

GENERAL INFORMATION, POLICIES AND PROCEDURES 2015

COURSES

All students must be aged over 18. Each class-hour is 60 minutes. Courses cannot be transferred and must be completed within the specified time originally booked.

Admission Criteria

English language courses at Citas College are offered exclusively to students who are not first language English users. Adult learners from all previous educational backgrounds may apply.

CITAS COLLEGE ANNUAL CALENDAR

There will be no classes on Republic of Ireland public holidays and these classes cannot be transferred. In 2015 these dates are as follows: 1st Jan, 17th Mar, 6th Apr, 4th May, 1st June, 3rd Aug, 26th Oct, 25th & 26th Dec. The college will be closed for the following college holidays: from Friday 30th March until 6th April (Easter Break) and from 21st December 2015 until 3rd January 2016 (Christmas Break).

CLASS TIMETABLE

Citas College reserves the right to place students in classes according to best management of the college resources. Students may be placed in Morning or Afternoon classes according to availability. Classes run Monday to Friday:

09.30 – 11.00 and 11.15 – 12.45 (3 hours) or

13.45 – 15.15 and 15.30 – 17.00 (3 hours)

FEES

Fees include course tuition, initial placement test, induction, use of college facilities, computers & Wi-Fi and end-of-course certificate. Fees do not include €100/ €200 end-of-course external exam fee (compulsory for Non-EU visa courses), course textbooks, medical & travel insurance, airport transfers or bank/PayPal charges.

ACCOMMODATION

Accommodation can only be reserved when the college receives a completed booking form and payment. If you want to extend your stay in college-organised accommodation you must inform the college in advance and the college must receive payment. Accommodation may be cancelled up to a week prior to commencement with a €95 administration penalty. All accommodation cancellations after arrival are non-refundable. This also applies if you do not arrive, postpone your arrival or if you have to shorten your stay – payment is non-refundable.

Host family - Based on 7 nights stay.

Options include half-board Monday-Sunday or Breakfast only. Homes are located in the suburbs of Dublin – average of 30-50 minutes bus ride to the college, though this may vary at peak traffic times.

Student Residence - Self-catering

Accommodation is based on 7 nights stay. Breakfast can be provided.

Accommodation during Christmas Holidays

There is no extra cost to stay either at host family or Student Residence during this period, although this must be requested in advance.

If a student moves out of the accommodation before the agreed date, they will not be refunded for the remainder of their accommodation fee.

END-OF-COURSE EXAMINATIONS

General English Courses at Citas College prepare for PTE Academic (*Pearson Test of English*) and TIE examinations (*Test of Interactive English*). It is compulsory for students on International Student visa courses to sit one of these two externally assessed end-of-course examinations. An examination fee of €100/ €200 must be paid to Citas College on course commencement.

Students must sign a contract with Citas College on course commencement stating that they understand their obligation to sit the agreed end-of-course external examination.

It is the student's responsibility to pre-register with the Direct or of Studies of Citas College 3 weeks before their examination date. This can be done by sending an email to Jane@citas.ie.

Once the closing date for pre-registration is passed, the Director of Studies will register all candidates with the examination centre. If a student fails to attend their exam on the allocated day, they will be marked absent. This result will go on their student record and the student will be obliged to pay the examination fee

again in order to sit the examination at a later date.

Results of the examination will be sent to the college from the examination centre. These are recorded centrally as part of the individual's learning record with Citas College. Students will be informed of their examination results. These results are available for inspection by the GNIB/ INIS.

COURSE TEXTBOOKS

It is mandatory for all students to have their own course textbooks. English language courses in Citas College are modular. Each module (12 weeks) requires one compulsory course textbook. Course books can be purchased from Citas College at the cost of €35.

AIRPORT TRANSFERS

We can arrange for you to be met at Dublin Airport and taken by car to your accommodation. The cost of this service is €50.

MEDICAL & TRAVEL INSURANCE

All students must have a private medical and travel insurance. EU citizens should bring a European Health Insurance Card (EHIC). Non-EU students must take out their own Medical and Travel Insurance, and provide the college with a copy in English of the certificate for this insurance policy or alternatively book their Medical Insurance with Citas College. Students must inform Citas College of any medical conditions.

CANCELLATIONS & REFUND POLICY

There is no refund for any cancellation once the course has commenced. This includes late arrival, early departure, or days missed during the course.

If a course is cancelled before the start date, a cancellation fee of €100 will be charged. If a cancellation occurs because of a visa refusal, the registration fee of €100 will be charged. In the case of a visa refusal,

the refund will be processed when the official letter of refusal from immigration is sent to Citas College. In the case of illness, students may ask for a course to be postponed to a later date. In this case the college will require a medical certificate. A course cannot be carried over to the next calendar year or transferred to another student when the visa is already conceded. Please note that there is no refund for students who fail to complete a programme.

No refunds are made if students have changed their minds to study, or have used false / fraudulent activity in their visa application. Refunds will be made to the person or organisation who initially made the payment. A maximum of 12 weeks is needed for the processing of refunds.

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

All requests for cancellations and terminations must be made in writing to Mahbub Kabir, Managing Director, Citas College, email: mahbub@citas.ie.

ATTENDANCE POLICY

It is a GNIB requirement that students on International Student visas must maintain an attendance rate of above 85%. Students who fall below 85% attendance will be contacted and procedures followed in accordance with Irish Immigration regulation. Where such a student has 25% or more uncertified absence in the first six weeks of their programme, this must be communicated to the GNIB and INIS. Where a student cannot make up attendance to a minimum of 85% before the programme ends the student must be informed that they do not meet the attendance requirements and this fact will be communicated to the GNIB and INIS. There is no mechanism permitted whereby students can make up an uncertified absence(s) through

additional classes, either during or post the end of the programme.

INSUFFICIENT ATTENDANCE AT CITAS COLLEGE WILL BE DEALT WITH BY THE REGISTRAR AS FOLLOWS:

If a student misses a total of 5 days within the first 6 weeks of a course starting, they will be sent a warning email advising them to come to the college immediately to explain their absence and to resume classes. If a student misses a total of 8 days (25%) within the first 6 weeks of a course starting, Citas College is obliged by Immigration requirements to inform the GNIB. The student will be sent an email informing them that this letter will be set to the GNIB.

If a student misses a total of 12 days at any point in their course (10%), they will be sent a warning email by the Registrar requesting that they come to the college to meet her in order to explain their absence from class.

If a student misses more than of 19 days (15%) of their course, they will be sent an email from Citas College advising them that Citas College is obliged by Immigration requirements to inform the GNIB of the student's failure to meet attendance requirements. The student will be sent an email informing them that a letter will be set to the GNIB and that they should improve their attendance with immediate effect to avoid being expelled by the college.

If a student misses a total of 32 days (25%) of their course, they will be sent an email informing them that they have been expelled from their course. The GNIB will be informed of this measure.

SICKNESS POLICY

Students who are unable to attend class due to illness or for any other reason must contact the college. In the case of illness, students are required to email the Registrar, Teresa McSweeney, teresa@citas.ie, to inform her of their absence on the first

day of sickness (before the class begins) and each day subsequently. If they are absent for more than three days, they are required to submit a doctor's medical certificate on the first day of return to the college. If a student fails to follow this procedure they will be treated as absent and marked as non-attending.

Sick leave will be granted at the discretion of the college. Any abuse of this mechanism will not be tolerated. Where a pattern emerges in the taking of non-documented sick days, the student will be required to provide a doctor's note even for one day of sickness.

In the event of a documented case of an illness or medical problem, the student is required to send an email (or written letter) to the Registrar, Teresa McSweeney, teresa@cistas.ie, informing her as to the nature of the problem. The student must contact her in a timely fashion i.e. on the first day of class absence. Documented medical evidence must also be provided in a timely fashion (on the first day back to class after a certified sickness).

In the event of an extended illness or medical problem, the college must be provided with updated certification that explains the need for extended absence from class. This must be submitted to the college in a timely fashion: failure to do so will result in the absence being treated as non-attendance.

PUNCTUALITY POLICY

Please note that punctuality is a GNIB requirement. According to GNIB/ INIS regulation, students arriving more than 15 minutes late or leaving more than 15 minutes will be marked absent for the class / class segments. It is the policy of Citas College that any student who is more than 10 minutes may not enter the class so as to avoid disruption to the other learners. The student must wait for that 90-minute class to finish and may join the second 90-minute class. If a student leaves 15 minutes before class ends, they will have their attendance scratched out for that class.

International Student Visas

In order to comply with the conditions of the International Student visa, students are required to attend class for 15 hours per week for 25 weeks and to sit an external end-of-course examination (TIE/ PTE Academic). In return, students are granted a maximum 8-month study visa with permission to work part-time (20 hours per week) at all times and full-time (40 hours per week) in May, June, July, and August and from 15th December to 15th January. (For more information see the Department of Justice website www.inis.gov.ie). CITAS College offers an efficient visa support service at no extra cost.

HOLIDAY POLICY

On enrolment, Citas College gives each student a written timetable clearly identifying the daily and weekly tuition times, with defined course commencement and course completion dates. Holiday periods must be agreed at this time. The individual programme schedule (including holiday periods) must be presented by the student for inspection to the Immigration Officer during the student's registration at the GNIB. The programme timetable must be set out in such a way that holiday periods cannot at any point exceed 1/3 of the total weeks elapsed (front-loading of holidays is not permitted).

In order to take on week of holidays, a student must have completed three weeks of classes.

In order to take the maximum one month of holidays, a student must have completed three months of classes.

Working during Holiday Period

Please note that Non-EEU students on International Student visas are entitled to work full-time (40 hours per week) only during the months of May, June, July and August and from 15 December to 15 January inclusive. At all other times they are limited to working 20 hours per week. Students may request holidays to avail of the opportunity to work full-time during

these periods provided that they make the holiday request on course commencement; that the holiday periods do not exceed 1/3 of the total weeks elapsed and that they can complete their course within the defined 7-month period.

Bereavement

In the case of documented bereavement of a close family member, holidays can be granted at the discretion of the college. Please speak to the Welfare Officer to avail of this concession.

EXPULSION POLICY

Non-attendance

In the event of regular poor attendance without justification, disciplinary action leading to expulsion will be taken by Citas College as outlined in the Attendance Policy

Inappropriate Behaviour

Students and staff are expected to behave in a courteous and respectfully manner at all times. In extreme cases of inappropriate behaviour on the part of a student, the college reserves the right to expel him/her with no refund. Students are required to communicate any problems/issues they may be having in class, around the school or with Administration in a courteous and respectfully manner. The use of foul or abusive language will not be tolerated.

Inappropriate Behaviour in Class

Students are expected to respect both their teachers and their fellow classmates during their classes at all times. Any student found being disrespectful during class may be asked to leave the class and if so, would lose their attendance for that day. All episodes of this nature will be reported to the Managing Director.

Before a student is expelled for inappropriate behaviour he/she will receive both a verbal warning and a written warning.

COURSE WITHDRAWALS

If a student wishes to withdraw from their course after arrival at the college (without refund) they must inform the Managing Director in writing, giving an explanation of their circumstance.

COMPLAINTS AND GRIEVANCES

If you have a complaint, please let the teachers, Academic Support Team or Administration team know. If your problem is not resolved, please report it to the College Director, Jane Langley email: jane@citae.ie. More details on our Complaints and Grievance procedures can be found in the Student Handbook along with a Citas College Complaint form.

DISPUTES

Any disputes relating to services provided by the college must be brought to the attention of the college management while the student is in Ireland. Where necessary any legal disputes will be heard in the courts of the Republic of Ireland.

PHOTOGRAPHY & FILM MATERIAL

By accepting these terms & conditions, students accept that photos or videos from events may be used for promotional purposes.

LEARNER PROTECTION AT CITAS COLLEGE

Citas College, in partnership with PaytoStudy, O'Driscoll O'Neil and the Private Colleges Network provide a comprehensive range of Learner Protection options, thus giving students peace of mind in terms of the

excellent quality and high standards of our course provision.

PARTNERSHIP BETWEEN CITAS COLLEGE AND PAYTOSTUDY

"Escrow Account facilities" describes the mechanism that enables student funds to be held by an independent third party and released only to the payee account on the fulfilment of stated conditions. Students coming to study at Citas College on an International Student visa, can pay their fees into the Citas College PaytoStudy Escrow account. All funds will be held by PaytoStudy on behalf of the student and Citas College pending the visa decision. Where the visa decision is positive, the funds are transferred to Citas College. If the visa application is refused, the funds (less any pre-agreed charges) are refunded to the student.

Payments can be made using all standard banking methods as well as credit & debit cards. PaytoStudy are the leaders in money management and have a reputation for excellence in service.

Interplay Ltd, trading as PaytoStudy, is regulated by the Central Bank of Ireland.

ENROLLED LEARNER PROTECTION THROUGH O'DRISCOLL O'NEIL

O'Driscoll O'Neil have partnered with PaytoStudy to provide a one-stop shop for all Escrow and learner protection needs. Enrolled Learner Protection through O'Driscoll O'Neil offers protection to students in two ways, firstly with cover for their fees and secondly through an extensive auditing process for all schools who are certified to offer Enrolled Learner Protection to their students.

O'Driscoll O'Neil Ltd., trading as O'Driscoll O'Neil, is regulated by the Central Bank of Ireland.

ENROLLED LEARNER PROTECTION THROUGH THE PRIVATE COLLEGES NETWORK

As a member of the Private Colleges Network, Citas College is able to provide students with access to learner protection which is guaranteed by all members of this association. This ensures that students and their fees are protected by a comprehensive insurance policy covering every programme delivered by every member college for the benefit of the students. In the unlikely event that any member college within the Private Colleges Network would close, other colleges within the network will automatically provide the affected students with alternative classes to enable those students to complete their studies at no additional charge. This includes at a minimum:

- Completion of delivery of the programme
- Assessment of learners, including internal verification and external authentication arrangements
- The processing of results for certification.

This learner protection guarantee complies with the Qualifications and Quality Assurance (Education and Training) Act 2012 part 6 requirements (that all programmes of 3 months or more duration have in place arrangements for the Protection of Enrolled Learners to ensure learners have the opportunity to complete their programme of study.)