (€70). If fees have not been paid by then, against these terms and conditions, cancellation fees will be charged to the representing ETO (in case of ETO bookings). This does not apply to direct bookings who have paid a non-refundable booking deposit.

There is a €15 charge on refunds by bank transfer to non-EU bank accounts.

The mentioned penalties will be charged without exceptions, also in the case of visa refusals.

CANCELLED

Refund Procedure:

1. Enquiries regarding refund calculations must be made in writing to the Admissions Manager at admissions@atlaslanguageschool.com
2. If a refund is valid it will be processed and sent to the original account within 30 days.
3. Students, parents/legal guardians have up to 30 days to lodge a formal grievance from the date they receive the remittance advice of their refund. This must be done in writing and addressed to the School Director, Alan Brennan. The School Director will consider the formal grievance. After consideration of all the available evidence, the Director may decide to
 - a. uphold the grievance and issue a refund of the appropriate amount, or
 - b. dismiss the grievance.
4. If the grievance is not resolved to the satisfaction of the student, parents/legal guardians or nominee, a copy of the written complaint together with the reasons for the grievance should be forwarded to the Directors for review.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under the relevant Consumer Protection Laws.

Accommodation Cancellation:

Homestay:

- If homestay accommodation is cancelled more than 30 days before arrival, all accommodation fees will be refunded.
- If homestay accommodation is cancelled less than 30 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€70) and one week's accommodation.
- If homestay accommodation is postponed less than 7 days before arrival, the student will be charged for one week's accommodation. For students starting in the first week of January, all changes must be done at least 7 days before the winter holidays start, otherwise, this penalty will be charged accordingly.
- Homestay accommodation fees are non-refundable if booked for visa application purposes (visa-required Non-EU students).

Residence:

- If residential accommodation is cancelled more than 14 days before arrival, all accommodation fees will be refunded.
- If residential accommodation is cancelled less than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€70) and one week's accommodation.
- No refund will be made if a student makes alternative arrangements during their stay.
- No allowance will be made for absence from accommodation during the time arranged or for late arrival or early departure (including postponement).
- If residential accommodation is postponed less than 14 days before arrival, the student will be charged for one week's accommodation. For students starting in the first week of January, all changes must be done at least 7 days before the winter holidays start, otherwise, this penalty will be charged accordingly.
- Residence accommodation fees are non-refundable if a residence is booked for visa application purposes (visa-required Non-EU students).

Airport Pickup Cancellation:

If a student does not arrive at the airport due to cancelled or missed flight without notifying Atlas, no refund of the airport pickup fees can be made.

16 Holiday Policy



Holidays can be taken in one week blocks, and you must notify reception (info@) of your intention to use your holidays. Please note that holidays won't be given after the week has already begun. If students take a holiday break during the course, it cannot be guaranteed that they can join the same class when they return (in case the class is full).

Holiday Policy for short-term (less than 25 weeks) students:

Students on courses of 12 weeks or less:

Generally, no holidays are allowed for students who are studying on courses that are less than 12 weeks.

Students studying on courses from 12 to 24 weeks:

One week's holiday is allowed for students who are studying on courses from 12 to 24 weeks. To request a holiday, please send an email to info@atlaslanguageschool.com. This request will be logged on the school online system. Holidays must be requested at least one week in advance.

Holiday Policy for long-term (25 weeks) Non-EEA students:

Usually, an Academic Year course lasts for 35 with 25 weeks of class and 10 weeks of holidays. By default, the holidays are booked after student finishes their classes.

In the exceptional case where an Academic Year student wishes to take holidays during their course, this holiday period must be requested before registering with the Irish Naturalisation and Immigration Service (former GNIB).

In addition, holiday periods cannot at any point exceed 1/3 of the total weeks elapsed. This means that students need to have completed 9 weeks of their course before they can take holidays for the first time. After 9 weeks they can then take up to 3 weeks of holidays as they need to have studied 3 weeks for each week they want to book holidays for.

Students need to have 4 weeks of their course remaining, i.e. cannot take holidays in their final 4 weeks.

17 Attendance and Punctuality Policy

Attendance:

The attendance of all students enrolled at Atlas Language School is monitored closely to ensure that everyone in class is following the whole course and able to maximise their opportunities for success. Maintaining a good attendance rate as well as arriving to class on time is key for students to achieve their academic progress targets.

Attendance is taken at the beginning of each lesson by the teacher and entered into our school database at the beginning of the following week. Students are requested and strongly encouraged to attend 100% of classes to ensure successful academic outcomes in their studies. Any class session missed regardless of cause reduces the opportunity for learning and can adversely affect a student's achievement on their course. Missing a series of classes can also disturb the learning of other students because the student who was absent will have some gaps in knowledge that are required building blocks for learning further language items.

Monitoring of attendance involves reviewing the completed class attendance registers, reviewing medical certificates and the sending of attendance concern emails by the school.

Punctuality:

Morning course: Session A: 9.00 am to 10.40 am // Session B: 11.10 am to 12.50 pm.

Afternoon course: Session A: 1.30 pm to 3.10 pm // Session B: 3.30 pm to 5.00 pm.

To have full attendance marked, a student must be present for both Session A and B.

Our classes start at the indicated time sharp. Students can enter the class up to 15 minutes late if this happens occasionally. Arriving up to 15 minutes late every day is not permitted. If this happens, students will be asked to leave the class to meet a member of the Academic Department to try to resolve the issue. Arriving more than 15 minutes late to Session A, students may not enter the class and must wait until Session B. Students are marked absent for that first session. For Session B, no late arrivals are allowed. Students who arrive late to the second session are not admitted to class and are marked absent. Leaving a session early also means the student is marked absent for that session.



Atlas Language School endeavours to intervene with the students to improve attendance by counselling them when their attendance begins to fall. Caution and warning emails will be sent out offering counselling to ascertain reasons for low attendance and suggest ways of improving it. Please make sure we have your contact details up-to-date! Atlas Language School reserves the right to also contact students by phone if the student does not respond to emails.

Students who do not meet the attendance requirements may not be eligible to receive an end-of-course certificate and are putting themselves at risk of being expelled. If a student's final course attendance is lower than 50%, the student will not be given a certificate.

In order to alert a student of their lower than expected attendance, Atlas Language School issues a series of caution and warning emails:

1. Week attendance is lower than 50%: If a student is seen to be attending less than half the classes in a week, they will be notified. Should attendance continue at this unsatisfactory level for a second consecutive week and the student's overall attendance drops below 75%, the student will be removed from the class register and be sent an email, outlining their poor attendance and giving instructions to when and where to meet with the Academic Department to discuss their situation before being allowed to return to class.
2. Week attendance is 0%: If a student misses an entire week of class without prior notice, they will be moved from their current class to a Catch Up class and will be sent an email. To go back into class, they will have to arrange a meeting with the Academic Manager to discuss their situation.

Expulsion: Should a student be removed from the class for a total of three times due to low attendance as described above, the student can be expelled by the school. The student will receive an email that they are at danger of being expelled with instruction on how to arrange a meeting with the Academic Manager. The final decision to expel a student after this meeting is at the discretion of the director of Atlas Language School. By this stage we will have given the student every opportunity to discuss with us if there are any particular reasons for their low attendance. The decision will be issued by email.

If the expulsion is not contested by the student, this will be reported to the student's agent (where applicable), parents (where applicable) and INIS (if visa-required). The student will not receive a certificate for the course and no refunds will be issued.

If a student contests the expulsion, the student may appeal by responding by email within 5 working days of receiving the notification of expulsion. The final decision will be made within 5 working days and the student will be informed by email. If the appeal is successful, the student may continue the course the following Monday.

Visa-required Non-EEA Students:

We closely monitor the attendance of visa-required Non-EEA students on Academic Year courses to ensure that they meet the requirements of their student visa as set out in the Department of Justice's Interim List of Eligible Programmes for Student Immigration Permission. According to these regulations, Atlas Language School has mandatory attendance requirements of a minimum 85% attendance for all enrolled visa-required Non-EEA students.

If a student's attendance falls below 75% in the first six weeks of their programme, this will be communicated to the INIS. Where a student cannot make up attendance to a minimum of 85% before the programme ends, this will also be communicated to INIS. There is no mechanism by which visa-required students can make up uncertified absence(s) through additional classes, either during or at the end of the programme. Atlas Language School informs and warns students of their low attendance and when that attendance does not meet the attendance requirements. Attendance rates are available to the Department of Justice on request.

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

- Remind students of the attendance requirements;
- Prevent students from falling below the required attendance percentage;
- Offer support and consultation;
- Inform students of the consequences and actions taken if attendance requirements are not met.

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

Excused Absences: Students may be excused for their absences under exceptional circumstances. The application for being excused must normally be accompanied by documentary evidence (e.g., medical certificate).

Sick Leave: In the event that a student is unable to attend lessons due to illness, all students must:

- Notify Atlas Language School by email (info@atlaslanguageschool.com);
- Produce evidence of the sickness (i.e. with a doctor's certificate).

Once this certificate is produced, the sick leave will be recorded on our online school system and the student's attendance will not be affected by the days missed.

In the event that no doctor's certificate is produced, the student will be marked absent for the days that they are ill and not attending lessons.

Please note that sick days will not be added to the end of the course period.

Serious illness of a family member: In the event that a student is unable to attend lessons due to serious illness of a family member, the student must:

- Notify Atlas Language School by email;
- Produce evidence of the family member's illness.

Once evidence is produced, the Admissions Department will assess the case and respond to the student. If the request is accepted, the student's attendance will not be affected and the leave will be recorded on our online school system. In the event that no evidence is produced, the student will be marked absent for the days that they are not attending lessons.

Bereavement: In the unfortunate event of a death of a close family member, students can be excused for their absence. The student should:

- Notify Atlas Language School by email;
- Produce evidence of the bereavement.

Once evidence is produced, a student's attendance will not be affected and the leave will be recorded on our online school system. In the event that no evidence is produced, the student may be marked absent for the days that they are not attending lessons.

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

- Notify Atlas Language School by email;
- Produce evidence of illness or bereavement of the family member.

The Admissions Department will assess the student's case and notify the student if and when they can take the remains of their course. If the request is accepted, the course will be put on hold from the following Monday.

Under 18 year old students:

Students who are under the age of 18 attending a full-time course in our adult centre are required to be punctual and attend 100% of the classes. Should an under 18 year old not be on time or not able to attend class they must inform the school by email or phone stating the reason and their whereabouts.

The school may contact the student's parents/legal guardians and/or the agency as the student might not be supervised during their absence.

Any under 18 year old students arriving late for lessons will not be barred from entering the class as adult students are, but will need to report to reception before going to class which will be reported and followed up on. Under 18 year old students are indicated in class registers and teachers must report if they leave before the scheduled end of the lesson.

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

1. Contact the student;
2. Contact the host family,
3. Contact the parents/legal guardians and/or agent,
4. Involve the local Garda station.

18 Policies and Guidelines for Students Staying in a Host Family

Irish families are known for their friendliness and welcoming disposition. Polite manners are very important in Ireland so using “Please” and “Thank you” is the norm and is expected. Our carefully selected host families fully understand the difficulties you might have using the English language and settling into a new culture and that sometimes misunderstandings can happen. If there is ever anything you do not understand or are unhappy about do not be afraid to ask.

Always be aware you are now part of a family environment and not a hotel. Try and fit in by being respectful and taking family rules seriously. Do not smoke in the house.

Safety: Always lock the house the way the family has explained to you and make sure you understand the house alarm. Let the family know if you are going to stay out late so that they do not worry unnecessarily. Exchange phone numbers. If you are returning home late, please be respectful and be as quiet as possible.

Mealtimes: Breakfast and dinner are included in the package. Please communicate any allergies or dislikes to the family but be open minded about trying new foods as this is part of the experience. Please let the family know should you either be home late for dinner or eating out.

Showers: You should limit showers to less than 10 minutes, once a day unless you have a special reason to require a second shower. Please be aware you are usually sharing the bathroom with other family members and leave the bathroom the way you found it. Shower gel, shampoo etc. are not supplied by the family.

Payment: Please always pay through Atlas or your agent where applicable and do not ask the host family to come to private financial arrangements. You must inform and pay Atlas in advance should you wish to extend your homestay.

Visitors: If you wish to invite a friend over, you should ask your host’s permission first.

Pets: Atlas cannot accept any pets into host families. We might be able to accommodate certified guide dogs.

Laundry: Your host family will either wash your clothes or explain the washing machine to you.

Sickness: Please inform your host family and Atlas if you are sick and unable to go to school and whether you need to see a doctor. It is not acceptable to stay home on weekdays unless you are actually sick.

Underage Students: Should you not have reached your 18th birthday there are a few things to remember:

- Buying and consuming alcohol is prohibited.
- Buying cigarettes is prohibited.
- Please agree on a curfew with your host family. This must be no later than the last bus.
- Adhere to family rules.
- Should the family have to go away for a weekend it is not possible for an underage student to stay in the house by themselves. We will relocate you with an alternative family.

We hope you enjoy your stay in the host family. We are happy to help and answer any questions you might have.

Code of Conduct in a Host Family: During your time in an Atlas host family, you must:

- Be respectful to your host family and respect family rules;
- Try and speak English as much as possible;
- Inform the family should you not be home for dinner, stay out late, not come home at night, etc.

19 Policies and Guidelines for Students Staying in Residences

The below rules and regulations are designed to contribute towards an enjoyable, safe, harmonious and peaceful living experience in our student residences. We ask all of our students to be respectful and to take these rules seriously.

- Parties are not allowed.
- Guests are welcome in the residence but are not allowed to stay overnight. If a guest stays overnight without permission, that will result in your immediate eviction. No accommodation fees shall be refunded in such a case.
- Noise must be kept to a minimum after 10pm.

- Smoking is prohibited inside the building.
- Illegal drugs are not permitted to be kept or consumed on the premises.

- It is forbidden to hang/stick anything to the internal/external walls of the property.
- Entrance doors must be kept locked properly at all times.
- You are not permitted to move to another bedroom without first seeking permission from Atlas staff.
- Atlas is not responsible for damage or loss of personal belongings.
- Atlas cannot be held liable for any personal injury to any tenant or tenant's guests in the student residences.

- Aggression and/or violence of any kind towards other tenants or members of Atlas staff will not be tolerated and may result in immediate eviction.
- Atlas staff members or hired technicians may require access to your room during day time hours for maintenance purposes. Notice will be given where possible.

- Think of the environment! Only use as much electricity, gas and heating as you actually need.
- Waste: Please separate your rubbish accordingly - paper, plastic, regular waste and glass.

Atlas staff are entitled at any time to verify that the rules are respected and are allowed to enforce them. Any failure in respect of the above may result in a warning or possible immediate eviction from the accommodation.

We hope you enjoy your stay in the residence. We are happy to help and answer any questions you might have.

20 Code of Conduct

At Atlas Language School we value:

- Difference and diversity;
- Cooperation;
- Respect;
- Tolerance;
- Academic debate;
- Freedom of expression balanced with social responsibility.



While on campus or engaged in any Atlas Language School sponsored activity, all students, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

Atlas Language School aims to provide a quality education and training service in which all students are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour can hinder the academic progress or work performance of others. The purpose of the Code of Conduct is to clearly define student and staff rights and responsibilities that relate to appropriate behaviour. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

Teaching and Learning Code of Behaviour:

In order to achieve a happy, healthy and positive working and learning environment, where a sense of mutual respect is fostered, all staff and students are expected to follow the rules set out in our Teaching and Learning Code of Behaviour.

- We aim to provide a fully immersive environment so students can meet a variety of people from around the world and maximise their opportunities to practise their English. Please speak in English inside the school and on Atlas-organised trips at all times. Not speaking English in the school limits your learning opportunities, and damages the learning environment for others.
- Arriving late, even by 5 or 10 minutes, can be disruptive for the class so please be on time! If you are late once or twice, the teacher can make an exception, but if you are consistently late the teacher will no longer admit you to class.

- Participation in all classroom activities and staying on task are essential for success. So as not to annoy or distract other learners, mobile phones, tablets, and any other electronic devices must be turned off during class time unless the teacher has specifically permitted their use for a particular purpose or period.
- Atlas Language School is a language teaching organisation with an international outlook. We value difference and diversity, cooperation, and freedom of expression balanced with tolerance and social responsibility. While in school or engaged in any Atlas-sponsored activity, all students, staff and visitors are expected to behave in a considerate and courteous manner when dealing with others. You should at all times treat staff members and fellow students with respect and politeness.
- Atlas prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to age, gender, sexual orientation, race or nationality, ethnic or ethos-religious background.
- Teachers are responsible for setting the tone within the learning environment and upholding the principles of respect, cooperation and equal opportunity. The Academic Manager is responsible for assisting students and staff in resolving complaints of unacceptable behaviour and discrimination in the learning environment by ensuring fair processes are understood and adhered to.

Unacceptable Conduct:

Disciplinary action will be taken against students for breaching Atlas Language School's rules and directions concerning acceptable and unacceptable behaviour on campus as well as on course related activities.

Unacceptable behaviour includes but is not limited to:

- Disobeying any reasonable direction by an Atlas Language School staff member;
- Not observing class rules set by the teachers;
- Smoking in the building (you may only leave the building to smoke during breaks);
- Swearing, abusing or disrespecting other students or staff;
- Endangering the lives of others;
- Selling, consuming, distributing and/or being in under the influence of drugs and/or alcohol whilst attending classes;

- Wilful damage to or theft of Atlas Language School property, or property entrusted to the School's care;
- Accessing, storing, processing or transmitting any information deemed to be threatening, obscene, pornographic or harassing in nature;
- Unauthorised use of Atlas Language School intellectual property including School name, logo, training manuals/materials, trademarks, designs, confidential information and copyright material;
- Behave in a manner that interferes with the learning of others;
- Failure to return library or other property loaned by Atlas Language School property by the required date;
- Viewing or distributing offensive material via the Internet, email or other means;
- Discrimination, harassment and victimisation;
- Bullying and intimidation;
- Making racist or sexist comments;
- Behaving in a disruptive manner such as swearing, yelling or using offensive language;
- Stealing, vandalising or causing wilful damage to Atlas Language School property;
- Assaulting or attempting to assault anyone while on Atlas Language School premises;
- Inappropriate possession of guns, knives or other weapons while engaging in Atlas Language School activities.

Consequences of Unacceptable Conduct:

Where behaviour is unacceptable, disciplinary action can be taken. A teacher can ask a student to leave the classroom or refuse entry to a classroom if behaviour is disruptive or dangerous. The teacher issuing the suspension will advise the Academic Manager immediately and complete an incident report.

The Academic Manager will discuss the reason for suspension with the student and will give the student a reasonable opportunity to be heard in respect to the misconduct. At this point the Academic Manager will:

- Modify or dismiss the charge;
- Reprimand and warn the student against repeating the behaviour;
- Recommend that further action be taken.

A student may also be suspended by the Academic Manager, or expelled by the School Director for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, damages or threatens Atlas Language School's property, or the good order of Atlas Language School.

Violence, intimidation, theft and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The police will be contacted in cases of alleged criminal behaviour

Disciplinary Appeal Process:

If the student wishes to appeal the decision made they must complete a Student Complaints and Appeals Form within 7 days of the decision being made. The appeal will be dealt with in accordance with the school's Complaints Policy and Procedure.

21 Access and Equity Policy

At Atlas Language School we have an open access policy and encourage participation in our courses from the whole of the community. We seek to meet the needs of individuals and the community through the integration of access and equity guidelines to ensure all people are provided with the opportunity to participate and successfully achieve their outcomes.

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Atlas Language School prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to:

- Gender;
- Marital Status;
- Pregnancy;
- Parental status;
- Race or nationality, ethnic or ethos-religious background;
- Age;
- Impairment (physical, mental or illness);
- Lawful sexual activity;
- Political belief or activity;
- Trade union activity.



22 Additional School Policies

Mobile Phones:

Mobile phones should be switched off during class. Urgent messages may be left at Reception and can be passed to you in your break time. However, in the event of an emergency, messages will be passed on immediately.

Book Policy:

All students registered for a course of 2 weeks or more are expected to have a book in class. Course books can be purchased at reception for €40, but students may wish to purchase their books elsewhere. Teachers will only provide students with photocopies of the course material for a maximum of one week. If you have been studying with us for a short time, and you haven't used your book much, please ask at the reception for our book return policies.

Changes to Personal Details:

Atlas Language School needs to keep all student records up to date. Should you change your name, address or contact number please inform our receptionists immediately.

Valuables:

Atlas Language School cannot be held responsible for items of value that are stolen or go missing. Please try not to bring these items to Atlas Language School. Keep your purse, wallet, or other items of value with you at all times. Students who are found to have in their possession the property of other students or staff, without the express permission of that other person, risk expulsion from Atlas Language School and further legal action.

Academic Conduct:

Students are expected to perform academically in order to maintain enrolment. Students having difficulties with their English language studies will be provided with counselling and given additional assistance. It is a requirement of international student visas that students meet course requirements, including satisfactory academic achievement.

23 Privacy Notice



This privacy notice refers to information collected by Atlas Language School and describes:

- What personally identifiable information is collected from you through our forms, communications and website,
- What choices are available to you regarding the use of your data,
- The security procedures in place to protect the misuse of your information,
- How you can correct any inaccuracies in the information,
- Information Collection, Use, and Sharing.

Atlas Language School acts as the data controller for the personal data it collects and processes. We collect personal data directly from you and, where necessary, from other sources via email through our online forms or other direct contact from you. We will not sell or rent this information to anyone. We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfil your request.

Your access to and control over information: You may object to certain types of processing of your personal data where applicable. You can do the following at any time by contacting us via info@atlaslanguageschool.com:

- See what data we have about you;
- Change/correct any data we have about you;
- Request deletion of personal data where you have a legal right to erasure;
- Express any concern you have about our use of your data.

Security: We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

While we protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job are granted access to personally identifiable information. The computers/files in which we store personally identifiable information are kept in a secure environment. If you feel that we are not abiding by this privacy policy, you should contact us immediately via: info@atlaslanguageschool.com

What student information do we collect and why do we use it?

- We need to collect information from you when you book an English course with us.
- You will be asked for your name, nationality, date of birth, contact details and medical emergency contacts.
- You may also be asked for your passport or visa details if required, and specific medical and dietary information regarding your accommodation or study needs.
- During school activities, photographs may be taken of students. School photos may be used on our managed social media pages and marketing materials.
- All your personal information and photos will be kept securely and only used:
 - to enrol you in our school,
 - to process transactions,
 - to help with visa applications,
 - to book accommodation,
 - to book medical insurance (if required)
 - to book other requested services (as and if required)
 - to officially promote Atlas Language School.

Atlas Language School requires permission to use this information or any photographs taken of you. You may request this data at any time or tell us to remove it from our school records unless it is kept for legal reasons. We will ask you if you accept this privacy policy on our booking form. Withdrawal may not apply where processing is required for contractual or legal reasons.

Data Protection Statement:

What do we use your information for? Any of the information we collect from you may be used in one of the following ways:

- To personalise your experience (your information helps us to better respond to your individual needs).
- To improve our school (we continually strive to improve our language programmes based on the information and feedback we receive from you).
- Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of enrolling you on one of our language programmes, personalise your experience (course, social programme, accommodation) or officially promoting Atlas Language School.

- To administer our health & safety records.
- To reply to emails.
- To complete financial transactions.
- To be able to act appropriately in cases of emergencies.

Who are we? Atlas Language School is the data controller. This means Atlas Language School decides how and why your personal data is used and kept.

How do we process your personal data?

Atlas Language School complies with GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:

- To provide our admissions team with relevant information to successfully enrol students on our language programmes and accommodation options.
- To help our academic team and teachers place students in a class at the correct level.
- To process financial transactions and operate the language school.
- To maintain our student, employee, agent and host family files.
- To maintain our health and safety records.
- To maintain our own financial accounts and academic records.
- To meet our accreditation requirements.
- To assist non-EEA students in applying for a student visas in Ireland.
- To assist in opening Irish bank accounts where applicable.
- To order medical insurances where requested and required.
- To maintain attendance records for immigration services.
- To promote the school and communicate with students regarding events and news.
- To enrol students in English language examinations.

What is the legal basis for processing your personal data?

These fall under either article 6 or article 9 – dealt with separately below:

Article 6 of GDPR- Lawfulness of processing:

- With the consent of the data subject
- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract (see terms and conditions)

- Processing is necessary for compliance with a legal obligation (financial records are kept to meet our legal tax obligations, student records are kept for our accreditation requirements and immigration authorities)
- Processing is necessary to protect the vital interests of the data subject or another person (health and safety obligations)
- Processing is necessary for the legitimate interests of the data controller except where such interests are overridden by the interests, rights or freedoms of the data subject (to promote the language school and communicate information to students)

Article 9 of GDPR- Processing of special categories of personal data:

- Explicit consent of the data subject
- Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity (visa applications and visa requirements for non-EU students)
- Processing is necessary for reasons of substantial public interest on the basis of EU or Member State law (health and safety records, visa applications and visa requirements for non-EU students)
- Processing is necessary for the smooth operation of any student insurance policies
- Processing is necessary for archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes (enrolment information)

Sharing your personal data:

Your personal data will be treated in the strictest confidence and will only be shared with relevant staff of Atlas Language School, to meet its legal requirements or, where applicable, with trusted partner organisations providing services such as social programme activities, medical care, insurance cover, visa application support, bank account opening, or immigration services. Personal data is shared only where there is a lawful basis to do so.

How long do we keep your personal data?

We retain personal data only for as long as it is necessary to fulfil our operational, contractual, legal, and regulatory obligations. Retention periods may vary depending on the type of data and the purpose for which it is processed. Personal data is securely deleted or anonymised when it is no longer required. Individuals also have the right to request deletion of their personal data in certain circumstances, subject to legal and regulatory requirements.

Your rights and your personal data:

Unless subject to an exemption under GDPR you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which Atlas Language School holds about you;
- The right to request that Atlas Language School corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Atlas Language School to retain such data;
- The right to withdraw your consent to data processing at any time;
- The right to request that the data controller provides the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable), unless required for legitimate or legal reasons;
- The right to lodge a complaint with the Data Protection Commissioner.

Transfer of Data Abroad:

Where necessary, personal data may be transferred outside the European Economic Area with appropriate safeguards in place in accordance with GDPR.

Further processing:

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Contact Details: To exercise all relevant rights, queries of complaints please in the first instance contact info@atlaslanguageschool.com

24 Further Conditions

1. Registration will be confirmed for each student only upon receipt of completed Booking Form and full payment of fees.
2. We do not accept responsibility for costs incurred due to flight delays or cancellations.
3. We do not take responsibility for loss or theft of belongings.
4. Refunds or partial refunds will not be given for Public Holidays, for days missed during the course or for late arrival or early departure.
5. During peak times classes may be held at additional premises.
6. If a student wishes to return to their home country or take holidays elsewhere during the term of their English Language Programme they are free to do so, but no credit will be given for missed study time.
7. In the event that students are unable to attend lessons due to illness, these sick days will not be added to the end of the course period.
8. Promotional Photographs and Videos: Atlas or its representatives may take photographs and videos of classes or other school activities during a student's time with us, which may be used for promotional purposes. If students do not wish to appear in any promotional materials, please advise us at the time of booking.

25 Complaints and Appeals Procedure

The following procedures should be followed if a student has a complaint about any aspect of their time at Atlas Language School.

- If a student has an issue with the lessons they are attending, they should first speak to their teachers. Where a student is dissatisfied with the teacher's response or does not feel comfortable discussing matters with the teacher, they should go see:
 - Gary Tennant (Academic Manager), 1st floor.
- In relation to any non-academic issues, students can speak to any member of the following teams:
 - Accommodation: Lucia Martin (Accommodation Manager), Accommodation Office (ground floor).
 - General Student Queries & Welfare: Beatrice Stasi, Isabel Chover, Eve Reddin (FOH), Lucia Martin, Sebastian Schmidt (Welfare Team), reception.
 - Admissions: Rachel O'Hanlon (Admissions Officer).

1. The person responsible records the issue of concern or complaint and makes suggestions / takes action to resolve the issue.
2. If the student is not happy with the results, they have the further right of appeal, to be done in writing, by completing a "Complaints Form" and submitting it to the relevant manager. This written statement will explain the issue and include all the relevant information.
3. The person responsible for this service will respond to the complaint in writing, including the reasons for his/her decision, within 5 working days from the date of the complaint. The decision will be agreed with one of the Directors of Atlas Language School prior to informing the student both verbally and in writing.
4. If the student is not satisfied with the solution provided, they are advised to take the matter to an independent agency, such as ACELS (Advisory Council of English Language Schools) or the Equality Ombudsman. The full Equality complaints procedure can be found on the [Equality website](#).

26 The EAQUALS Charters and Guarantee

We are proud to be a member of EAQUALS, an organisation that fosters excellence in language education. As an EAQUALS member we make the following guarantees to our students:



Eaquals Guarantee to Students

Eaquals-accredited institutions meet the highest standards in language education. Eaquals inspects your school regularly to make sure that:

- You will experience an **outstanding quality of service** in language education
- The teaching you receive is **effective, well-planned and enjoyable**
- Your teachers are **well-qualified** and use many different ways to help you learn
- Courses follow a **clear, structured course programme** and you are helped to see what progress you are making
- The management and staff of your school always behave **professionally** and honestly
- All the **information about the school** published in brochures or on the internet, is **clear, accurate and complete**
- Your school has confirmed that it meets all necessary **legal requirements**
- Your school is committed to offering you **value for money, fair dealing, health and safety, and tolerance and respect** for all
- **Eaquals is committed to excellence**, so if you are unhappy with your course, and are not satisfied with the response of your school, Eaquals provides an independent way for you to complain through the **Eaquals Ombudsman**

You can find more information on our website here: atlaslanguageschool.com/eaquals/

27 Fire and Emergency Evacuation Procedure

All our employees are trained as part of the induction process and during fire drills. There is also at least one Fire Warden on duty in the building at all times.

If you are in class and hear the fire alarm you should follow your teacher's instructions and follow them calmly to the nearest exit. If you are not in class and hear the fire alarm you should leave the building by the nearest available exit. Proceed to the designated assembly point and report to your teacher or an Atlas staff member. In every room and hallway, there is a floor plan which clearly shows the nearest available exit and alternative exit.

When asked to exit, teachers leave with their class and gather at the designated assembly point. It is important that teachers check that all students are present. Any missing students/staff should be reported to a Warden.

In normal circumstances, exit should be made through the regular classroom doors. In the event of fire outside a classroom, or in the hallway, exits may be via alternative corridors or via the Fire Exit doors.

Evacuation Procedure:

1. The alarm is activated;
2. During the sounding of the alarm, please follow your teacher to the closest exit;
3. If you are in class please leave all belongings (bags, coats, etc.) behind you;
4. If you are not in class proceed to the nearest exit on your own;
5. Once outside please proceed to the assembly point;
6. When the "all clear" has been given, by the Warden, all occupants can return to the building.



28 Responsibilities of Student Visa Holders

If you are an international non-EEA student studying on a student visa, to maintain your Student Visa you are required to comply with the following conditions.

Course Requirements for Academic Year students:

In order to maintain your Student Visa you are required to comply with the following conditions:

- Be enrolled as a full-time student;
- Attend at least 85% of the course enrolled to ensure satisfactory progression through their course;
- Pay your tuition fees on time.
- Sit an officially recognised exam. The Exams Coordinator will communicate important exam related information to you by email so please ensure that Atlas has your current email address and check your emails regularly, also your spam/junk folder. Your exam date will be near the end of your course.

Student Health Cover:

Students are required to have a valid health insurance to obtain a visa and remain in Dublin.

Change of Address:

Notification of a change of address must be made to the following:

- Atlas Language School;
- Your bank, telephone company, electricity company; (if applicable).

Notifying your change of address is important because Atlas Language School will send all correspondence to your current mailing address.