

ATLAS
LANGUAGE
SCHOOL

STUDENT HANDBOOK

Contents

Welcome to Atlas Language School	4
- Welcome from the Directors	4
- A Note from the Academic Manager	5
Studying at Atlas Language School	6
- Accreditations	6
- Our Courses	7
- Classes	7
- Sample Timetable	8
- Your Level and Assessment	8
- Enrolment Dates	9
- Continuity of Enrolment	9
- Refusal and Cancellation of Enrolment	9
- Atlas Language School Certificate of Attendance	10
- Lerner Protection	10
- Medical, Health, Allergy and other Conditions	10
- Social Programme	10
- Additional Services	11
- Health Insurance	11
- Accommodation	11
- Homestay	11
- Residence	12

Living in Dublin	12
- Dublin Seasons / Weather	12
- Public Transport	13
- Shopping in Dublin	13
- Accommodation	15
- Services	16
- Medical Care	17
- Emergencies	18
- Safety Tips	18
- Managing Your Finances	19
- Working in Dublin	20
School Policies	21
Refund Policy	21
- Cancellations due to Reasons other than Visa Rejections	21
- Cancellations due to Visa Rejections	22
- Refund Procedure	22
- Accommodation Cancellation	22
- Airport Pickup Cancellation	23
Holiday Policy	23
- Holiday Policy for short-term (less than 25 weeks) students	23
- Holiday Policy for long-term (more than 25 weeks) students	24
Attendance and Punctuality Policy	24
Policies and Guidelines for Students Staying in a Host Family	29
Policies and Guidelines for Students Staying in a Residence	31
Code of Conduct	32
- Teaching and Learning Code of Behaviour	32
- Unacceptable Conduct	33
- Consequences of Unacceptable Conduct	34
- Disciplinary Appeal Process	34
Access and Equity Policy	35

Additional School Policies	35
- Mobile Phones	35
- Course Book Policy	35
- Meal/Coffee times	36
- Smoking Restrictions	36
- Changes to Personal Details	37
- Valuables	37
- Academic Conduct	37
Privacy Notice	37
Further Conditions	43
Complaints and Appeals Procedure	43
Fire and Emergency Evacuation Procedure	44
Responsibilities of Student Visa Holders	45
- Course Requirements	45
- Student Health Cover	45
- Change of Address	45
Atlas Contact Details	46

Welcome to Atlas Language School

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

Alan Brennan - Director / School Manager

Nico Dowling - Director

Gary Tennant - Academic Manager

Bridget Madden - Assistant Academic Manager

Tim McKeown - Exams Coordinator

David O'Connor - Academic Year Coordinator

Sebastian Schmidt - Admissions Manager

Tanja McCarthy - Accommodation Officer

Aisling Molloy - Social Programme and Groups Coordinator

Adaleza Morales - Health and Safety and Student Welfare Officer

Ali O'Brien - Safeguarding Officer

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 staff will try to assist you in any way they can and offer advice on settling into life in Dublin. Our helpful and dedicated 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. The Student Handbook 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 about your time here. I hope you find it useful! Please read it carefully and, of course, if you have any questions don't 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 away 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 have two lessons taught by different teachers to give you exposure to a variety of accents and teaching styles. Lesson A focuses on grammar, structure and vocabulary development.

These are taught with an emphasis on developing your reading and writing skills. Lesson B focuses on interactive communication with an emphasis on effective real-life communication and ways of practising 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 (PET, FCE, CAE, etc.).

Gary Tennant

Academic Manager

Studying at Atlas Language School

About the School

Atlas Language School is located in a beautiful 3-storey landmark building on the Grand Canal in Portobello Harbour, Dublin 2, a 10-minute walk from Dublin city centre. The school has large bright classrooms, full computer access and library, a cafe, and a comfortable student area where you can relax after class. Each class is taught by two teachers and has a maximum of 15 students in each class, 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.

Accreditations



ACELS

Atlas Language School is recognised by ACELS, a service of Quality and Qualifications Ireland, for English language teaching (ELT).

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



**Cambridge Assessment
English**

CAMBRIDGE

Authorised Exam Centre

Cambridge English: Preliminary (PET), First (FCE) & Advanced (CAE)



TOEIC

The Test of English for International Communication

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



Marketing English in
Ireland

MEI

Marketing English in Ireland



Association of
Language Travel
Organisations

ALTO

Association of Language Travel Associations

Our Courses

There is a wide offer of English courses at Atlas Language School. Our most popular courses are General English Fluency (20 lessons per week), offered in the morning or in the afternoon from Monday through Friday and General English Fluency Plus (26 lessons per week) which involves morning classes from Monday through Friday and two additional sessions per week that take place on Tuesday and Thursday.

- General English Fluency – 20 Lessons - offered in the mornings as well as in the afternoons
- Full-Time Exam Preparation – 20 Lessons
- General English Fluency Plus – 26 Lessons
- General English Fluency Plus Exam Preparation – 26 Lessons
- General English Fluency Intensive – 26 Lessons

* Lesson length = 50 minutes.

For a full list of our courses please see our brochure or website: www.atlaslanguageschool.com

Classes

Our full-time classes start at 9:00 am every morning and finish at 12:50 pm. Morning Session A runs from 9:00 am to 10:40 am and Morning Session 2 runs from 11:10 am to 12:50pm. Break time is from 10:40 am to 11:10 am. In the case of afternoon full-time courses, 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 between sessions from 3:10 to 3:30 pm. For those students enrolled in a 26-lesson programme, the extra afternoon classes start at 2:00 pm and finish at 4:30 pm, on Tuesdays and Thursdays for small group lessons and generally Mondays and Wednesdays for individual lessons. Students must participate in a minimum of 20 lessons per week. As a courtesy to your teacher and other students please arrive on time! Students who arrive more than 15 minutes late to the first lesson will not be admitted to class. For Session 2, no late arrivals are allowed.

If you have any problems with your class (for example, you think that the class is too easy or too difficult) please speak to your teacher first. You can also speak the Academic Manager, Gary Tennant or the Assistant Director of Studies, Bridget Madden. The Academic Office is located on the first floor.

There are free elective classes every afternoon. If you would like to attend any of these please go to reception to sign up.

On Friday afternoons there is also our Film and Fluency Class. If you would like to join this just put your name on the list at reception.

Sample Timetable

Below, we include a sample timetable for General English 20, morning lessons:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
09.00 - 10.40AM	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 Language	GE20 MORNING A: Grammar, Vocabulary, Functional Language + Writing Skills HWK3 (Writing Skills) set for Friday	GE20 MORNING A: Grammar, Vocabulary and Functional Language + HWK1 correction	GE20 MORNING A: Grammar, Vocabulary and Functional Language
10.40 - 11.10AM	BREAK	BREAK	BREAK	BREAK	BREAK
11.10 - 12.50PM	GE20 MORNING B: New students join classes + introduce the week's objectives Lesson 1B: Grammar, Vocabulary and Functional Language 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 - 14.00PM	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
14.00 - 15.40PM	Current Students: GE20 Electives	Plus Courses (GE26)	GE20/GE26 Electives	Plus Courses (GE26)	GE20/GE26 Electives
15.40 - 16.30PM	New Students: Orientation Tour	Study Club	Study Club	Study Club	Study Club
16.30 - 17.00PM					

Free electives offered in the afternoon for morning students

Additional afternoon classes for our Fluency Plus students

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. We do not offer courses for absolute beginners. The link to the test is <http://atlaslanguageschool.com/online-placement-test/>.

Assessment on arrival:

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

You will receive a **welcome pack** containing an introduction to the school, helpful hints and tips on studying and living in Dublin, a map and information on the city. During your course, your progress is assessed through regular testing by your teachers. As you progress, you will 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

As part of their induction, non-EEA Academic Year students are required to sign an agreement stating that they will take an end-of-course exam. The agreement states that the student understands that these exams are mandatory and that they agree to sit them. Once this agreement is signed, the student is automatically registered into an internationally recognised exam by the Exams Coordinator, Tim McKeown. The exam will be chosen according to your estimated level of English at the end of the course. However, if you want to consider different options, please ask your teachers or the Exams Coordinator.

The Exams Coordinator will send important information to you by email, so please ensure that Atlas has your current and correct email address and please check your emails regularly (including your spam/junk 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. If you do not agree with the suggested exam - you would prefer a higher or lower level - please inform the exams coordinator by emailing exams@atlaslanguageschool.com to arrange a meeting.

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

Enrolment Dates

New students should refer to their Welcome email for enrolment dates. The enrolment date is 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 or suspends or excludes the student in accordance with the provisions of our Policies and Procedures; or
- 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 Behaviour);
- Failure to satisfy the minimum academic requirements for courses chosen;
- 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.

Please check our policies referred to cancellations and refunds.

Atlas Language School Certificate

A Certificate of English Language (level or 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.

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 exams.

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 any condition related to learning or special needs. Atlas Language School needs to know the course of action to be taken in cases of emergencies.

Social Programme

Aisling Molloy is the social programme co-ordinator – she organises all the trips and activities each week.

Every Monday the social and cultural activities for the following week are posted on the Wall Newspaper. Keep an eye on this newspaper for upcoming events and trips.

On Monday there is an Orientation Tour of Dublin for all new students. Please meet at 2.00pm in the lobby and our teacher will take you around Dublin to introduce you to some places we think are important to see, such as where to get your student card, your travel pass, landmarks, shops and pubs.

We organise trips or sports activities on Tuesdays and Wednesdays, so please keep an eye on the notice boards. If you'd like to go on any of the trips or do any of the sports activities you'll need to go to reception and put your name on the list.

We also organise some weekend trips and some evening activities, so please keep an eye on the notice boards for those. Again, you will need to sign up at reception if you would like to go on any of them.

If you would like to plan your own trips or activities you can arrange to meet Adaleza. She has lots of ideas and is always happy to help!

If you are under 18, you may need your parents' permission to go on some trips.

Additional Services

Apart from your classes, Atlas can arrange other aspects of your stay in Dublin, such as health insurance or accommodation.

Health Insurance

Health cover is compulsory for international students wishing to obtain a student visa to study in Dublin. You must have paid for health cover in order to be granted a visa into Dublin. This health cover must remain in force during your whole stay. You can arrange to pay for this health cover 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 €140 for 8 month's cover.

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

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 Officer and are chosen for their experience and friendliness. Students of the same nationality are not hosted by the same family except on request or when they come as part of a group.

All of our host families are within walking distance to public transport and provide their guests with:

- two meals (breakfast and dinner) every day.
- help with finding your way around the city and interesting places to visit.

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 apartments available for short-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*.

Living in Dublin City

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 it 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.

Public Transport

Dublin offers three kinds of public transport – train, bus and tram.

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.

Bus

Dublin Bus is the bus operator in the city. It 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. Trams operate from 05:30 to 00:30 Monday to Friday. 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/>

Travel Pass

The best option for both Dublin Bus and Luas 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. You need to pay a €5 deposit to get the Leap Card, which you can claim back at the end of your stay. You can buy the Leap Card at the Dublin Bus office on O'Connell Street and many other Shops in the city including Spar and Centra. 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”.

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 such as Eason's Booksellers, and it also contains many shops, bars, restaurants and fast food locations.

Dublin Markets

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

Temple Bar Food Market

Venue: Meeting House Square

Date: Every Saturday (weather permitting) Time: 10.00 - 16.30

Temple Bar Book Market

Venue: Temple Bar Square

Date: Every Saturday and Sunday (weather permitting) Time: 11.00 - 18.00

Blackrock Market

Date: Open every Saturday, Sunday and Bank Holiday Monday

Time: 11.00 – 17.30

Dun Laoghaire Sunday Market

Venue: People's Park

Date: Open every Sunday (weather permitting)

Time: 9.00 – 17.00

Accommodation

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 for a long period of time. Backpacker accommodation is relatively inexpensive but you should consider bringing your own sleeping bag and pillow if you opt for this kind of temporary accommodation.

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.

Rental

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.

Where to Look for Accommodation

Properties for rent are advertised in the “to let” section of newspapers, on the internet and through Real Estate Agencies and on websites such as www.daft.ie and www.rent.ie.

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’ 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 document. 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.

Services

Telephones

Making an international phone call

Dial – international access code + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled).

- National Operator: 10
- International Operator: 1141
- Directory Assistance Ireland: Ireland 11811
- Directory Assistance Rest of the world: 11818

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 - 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.

Medical Centres

Doctor Bradys
 48 Harrington Street
 Dublin 8
 Area: City Centre South
 Phone: 01 475 6300

Aungier Street Clinic
 76 Aungier Street
 Area: City Centre South Dublin 2
 Area: City Centre South Phone: 01 4005708

Harcourt Health
 35 Upper Camden Street Dublin 2
 Area: City Centre South
 Phone: 01 4759544

Grafton Medical Centre
 46 Grafton Street
 Dublin 2
 Area: City Centre South Phone: (01) 671 8239
www.graftonmedical.ie

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: 01 803 200

Other Medical Needs

If you are sick and it is not an emergency, you should visit a doctor (GP) or a medical centre.

What happens if you become sick?

- Phone the doctor or medical centre and 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. 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.
- 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. There is no extra charge for this certificate.
- 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 back some of the fees 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. 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 Chemist to obtain the medication. You are able to walk in off the street to any pharmacy/chemist/drug store in Dublin and will only have to wait a short while for your prescription medicine to be prepared.

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.

Emergencies

For emergency i.e. fire, ambulance, or police phone 999. When you dial 999, the operator will ask you what service you want – that means, do you want the fire brigade, ambulance or the police. Then they will ask you 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, and you will be put through to a translator. Note about mobile phones 112 will work even if no credit or out of service for their provider.

Police, Fire, Ambulance

Emergency telephone number: 999

Garda Stations (Police)

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

O’Connell St. Garda Station
Dublin 1
Phone: 01 666 8067

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

Safety Tips

Although Dublin is a 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

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 10.00am to 4.00pm Monday to Friday. Some branches have late opening on Thursdays.

How to Open a Bank Account

If you are spending a long time in Ireland then you might want to open a bank account. Atlas Language School works with the AIB (Allied Irish Banks) branch located on 40-42 Ranelagh Road in Ranelagh, Dublin 6.

To open a bank account at the AIB Bank branch in Ranelagh you will need to do the following:

- (1) Get an appointment at reception at Atlas for bank account opening.
- (2) Go to your appointment and bring the following documents:
 - Your passport.
 - Your booking form and a letter from Atlas stating you are a student here.
 - Proof of address issued by a third party such as a utility bill or an official letter. In most cases this is difficult for a student to obtain as you may be staying with a host family. Our bank, AIB in Ranelagh, has agreed to accept our private medical insurance as proof of address. We therefore recommend that if you stay long-term and would like or have to open a bank account here in Ireland you purchase a medical insurance with Atlas to prevent any delays in opening a bank account in Ireland.

→ Make sure that your name in the student letter and the medical insurance/third party document to prove address is your full name as in your passport and that the address in your letters is correct. If it isn't, please inform reception.

After you 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. We suggest you wait until you have received both before you lodge your money. If your bank card is lost or stolen you **MUST** phone your bank immediately.

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 first 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 (non-EEA students)

Your PPSN Card will be posted to your address a few days after your application.

Finding Work

If you have your student study-work visa you are eligible to work legally in Ireland (if you are a non-EEA citizen) 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.

Each Monday afternoons we have a Job Shop session at 2.00pm 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.loadsajobs.ie
- www.monster.ie

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.

Refund and Cancellation Policies

Cancellations Due to Reasons other than Visa Rejections:

A full refund of tuition fees, with the exception of the registration fee and the accommodation placement fee (where applicable), may be available to a student if the student cancels an enrolment with the school no later than 7 days prior to commencement of the course. The request to cancel an enrolment, or a request for a refund, MUST be made in writing to Atlas Language School.

Any refund payable will be paid directly to the person who originally paid the course fees. For refunds made payable overseas, bank charges deducted will be borne by the student. All monies due, will be refunded within 4 weeks of the date Atlas Language School receives the written request from the student.

If a course is cancelled less than 7 days prior to the commencement of the course then an additional cancellation charge of €150 will apply.

No refunds are given if a student cancels their course after the course has commenced.

No refunds will be given if Atlas Language School cancels a student's enrolment due to unsatisfactory attendance or unacceptable behaviour.

Cancellations Due to Visa Refusal

All course fees are refunded with the exception of the registration fee, the accommodation placement fee (where applicable) and a cancellation charge of €150, if a visa application is rejected and the applicant provides a copy of the refusal letter from the Department of Justice.

Refund Procedure

1. Enquiries regarding refund calculations must be made in writing to the Admissions Manager, Sebastian Schmidt (admissions@atlaslanguageschool.com).
2. If a refund is valid it will be processed and funds transferred 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

- a) If homestay accommodation is cancelled more than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee.
- b) If homestay accommodation is cancelled less than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee and one week's accommodation.
- c) If homestay accommodation is postponed less than 7 days before arrival, the student will be charged for one week's accommodation.

Residence

- a) If residential accommodation is cancelled more than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee.
- b) 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 and one week's accommodation.
- c) If residential accommodation is postponed less than 14 days before arrival, the student will be charged for one week's accommodation.
- d) No refund will be made if a student makes alternative arrangements during the time of their stay.
- e) No allowance will be made for absence from accommodation during the time arranged or for late arrival or early departure.

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.

Holiday Policy

Holidays can be taken in one week blocks, and you must notify by email the admissions office in advance of your intention to use your holidays. Please note that holidays won't be given after the week has already begun.

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

An Academic Year course lasts for 25 weeks after which students are entitled to take up to 10 weeks holiday before their visa expires. Normally Academic Year holidays are taken AFTER a student finishes their course.

In the exceptional case where a non-EEA long term student wishes to take holidays during their course, this holiday period must be requested BEFORE starting their programme and/or 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 take the holiday.

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

Early return from holidays is subject to availability of places in the school / class.

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 goals. Attendance is taken in 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. Every day, teachers check attendance for each lesson and record it in the class register. The attendance is also recorded on our school database.

Punctuality

Our General English course is divided into two sessions:

Morning courses → Session A: 9am to 10.40am and Session B: 11.10am to 12.50pm.

Afternoon course → Session A: 1.30pm to 3.10pm and Session B: 3.30pm to 5pm.

To have full attendance marked for any one day a student must be present for both sessions from 9.00am to 12.50pm or from 1.30pm to 5pm, as applicable. 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 management team 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 starts. Students are marked absent for that first session. No late arrivals are allowed for Session B. Students who arrive late to the second session are not admitted to class and are marked absent. Leaving a session early means the student is marked absent for that session.

Atlas Language School endeavours to intervene with the students to improve attendance by counselling students 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!

When contacting students, the first communication from the school will be by email. 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 to their lower than expected attendance, Atlas Language School issues a series of caution and warning emails:

1. Week attendance is lower than 50% (student misses more than half of the classes)

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 (a week's attendance is lower than 50%) 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 the student's poor attendance and giving instructions to when and where to meet with the academic management to discuss their situation before being allowed to return to class. Morning students meet the academic management on a Monday between 11:00 to 11:30 (to go back to class the same week) or on a Thursday between 9:00 to 10:30 (to go back to class the Monday after). Afternoon should students meet the Academic Team on a Monday between 15:00 to 15:30 (to go back to class the same week) or on a Thursday between 13:30 to 15:00 (to go back to class the Monday after). Students cannot meet the Academic Manager outside these times and if students only see the Academic Manager on a Thursday, they can only go back to class the following week.

2. Week attendance is 0% (student misses an entire week)

If a student misses an entire week of class without prior notice, they will be moved from their current class to 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. Morning students can do so on a Monday between 11:00 to 11:30 (to go back to class the same week) or on a Thursday between 9:00 to 10:30 (to go back to class the Monday after). Afternoon students should meet the Academic Team on a Monday between 15:00 to 15:30 (to go back to class the same week) or on a Thursday between 13:30 to 15:00 (to go back to class the Monday after). Students cannot meet the Academic Manager outside these times and if students only see the Academic Manager on a Thursday, they can only go back to class the following week.

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 she/he is in danger of being expelled with instructions on how to arrange a meeting with the Academic Manager. The final decision to expel a student after this meeting, or if the student does not respond, is at the discretion of the director of 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 a student is expelled from Atlas Language School, the student must stop attending classes immediately.

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

If a student contests the expulsion, the student may appeal by responding by email within 5 working days of receiving the notification of expulsion. The final decision will be made within 5 working days and the student will be informed by email. If the appeal is successful, the student may continue the course the following Monday. When a student wants to appeal and comes to see the academic management on Monday morning the student may be allowed to continue classes until a final decision is made. In all other cases classes missed during the period of appeal cannot be recovered.

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 (June 2019). 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 (maximum final attendance), this fact will 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 students.

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

Atlas Language School students may be excused for their absence under exceptional circumstances, e.g., for health/medical reasons or based on compassionate grounds (bereavement). The application for being excused must normally be accompanied by documentary evidence (e.g., medical certificate from a registered medical practitioner).

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 a doctor's certificate to Atlas Language School. 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 period of the certified illness-related non-attendance.

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: 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 (info@atlaslanguageschool.com),
- produce evidence of the family member's illness (e.g., doctor's certificate) to Atlas Language School.

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 (info@atlaslanguageschool.com),
- produce evidence of the bereavement. A student's attendance will not be affected and the leave will be recorded on our online school system.

In the event that no evidence is produced, the student may be marked absent for the days that they are not attending lessons.

Putting a course on hold

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

- notify Atlas Language School by email (info@atlaslanguageschool.com),
- 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 he/she 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 (info@atlaslanguageschool.com) or phone (+353 1 478 2845) stating the reason and their whereabouts. The school may contact the student's parents/legal guardians and/or the agency as the student might not be supervised during their absence. Any under 18 year old students arriving late for lessons will not be barred from entering the

class as adult students are, but will need to report to reception before going to class which will be reported and followed up on. Under 18 year old students are indicated in class registers and teachers must report if they leave before the scheduled end of the lesson.

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

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

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 expected. Our carefully selected host families fully understand the difficulties you might have using the English language and of 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 as quiet as possible.

Mealtimes

Breakfast (toast and/or cereal, tea, coffee, fruit juice) and dinner are included in the package. Please communicate any allergies or dislikes to us beforehand and 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. Self-catering is normally not an option.

Showers

You should limit showers to less than 10 minutes, once a day unless you have a special reason to require a second shower, such as after sport or going out for a social night. 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.

Weather

The climate can be quite hard to get used to and you might initially be very cold. Please invest in a good, rain resistant jacket, warm underwear, good shoes and some warm sleepwear.

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 to visit, you should ask your host's permission first. Guest's/Friends should not be brought to your room without the Host's permission.

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.**

Sometimes the host family will have to go away for a weekend in which case we are happy to relocate the students with another family nearby.

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 I you must:

- be respectful to my 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.

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.
- The kitchen is reserved only for students who are residing in the residence out of respect for the other tenants.
- Guests are welcome in the residence but are NOT allowed to stay overnight. Guest must leave the residence premises by 21:00.
- No more than 3 guests can be in the house at the same time.
- 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 22:00, including the bedrooms.
- Smoking is prohibited inside the house. You may smoke in the back garden.
- It is forbidden to hang/stick anything to the internal/external walls of the property.
- 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.
- 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.
- Illegal drugs are not permitted to be kept or consumed on the premises.
- 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.
- The house will be cleaned weekly, usually on a Saturday. If you are a long-term resident of 4 or more weeks in a single room, alternative arrangements may be made. Daily tidying and washing of dishes is the responsibility of each tenant.
- Each room will be assigned a day for laundry. Please adhere to this schedule.
- 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.

Please make any requests/comments regarding your stay during office hours:

Monday - Friday 9.00am - 17.30pm

Phone: +353 (0)1 478 2845

Email: info@atlaslanguageschool.com

Or in case of an emergency outside these hours:

Martin: +353 (0)83 049 3999

Nico: +353 (0)86 195 5436

Check-out time is at 10am on the morning of your departure. A member of Atlas staff will check your room and take your keys and bed linen. You may leave your luggage in the office if you are not departing until later. If you are leaving before 8am we will make arrangements in advance for key return.

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

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.

1. 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.

2. Arriving late, even by 5 or 10 minutes, can be disruptive for others in the class. Students who arrive late may miss opportunities to review work or might need the teacher to start a presentation again. The first class in the morning starts at 9.00am and the second one starts at 11.10am. Afternoon classes start at 1.30pm. 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 not admit you to class and you will have to wait until the next break to enter the classroom.
3. 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.
4. 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.
5. 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 breaches of Atlas Language School rules and directions concerning acceptable and unacceptable behaviour either on campus or where such breaches occur off-campus while 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 scheduled breaks);
- Swearing, abusing or disrespecting other students or staff;
- Endangering the lives of others;
- Selling, using, distributing and/or being in possession (under the influence) of drugs whilst attending classes;
- Selling, consuming, distributing or being under the influence of 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.

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:

- Sex
- 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, or
- Association with a person having any of these attributes.

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. It is unfair to your fellow students if you receive phone calls in the middle of class.

Course Book Policy

All students are required to have the coursebook materials for their classes. It is a condition of enrolment. Students are made aware of this policy during induction.

The €35 Materials Fee that all General English Fluency students pay at the point of registration includes payment for the student's initial coursebook. At the end of term and end of course, if the coursebook has no writing in it and is in good second-hand condition Atlas will buy it back for €20. These same second-hand coursebooks can then be sold to existing students for €20 at a later date.

For a book to be in 'good' second-hand condition and to qualify for the buy back option, there should be no writing inside the book, and no text or answers should be underlined or highlighted in any way. The spine and / or cover can show a little sign of wear, but should not be torn or folded. Some coursebooks also come with a CD or DVD. These should also still be inside the cover of the book.

Students starting a course at Atlas are advised not to write in the coursebook until they are satisfied with the level that they have been assigned to. If a student changes level in the first week of their course, and has maintained the coursebook in good condition with no writing in it, they can exchange this first one for the coursebook they will need in their new class.

When a student changes level part-way through a term, it is the student's responsibility to purchase a copy of the coursebook used at the level they are moving to.

The 'buy back' window for students to take their coursebook for inspection at Reception happens every week, Tuesday to Friday from 1.30pm.

At the beginning of a new term, existing students who would like to buy a new coursebook rather than a secondhand one, can buy one from Reception in Week 1 of the new term for the reduced price of €30. From week 2 to the end of term, the usual price of €35 applies.

Notebook Policy

All students are required to bring a notebook to class. You can purchase a simple notebook from Reception for €1.00. We recommend that you use the pages at the front of the notebook for in-class exercises and task notes, and use the pages from the back as a vocabulary notebook. See our free downloadable 'Keeping a Vocabulary Notebook' study guide for some ideas on how to notice and record vocabulary, how to organise your notebook, and how best to use it to remember and reuse the vocabulary you learn.

[Keeping a Vocabulary Notebook.PDF](#)

Meal/Coffee Breaks

Your timetable will show the time of your lunch and any other breaks. Please note that food or drink is not to be taken into the classroom.

Smoking Restrictions

Under Irish law, it is illegal to smoke in any public building.

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 receptionist 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, if possible. 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.

Privacy Notice

This privacy notice explains the information used by *Atlas Language School* and our website: www.atlaslanguageschool.com

For further information read our *Data Protection Policy* and *Policy on your Rights in Relation to your Data*.

This privacy notice only refers to information collected by Atlas Language School.

This notice 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.

We are the sole owners of the information collected on our website.

We only have access to information that you voluntarily give us via email through our online forms or another 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 opt-out of any future contacts from us at any time. 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;
- Ask us to delete any data we have about you;
- 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 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. This can be withdrawn at any

time.

If you have any questions, please contact us:

Atlas Language School

Portobello House,

Portobello,

Dublin D02 YH79,

Ireland

+353 1 478 2845

info@atlaslanguageschool.com

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.
- To complete financial transactions.
- 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 be able to act appropriately in cases of emergencies.

Your personal data – what is it?

- Personal data is information which can be used to identify you.
- Identification can occur because of data controlled by Atlas Language School.
- The processing of personal data is governed by the General Data Protection Regulations, *GDPR*.

Atlas Language School may collect and store:

Date of birth; contact details; nationality; gender; emergency phone number; payment information; passport and visa details (if required); medical conditions, special educational needs, allergies, and any requirements you state; test and examination results, school photos and videos.

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 booking 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 visa 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*, or to meet its legal requirements. We will only share your data with third parties with your express consent.

How long do we keep your personal data?

In order to meet our operational obligations, we keep your personal data indefinitely, unless you request your data to be removed from our system.

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

Your personal data may only be transferred to countries or territories outside the EU with your

express consent if required.

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 Alan Brennan (Managing Director) at:

Atlas Language School

Portobello House,

Portobello,

Dublin D02 YH79,

Ireland

+353 1 4782845

info@atlaslanguageschool.com

or

Office of the Data Protection Commissioner

Dublin Office

21 Fitzwilliam Square

Dublin 2

D02 RD28

Ireland.

+353 57 8684800

+353 (0)761 104 800

info@dataprotection.ie

Further Conditions

- a) Registration will be confirmed for each student only upon receipt of completed Booking Form and full payment of fees.
- b) We do not accept responsibility for costs incurred due to flight delays or cancellations.
- c) We do not take responsibility for loss or theft of belongings.
- d) Refunds or partial refunds will not be given for Public Holidays, for days missed during the course or for late arrival or early departure.
- e) During peak times classes may be held at additional premises.
- f) 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.
- g) 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.
- h) 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.

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.

1. 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 to see:

Gary Tennant (Academic Manager) or Bridget Madden (Assistant Academic Manager) whose office is located on the first floor (Academic Office).

In relation to any non-academic issues, students can speak to any member of the following teams:

Accommodation Office

Officer: Tanja McCarthy

- located in the accommodation office on the second floor
- issues relating to host families

Student Welfare Office

Officer: Adaleza Morales

- located at Reception
- for general student queries

Admissions Office

Manager: Sebastian Schmidt

- located in South Richmond building, top floor
 - issues relating to visa documents, opening an Irish bank account, course extensions, fees and refunds
 - issues relating to the residence
2. The person responsible records the issue of concern or complaint and makes suggestions / takes action to resolve the issue.
 3. 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.
 4. 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.
 5. 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).

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.

Staff have been trained to carry out an emergency exit from the building in case of fire. In the event of a fire, teachers will get students ready to leave the classrooms. Students should wait for instructions from the Fire Wardens and teachers.

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.

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.
- take an officially recognised exam. Atlas is a TIE and Cambridge test centre, running regular TIE and Cambridge English Preliminary (PET), First (FCE) and Advanced (CAE) exams.

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.

Atlas Language School – Contact Details

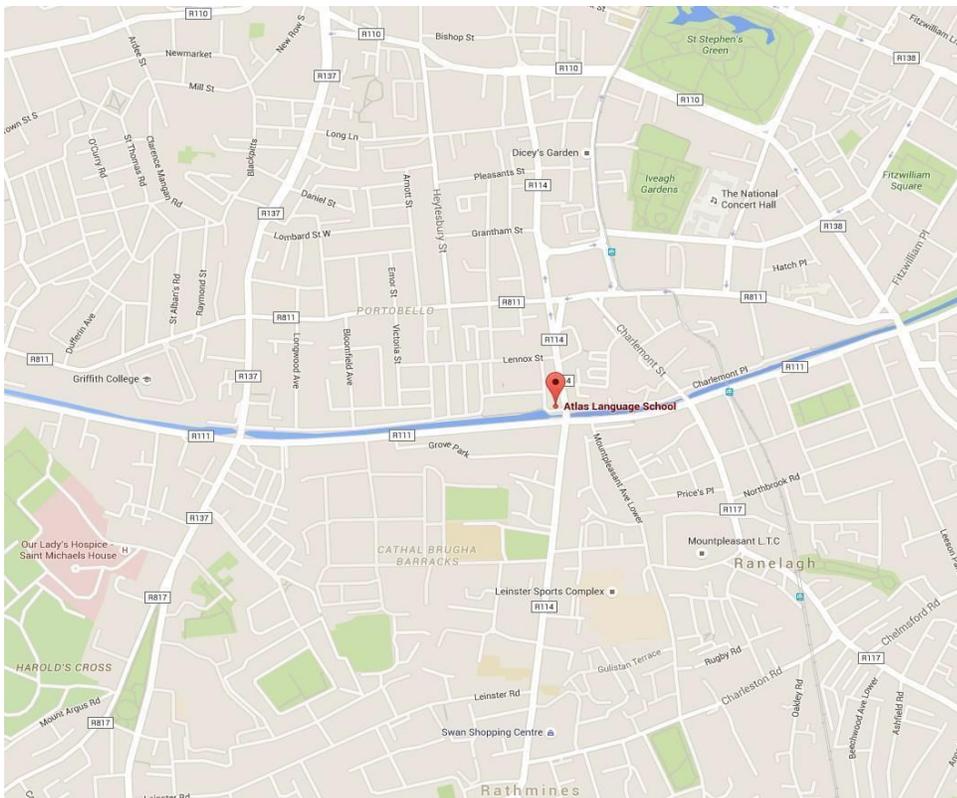
Address:

Portobello House
 34a South Richmond Street Dublin 2, D02 YH79

Telephone: +353 (0)1 478 2845

Email: info@atlaslanguageschool.com **Web:** www.atlaslanguageschool.com

The Atlas Language School office is open from 8.30am until 5.30pm, Monday to Friday and from 8.30am to 8.30pm on Monday and Wednesday.



To the city centre



To Rathmines,
 Ranelagh,
 Terenure, Rathgar,
 Ratfarham,
 Drundrum, etc