

# Erin College Student Handbook

Welcome to Erin College! This handbook is designed to provide you with important information and guidelines for your studies and stay at our school. Please take the time to read and understand the contents of this handbook thoroughly. If you have any questions or need clarification on any topic, don't hesitate to contact our school administration.

## 1. Introduction

### About Erin School of English

Erin School of English is dedicated to providing high-quality English language education to students from around the world. Our mission is to help you achieve your language learning goals while fostering an inclusive and respectful learning environment.

### Contact Information

- School Address:
  - Campus 1: 43 N Great George's St, Rotunda, Dublin, D01 N6P2
  - Campus 2: 61 Mountjoy St, Phibsborough, Dublin 7, D07 AX51
  - Campus Cork: 14 Parnell Pl, Centre, Cork, T12 A6CV
- Email:
  - Dublin: [info@erincollege.com](mailto:info@erincollege.com)
  - Cork: [info.cork@erincollege.com](mailto:info.cork@erincollege.com)
- Phone:
  - Dublin: (01)2440377
  - Cork: (021)2038577

## 2. English Program

### Placement Test

Before starting your classes, you must complete an online placement test. Failure to do so may result in a delay in the start of your classes.

### Course Structure

Our classes cover various aspects of English language learning, including grammar, vocabulary, pronunciation, reading, writing, speaking, and listening. Classes run from Monday to Friday.

### Skills Development

Our curriculum aligns with the Common European Framework of Languages (CEFR) and focuses on enhancing your communicative competence in English.

### **3. Accommodation**

#### **Arrival and Departure Dates**

Ensure that your arrival and departure dates align with the accommodation provided. Additional accommodation may be required if your dates do not match.

#### **Additional Accommodation**

If you arrive 12 months after full payment, an extra accommodation fee will apply.

#### **Accommodation Cancellation Policy**

Cancellation requests must be submitted in writing at least forty-five (45) days before the agreed starting date. No refunds are provided for cancellations after the student's starting date.

### **4. Airport Pick-Up**

#### **Reservation**

Airport pick-up must be arranged prior to your arrival in Ireland. Notify Erin College in case of flight delays at least three hours before the scheduled arrival.

#### **Non-Refundable Services**

Accommodation, airport pick-up, or any additional services are non-transferable if cancelled or postponed.

### **5. Health Insurance**

#### **Insurance Coverage**

Course fees include insurance coverage for the entire study period. The insurance fee will be deducted from any applicable refund.

### **6. Learner Protection**

#### **Mandatory Insurance for Non-EU Students**

All non-EU students studying in Ireland are required to purchase learner protection insurance.

### **7. Liability**

Erin School accepts no liability for services becoming impossible to supply due to reasons beyond our control (force majeure). Liability is limited as per applicable laws.

## **8. Payment**

### **Course Reservation**

Courses are reserved after full payment. Instalment payments must be completed before arrival to avoid service cancellation.

### **Contract Period**

By accepting Erin School's offer and paying the fees, you enter into a contract for the specified period stated in the enrolment letter.

## **9. Class Timetables**

### **Schedule Details**

Classes are scheduled from 9:00 am to 12:15 pm in the morning and 1:00 pm to 4:15 pm in the afternoon. Your class schedule may change during the year.

### **Suspension or Expulsion**

Erin School reserves the right to suspend or expel students for non-compliance with requirements, with no refund of fees.

## **10. Attendance**

### **Importance of Attendance**

Student visa holders must maintain an 85% attendance record, allowing for a maximum of 18 missed days during a 25-week course.

### **Absent**

Student sick leave can only be approved with a medical certificate (from a doctor in Ireland). Please advise the school if you are unable to come to class on time and send the medical certificate (via email at [info@erinscollege.com](mailto:info@erinscollege.com)).

### **Attendance Records**

Attendance records cannot be amended once the course has finished.

### **Consequences of Low Attendance**

Low attendance may result in warnings, reporting to immigration authorities, and ultimately expulsion. If a student's attendance drops below 75% or misses three or more classes in a week, they will receive a warning letter and be reported to the GNIB (Garda National Immigration Bureau).

## **11. Holidays**

### **Holiday Regulations**

Visa students can only take holidays after completing the first 8 weeks of their course and with an 80% attendance record. After that, students can take up to 1/3 of the time they have already studied. Permits must be requested by "Erin App" at least 5 days in advance; they will also need to apply for the entire week from Monday to Friday so as not to interrupt the chapter of the week.

### **Working During Holidays**

Non-EU/EEA international students can work full-time during specified holiday periods.

Summer break: 1st June – 30th September (4 months)

Winter break: 15th December - 15th January (1 month)

### **Public Holidays**

The school is closed for all Irish Bank Holidays and Good Friday. If your course corresponds with a national holiday you will not be entitled to any refunds or extra lessons.

## **12. Live Online Classes**

### **School Closure**

In case of temporary school closure due to unforeseen circumstances, classes will continue online.

### **Online Class Guidelines**

Follow teacher instructions during online classes. Sharing personal data/log-ins is strictly prohibited.

## **13. Exams and Certificates**

### **English Exam Requirements**

Non-EU students on a 25-week programme must sit a recognised English exam such as TIE, IELTS or Cambridge by the completion of their course. Every student must pay the exam fee at the start of the course if it was not paid at the time of booking. Non-refundable exam.

### **Attendance Requirement**

Erin College certificates are given to students who meet the 85% attendance requirement and complete the mandatory end-of-course exam.

## **14. Student Feedback**

### **Importance of Feedback**

We value your feedback to continually improve our school. You may be invited to provide feedback during your studies.

## **15. Complaints Procedures**

### **Addressing Concerns**

If you have concerns, please discuss them with your teacher. For course or school-related issues, contact [info@erincollege.com](mailto:info@erincollege.com).

## **16. Classroom Behavior**

### **Respect and Tolerance**

Maintain respectful and tolerant behavior. Disruptive behaviour may result in warnings and expulsion.

### **Photography & Video Rules**

Taking pictures or filming in class requires teacher and student permission.

## **17. Biometric Data**

### **Collection and Use**

Students must register their biometric data. We collect and use biometric data for identity verification and attendance tracking.

### **Data Retention**

Data is stored securely and may be retained for specific purposes.

### **Data Access and Deletion Requests**

You can request access, correction, or deletion of your biometric data.

## **18. Book**

### **Course Book Requirements**

The General English Book price is €50. Students are not allowed to attend class without a physical copy of the course book. PDF copies and copies through any APPs are not permitted. As you progress through your course and change level, you will also change your coursebook. The school will provide all the coursebooks you require throughout your course for this fee. The books must be returned at the end of the course, and they must not be written on and in perfect condition. The 20 euro fee will not be refunded.

## **19. Privacy Statement**

### **Data Protection Under GDPR**

We at Erin School of English respect your right to privacy and comply with our obligations under the EU General Data Protection Regulation ((EU) 2016/679) ("GDPR"). You can find our Privacy Statement on our website via <https://erincollege.com/wp-content/uploads/2023/08/Student-Handbook.pdf>

## **20. Cancellation & Refund Policy**

### **Grounds for Refund**

Refunds may be considered for specific grounds, including visa extension refusal or illness.

### **Fee Deductions**

Administration fee of €300, plus €150 for the health insurance fee (if already applied) and plus €150 for learner protection (if already applied).

## **21. Change Policy**

We reserve the right to change or modify this Policy as required to comply with our legal obligations. In such instances, changes will be communicated to you by publication on our website or via email.

## **22. Acceptance of Terms & Conditions**

By signing this document, you confirm your acceptance of Erin College's terms and conditions, as well as third-party services' terms and conditions. Failure to sign may result in registration being disregarded.

We hope your experience at Erin College is enriching and fulfilling. If you have any questions or require further assistance, please do not hesitate to reach out to us.

Best wishes for your studies and stay at our school!

Erin College