

POLICIES SPECIFIC TO INTERIM LIST OF ELIGIBLE PROGRAMMES (ILEP) STUDENTS

Updated 4/01/2022

The following document should be read in conjunction with the Dublin Cultural Institute (DCI) Student Handbook.

1. FEEDBACK

Informal Feedback

We hope that every student is satisfied with the service they receive at Dublin Cultural Institute. At all times we welcome comments and suggestions which can be discussed with a manager or any member of staff. Alternatively, you might prefer to email a comment or suggestion to our student services: reception@Dublinci.com

Formal Feedback

At the end of each six-week cycle, you will be asked to submit feedback on all aspects of your classroom experience in the form of a questionnaire.

Complaints

However, if you are unhappy with an aspect of your experience at Dublin Cultural Institute, please register a complaint. This can be done in person to the Director or by email: jonathan.duignan@dublinci.com. You will be contacted by a manager within three working days with a view to resolving the issue.

Exit Questionnaire

On leaving the school, we will ask for your closing remarks on your experience. As always, we ask for your honest feedback even if it is negative. You may be invited or requested to share your experience with an Academic Manager on your last day.

2. PUNCTUALITY

Punctuality- arriving late

All students are requested to be in class at the scheduled time of commencement. You will not be admitted to class after 15 minutes and will have to wait until the second session. In exceptional circumstances only, you may be admitted after 15 minutes at the discretion of the Director of Studies however, you will be marked absent. Repeated lateness will be treated as a disciplinary matter.

Punctuality- leaving early

Leaving the class earlier than the scheduled end is strictly prohibited. Students who do not intend to remain for the entire session should not start the session. Repeated infringement of this policy will be treated as a disciplinary matter. Dublin Cultural Institute reserves the right to enforce its own punctuality policy to ensure the best learning environment, without regard to the policies of other schools.

3. ATTENDANCE

Attendance requirements

To guarantee the achievement of the prescribed learning outcomes Dublin Cultural Institute requires 100% attendance on all programmes. Separately, for renewal of visa permissions, students are required by the INIS to have a minimum attendance of 85%.

Attendance is taken daily for each session by the teacher. It is collated weekly by an academic manager and reported periodically to the ILEP Unit of the INIS. A sign-in sheet is also kept in the reception, which can be checked in cases of appeal.

Ensuring accurate attendance

To guarantee your attendance you must arrive on time, not leave for the class for extended periods, and remain in class until the end. Latecomers who gain admittance to the class do not necessarily get attendance for that session. It is the responsibility of the teacher to take attendance, but in case of an appeal the sign sheet at reception can also be consulted. It is your responsibility to sign that sheet with the correct time. It is your responsibility to ensure you meet the attendance requirements of your visa and any communication regarding attendance issues must be between the student and the school.

Explaining absences

Any absence from class, including sick leave, must be explained by email. You must notify the school during the absence and provide further explanation upon return. Many absences are justified such as a GNIB appointment or illness. However, it is not in the power of the school to award attendance, no matter how valid the reason. Students must ensure that any explanatory material for absences is available both to Dublin Cultural Institute Dublin and ILEP authorities.

Checking your attendance

Your teacher provides informal feedback on your attendance every two weeks as part of the bi-weekly assessment. Your attendance is available at the end of every six-week cycle. You may request your attendance outside of these times by emailing the director of studies at DoS@dublinci.com.

Appealing your attendance

If you believe your attendance, for whatever reason, has been recorded incorrectly you may request a recheck of your attendance within one week of receiving it by emailing the director of studies at DoS@dublinci.com.

Attendance warnings

If your attendance deteriorates, you can expect to receive a warning, usually in the form of a one-to-one meeting with an academic manager or by email. It is your responsibility to ensure you check emails from the school and ensure they are not going to your spam folder. You can receive up to three warnings before disciplinary action is taken. Disciplinary action can include termination of course with no refund of fees and reporting same to the ILEP Unit of the INIS.

Helping with poor attendance

If you are experiencing personal, emotional, or health issues which are affecting your attendance please do not hesitate to seek help from the school. We can offer pastoral advice and referrals.

4. HOLIDAYS

Holidays & Breaks

Students on Work Study Visa are eligible for 8-week holidays in addition to 25 weeks of classes.

Unless agreed at the commencement of a course, the default holiday period occurs after 25 weeks in class. Requests for extraordinary or additional holidays are not normally entertained. There are two exceptions. Firstly, when a course spans Christmas, in which case a student is required to take three of their eight weeks during the Christmas holiday. Secondly, when personal circumstances arise to make an enforced break from classes necessary. Examples include a court appearance or the serious illness or bereavement of a close family member.

5. EXIT EXAMINATIONS

All students enrolled on ILEP courses register and pay for an examination fee when booking their course. DCI is currently approved to run courses leading to Test of interactive English (TIE), Cambridge, B1, B2, & C1 levels (PET, FCE, CAE) and IELTS.

The required minimum level for completion of the courses on the PROGRAMMES (ILEP) register is determined by the examination identified.

Students who do not sit the Exit Exam are not entitled to a Letter of Completion but are issued a Letter of Incompletion. Both letters state the student's attendance.

6. LEARNER PROTECTION

From July 1st 2022, all newly enrolling ILEP students are automatically insured with Arachas Insurance LTD, who will refund payment or find an equivalent course in the event of unplanned school closure.

7. PAYMENT OF FEES

Tuition fees for students requiring a visa to enter Ireland must be paid into a third-party Escrow account. DCI uses PaytoStudy as its ESCROW partner. This ensures the student receives their full refund entitlement in case of visa refusal.