



STUDENT HANDBOOK

www.apollolanguagecentre.com

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Welcome to Apollo Language Centre!

We hope you have a great learning experience with us. These are some of the people who work at Apollo Language Centre:

Steven O'Dwyer – Owner/Director

Aoife Govern – Owner/Director

Seán O'Donnell - Academic Manager / Academic Student Services

Bruna Borges - Bookings & Student Services
- Accommodation & Social Programme

And all **Apollo Teachers**

Steven & Aoife, Apollo's Directors have a combined experience of over 25 years in the study abroad industry and therefore have a very clear understanding of what is required to be able to give you the experience you deserve. We will help you in any way we can to ensure you enjoy your time in Dublin and at Apollo, as much as possible. We strive to meet the highest of standards and your feedback is greatly welcomed, as we continually try to improve, and be the best language school in Ireland. We are committed to ensuring you reach your goals and will provide you with a quality learning environment to be able to achieve this.

The Student Handbook will provide you with a guide on how we at Apollo Language Centre work, what is required of you as students, plus answer many questions you may have about your time here. We hope you find it useful, and if you have any questions we would love to hear from you. We are always here to help!



Steven O'Dwyer

Owners / Directors



Aoife Govern

A Welcome Note from Seán O'Donnell, Academic Manager

At Apollo Language Centre, we have built a great team of teachers who provide a professional language learning experience in an open, personal and motivating environment. Our teachers have worked around the world in places as far away as Brazil, Vietnam, Middle East, Japan and Korea to places nearer home such as Spain, Italy, Poland, Portugal, and Germany. They bring with them a wide range of key experiences and knowledge of different cultures and learning styles.

Teaching methodology at Apollo 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 1 focuses on grammar, structure and vocabulary development. These are taught with an emphasis on developing your reading and writing skills. Lesson 2 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 published in conjunction with our publishing partner, but our teachers try to connect to your life and your interests by using 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, and University of Cambridge exam preparation (PET, FCE, CAE, etc.).

Seán O'Donnell

Academic Manager

Apollo Language Centre

Apollo Language Centre is located in a beautiful 3-storey building on Lad Lane, Dublin 2 in the very centre of Dublin city. The school has large bright classrooms, full computer access, 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 14 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.

We have a variety of different courses, some of our most popular are listed below. For a full list of our courses please see our brochure or website - www.apollolanguagecentre.com

Courses

- Morning Real World English – 20 hours
- Afternoon Real World English – 15 hours
- Real World English Plus – 25 hours
- Real World English + Professional English – 25 hours
- Professional Internship Placement
- Real World English + Exam preparation – 20 or 25 hours

Classes:

Our full-time classes start at 09.00 every morning and finish at 13:15pm. Break time is from 11:00 to 11:15. For students enrolled in a 25-hour programme, the extra afternoon classes start at 14.00 and finish at 15.15 from Monday – Thursday. Real World English 15-hour afternoon programme starts at 13.45 and finishes as 17.00 break time is from 15.15 to 15.30. Students must participate in a minimum of 20 lessons per week (15 if you have purchased the afternoon course). As a courtesy to your teacher and other students please arrive on time. Students who arrive more than 15 minutes late will not be admitted to class. If you have any problems with your class (for example, you think that the class is too easy or too difficult) please speak to the Academic Manager, Seán O'Donnell or to Academic Student Services. There are free elective classes some afternoons. If you would like to attend any of these please go to reception to register.

Your Level and Assessment

Assessment on arrival:

On your first day at Apollo Language Centre 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 for 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 by both parties, the student is automatically registered into a Cambridge exam by the Exams Coordinator, Naz Nolan or Academic Student Services, the student may request to register for an alternative exam if they wish.

Two weeks prior to the exam date, the student will receive a reminder email stating the time, date and location of the exam.

The record of the grades the student receives in these exams are securely stored by the Academic Manager or Academic Student Services and are available to view by the student, INIS and relevant internal personnel.

Apollo Language Centre 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).

Learner Protection

In the highly unlikely event that Apollo Language Centre ceases trading during your course here, you have a guarantee that your student fees are protected against school closure. Apollo Language Centre, in partnership with O'Driscoll O'Neil Insurance and Pay to Study provide Learner Protection in line with QQI standards to offer students peace of mind in terms of fee security and guaranteed course sustainability.

How?

O'Driscoll O'Neil Insurance:

All students who register for a course which is on the Interim List of Eligible Programmes (ILEP) will be covered by "Learner protection" This is an insurance policy which guarantees that in the event of a closure all students will be fully refunded for all costs (tuition, accommodation) "Learner Protection" is provided by the insurance company "O'Driscoll O'Neil"

Every student who purchases a course of 25 weeks will automatically be provided with cover. Apollo Language Centre and the Student will receive a certificate of insurance at the beginning of the course.

O'Driscoll O'Neil:

Address: 17 Herbert Pl, Grand Canal Dock, Dublin 2 Phone: (01) 639 5800

PayToStudy:

"Escrow Account facilities" describes the mechanism that enable student funds to be held by an independent third party and released only to the payee account on the fulfillment of stated conditions. Students coming to study at Apollo Language Centre on an International Student visa, can pay their fees into the Apollo Language Centre PaytoStudy Escrow account. All funds will be held by PaytoStudy on behalf of the student and Apollo Language Centre pending the visa decision. Where the visa decision is positive, the funds are transferred to Apollo Language Centre. 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. Interpay Ltd, trading as PaytoStudy, is regulated by the Central Bank of Ireland.

Safety Tips

The Irish Tourist Assistance Service helps victims of crime. Phone: 1890 365 700

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 in 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. Avoid deserted streets at night.
- 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.
- Look confident at all times.

Public Transport

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

1. Train - www.irishrail.ie

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.

2. Bus - www.dublinbus.ie

Dublin Bus is the bus operator in Ireland. It operates an extensive network of routes in the city of Dublin and the Greater Dublin Area. Apollo Language Centre is located near the stops for the following bus numbers: 18 / 25x / 37/39/39a/51d / 51x / 66x / 67x / 70/77x

3. Tram - www.luas.ie

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. Apollo Language Centre is located 5 minutes walking distance from the Charlemont stop on the Green Luas line.

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 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 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!

Shopping in Dublin

Shopping in Dublin focuses on the two main pedestrianised shopping streets of Grafton Street/Stephen's Green on the southside 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 more smart shopping area with St Stephen's Green Shopping Centre and 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 Towncentre 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 Eason's Booksellers as well as several other shops.

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) Times: 11.00 - 18.00

Blackrock Market - Open every Saturday, Sunday and Bank Holiday Monday

Accommodation Homestay

Ireland has always been famed for its hospitality and staying with a 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 Team 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) Monday-Friday and three meals (breakfast, lunch & dinner) at weekends
- help with finding your way around the city and interesting places to visit.

Residence

For students who do not wish to stay with a host family, we have a number of modern, fully serviced apartments available for short-term rent in the very centre of the city. Due to demand, apartment accommodation generally needs to be booked at least 4 weeks before a student is due to arrive. The Apollo Adult Residence is located at a brand new apartment complex with 470 bedrooms in shared apartments ranging from 3-8 single bedrooms, all with en-suite bathroom, offering a superior choice for students which far exceeds any other centrally located student accommodation in the city.

Location:

Next door to the Guinness Storehouse and only 10 minutes' walk from Temple Bar and 25 minutes' walk to the school, the residence is located within the Digital Hub, the largest cluster of technology, digital media and internet companies in Ireland.

COMMON ROOM:

Students have the unique opportunity to meet new friends in the large shared common area at any time of the day or evening which has a pool table and TV lounge area.

GYM:

The on-site gym available to residents has state of the art cardio and weights equipment.

STUDY ROOM:

There is a spacious study area where students can quietly study alone or in small groups with wifi and charging docks for laptops.

LAUNDRY:

There are laundry facilities on-site for washing and drying open 24/7. Residents are notified via an app on your phone when your washing is ready.

24 HOUR ONSITE STAFF/SECURITY:

There is a 24-hour reception area where a member of staff is available day or night. They've been hired for their friendliness so will happily help you with any requests or problems you may have. The residence is also monitored by CCTV 24 hours a day.

Hotel / Hostel

If students require hostel or hotel accommodation during their stay in Ireland we are happy to help students book 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

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 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 does NOT cover the cost of electricity, gas or telephone charges. Rent is generally paid two to four weeks in advance with the agent or landlord asking you to pay a security deposit equal to an additional four weeks’ 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.

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. Ask the landlord about his/her particular requirements. 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 the two of 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 yourself as a means of ensuring fair treatment for all parties involved.

Social Programme

The social programme co-ordinator organises all the trips and activities each week. Every Monday morning the social and cultural activities for the following week are posted in the cafe. Keep an eye on this for upcoming events and trips.

On Monday, there is an Orientation tour of Dublin for all new students. You will be informed to meet in the lobby at a specific time and our guide will take you around Dublin to introduce you to some places we think are important to see at the start such as where to get your student card, your travel pass, landmarks, shops and pubs.

We organise trips or sports activities on weekdays, 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 our social programme co-ordinator. We have lots of ideas and are always happy to help!

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

Services Telephones

Calling Emergency Services DIAL 999

In Dublin dial 999 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist.

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 three main mobile phone operators in Ireland. They are:

Vodafone;

Meteor;

3 (Three).

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: www.callcosts.ie

Medical Care

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

Emergencies

APOLLO EMERGENCY CONTACTS:

The following Apollo Emergency contact details are to be used in case of emergency, outside of normal office hours which are 08.30-17.00 Monday-Friday:

Emergency Phone/Whatsapp: +353 85 844 1219 Email: emergency@apollolanguagecentre.com

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, an 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.

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 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 might prescribe medicine. Prescription medicines are available 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.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. Depending on what type of health insurance policy that you have you may be able to claim back the cost from your health insurance provider.

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.

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.

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. If you live in the Dublin region you will have to book an appointment online at

<https://services.mywelfare.ie/en/topics/appointments/ppsn-appointment/>

1. To receive a PPS number you will need to fill in a form and bring the following documents:

- Your passport.
- A letter from the school saying that you are a registered student (if you are not a European citizen)
- You may also be asked to provide a letter from your employer.
- If you live in the outskirts of Dublin, please contact the school administration to check what Social Welfare Office you should go to apply for your PPS number. The Social Welfare Office is open from 9.30am to 4.00pm Monday to Friday.

Finding Work

If you have your PPS number and 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, at certain times of the year it is permissible to work 40 hours per week (June, July, August, and from 15th December – 15th January) 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 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.

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. 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.

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 Apollo Language Centre or make your own arrangements prior to leaving your home country. Apollo organises Health Insurance through O’Driscoll O’Neill Insurance. This is usually arranged before students arrive in the country. The cost is EUR60 for up to 90 days cover and EUR120 for one year’s cover.

School Policies

This section includes important school policies such as refund policy, holiday policy and other additional policies.

Refund Policy

Cancellations Due to Reasons other than Visa Rejections:

A full refund of tuition fees, with the exception of the registration fee, may be available to a student if the student cancels an enrolment with the school no later than 14 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 Apollo Language Centre.

- a. Cancellation 4+ weeks before start date: registration fee of €50 will be charged.
- b. Cancellation 2-4 weeks before start date: 20% of the total invoice will be charged.
- c. Cancellation within 2 weeks of start date: full amount will be charged.

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 born by the student. All monies due, will be refunded within 4 weeks of the date Apollo Language Centre receives the written request from the student.

Cancellations Due to Visa Rejections

All course fees are refunded with the exception of the registration fee, 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 Bookings Office at bookings@apollolanguagecentre.com.
2. If a refund request 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, Steven O'Dwyer. 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.

Holiday Policy

Holidays can be taken in one-week blocks, and you must notify the 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 go to reception. 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) students

An Academic Year course lasts for 25 weeks. Students are entitled to take up to 10 weeks' holiday before their visa expires. Two weeks of the ten weeks must be taken over the Christmas holiday period (if applicable to your course dates). Normally Academic Year holidays are taken AFTER a student finishes their 25-week course.

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

In addition, holiday periods cannot at any point exceed 1/3 of the total weeks elapsed. This means that to take one week's holiday during the course a student will have had to complete at least 3 weeks of course first.

Non-EEA students are not permitted to take holidays in the first 8 weeks of their course.

Compulsory Exam courses at Apollo Language Centre for long term students (25 weeks plus+)

- Cambridge (PET, FCE, CAE and CPE)
- IELTS <http://www.ieltsdublin.com>
- TIE (Test of Interactive English) <http://www.tie.ie>

In the first week of your course, you will take part in an induction which introduces you to the school and to Dublin and which advises you on the requirements of your visa. This induction is held by Seán O'Donnell, Academic Managers.

Seán then liaise with Student Services to inform them of the exam that each student should take, so letters for GNIB/ INIS may be appropriately prepared.

Students, along with Seán O'Donnell on behalf of Apollo Language Centre, sign an agreement confirming the following:

- That you understand that the exam is obligatory
- That you will sit the exam
- That Apollo Language Centre will prepare you for this exam
- That Apollo Language Centre will help you register for this exam
- That Apollo Language Centre will store your results securely
- That your results will be accessible to Apollo Language Centre staff members and also to INIS.

Attendance Procedures

The attendance of all students enrolled at Apollo Language Centre is monitored closely to ensure that everyone in class is following the whole course and able to maximise their opportunities for success. An attendance is taken at each lesson by the teacher and entered into our school database at the end of the week. Students are requested to attend a minimum of 85% of classes each week but are 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.

We also monitor the attendance of 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 Guidelines for Language and Non-Degree Programme Students (January 2011).

Monitoring of attendance involves marking registers, reviewing medical certificates and the sending of caution and warning letters by the school. To have full attendance marked for any one day a student must be present for both classes from 09.00 to 13.15. Generally, if a student is more than 15 minutes late for their class then they will not be admitted to that class.

Apollo Language Centre endeavours to intervene with the student to improve attendance by counselling students when their attendance begins to fall. It is the responsibility of the individual student to ensure that the contact details Apollo Language Centre holds are up-to-date.

European students or students on a Tourist or Working Holiday Visa will also have their attendance recorded. Failure to attend classes will result in your inability to attain the level of English you set out to achieve, and possibly failure to receive an end-of-course certificate.

Attendance rules for students:

If you are on a student visa, the Irish Government has stated that you need to attend a minimum of 85% of your lessons. This is important for many reasons:

1. To help you focus fully on your studies in English
2. To avoid visa problems with the Irish Department of Justice
3. To allow you to be able to renew your visa

Punctuality

Class starts punctually at 09.00 every morning. If you have a problem arriving for 09.00, you can enter the class until 09.15. After 09.15, you may not enter the class (you must wait until the second lesson at 11.15) and the teacher will mark you absent.

Absenteeism

We understand that sometimes, students have problems and are unable to attend class. However, if you do not have a good reason for your absence, this may affect your attendance and cause problems with your visa.

There are certain legitimate reasons for absence, including, but not limited to:

1. Illness

If you are ill, we understand that you can't come to class. On the first day you are ill, you must email student services at experience@apollolanguagecentre.com. If you do not have access to email, you may text our emergency phone on +353858441219 to inform us that you are ill and that you can't come to school.

If you are ill for more than 2 days, you must provide a doctor's certificate to prove the reason for your absence. In this situation, your attendance will not be affected.

2. Serious illness of a family member

In the case of serious illness of an immediate family member (mother, father, brother, sister or child), the following procedure must be followed:

- Email the student welfare officers at experience@apollolanguagecentre.com. If you are unable to access email, you may text the emergency phone number +353858441219.
- You must provide some evidence of the family member's illness.
- Student Services will take the situation into consideration and respond to your request as soon as possible, depending on the nature and seriousness of the illness. Please note Requests must be made by the student in question and not by a third party.
- Requests made to staff members other than Student Services will not be considered.
- Requests made on social media or by any other means will not be considered.

“Freezing your course”

If it is necessary for you to return home due to the illness of a family member, the following procedure must be followed:

- Follow the steps above regarding illness of a family member.
- Request temporary leave from your course to be with your family member during their illness.

Student Services will “freeze” your course, meaning, you may take the remainder of your course at a later date. This means that you will not lose any tuition and you will be able to complete your course at a later date.

3. Bereavement

In the unfortunate event of the death of a close family member, we understand that you will not be able to attend school. Please email experience@apollolanguagecentre.com or text the emergency phone on +353 85 844 1219 to inform us of your bereavement and that you can't come to school.

In the case of an immediate family member's death (a spouse, parent, child, a person in a relationship of domestic dependency including same sex partners, brother or sister, a person who acted in loco parentis or was a guardian) 3 days' bereavement leave will be allowed.

In the event of an extended family member's death (a grandparent, parent-in-law, spouse-in-law) 1 day leave will be allowed.

No leave is allowed in any other circumstances. Please note

- Requests must be made by the student in question and not by a third party
- Requests made to other staff members will not be considered
- You must contact Student Services at experience@apollolanguagecentre.com or by texting the emergency phone +353 85 844 1219
- Requests made on social media or by any other means will not be considered

Important: Please note that it is only in these circumstances that your attendance will not be affected. If you do not provide a legitimate reason for your absence, then the following steps will be taken:

Problems with attendance

If you cannot provide a legitimate reason for your absence (see above), then you will be marked absent for your lesson and your attendance level will be reduced.

Attendance Policy

- If a student's attendance falls below 75% for the first 6 weeks of their course, they will be reported to INIS/ GNIB.
- For the remainder of the student's course, if his/ her overall attendance falls below 85% at any point, they will be given further warnings to notify them of this.
- If a student reaches the point of their course where they can no longer meet an expected overall attendance of 85%, they will be reported to INIS/ GNIB.

Expulsion Policy

- Consistent problems with attendance, without providing legitimate reasons for their absence and continuing to ignore written warnings may be expelled by Apollo Language Centre.
- If after 3 written warnings regarding attendance, there is no improvement, the student may be eligible for expulsion.
- This decision will be at the discretion of Apollo Language Centre, Mr. Steven O'Dwyer.
- If a student is expelled due to attendance issues, Apollo will notify all relevant parties i.e. INIS/

GNIB/ student's agent

Complaints Procedure

We want to help you if you are not happy with any aspect of your experience at Apollo Language Centre. If you have a complaint, please come to Student Services at any time to speak to us.

Your Language Course

Examples of Legitimate complaints relating to your Language Course:

- You feel that you are in the wrong level
- You have received consistently incorrect information about language
- You have not had the opportunity to discuss your interests or language/ skills needs
- You have not been active enough in your lesson
- Your lesson appears unplanned and chaotic
- You have focused on one aspect of language learning to the exclusion of everything else, for example you have only covered grammar lessons
- Your teachers have consistently repeated material and appear not to be co-operating together

Academic Manager

Seán O'Donnell: sean@apollolanguagecentre.com Phone: +353 1 906 0193

Your Accommodation

If you are unhappy with any aspect of your accommodation which has been provided to you by the school, you can speak to our Accommodation Office:

Examples of legitimate complaints relating to your accommodation: Host families

- Your house is consistently unclean
- Your host family does not speak to you
- Your host family does not include you in family activities
- The food you receive is sub standard

Apartments

- The facilities are broken/ not usable
- Your room is unclean
- Your bed linen is unclean

Accommodation Office: dublin@apollolanguagecentre.com Phone: +353 1 906 0192

Social Programme

Examples of Legitimate complaints relating to your Social Programme:

- You do not receive information about the social programme on a daily basis
 - The co-ordinators are not available to meet you at break time
 - The tours are consistently badly organised
 - Your input in the programme is not considered and not asked for.

Academic Manager

Seán O'Donnell: sean@apollolanguagecentre.com Phone: +353 1 906 0192 Code of Conduct

At **Apollo Language Centre** we value:

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

While on campus or engaged in any Apollo Language Centre 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.

Apollo Language Centre 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 Apollo-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 lesson starts at 9.00am and the second lesson starts at 11.15. Afternoon classes start at 14.00. Please be on time. Students
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. Apollo Language Centre 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 Apollo-sponsored activity, all students, staff and visitors are expected to behave in a considerate and courteous manner when dealing with others. You should treat staff members and fellow students with respect and politeness.
5. Apollo Language Centre 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 Apollo Language Centre 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 Apollo Language Centre 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;
- Willful damage to or theft of Apollo Language Centre 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 Apollo Language Centre 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 Apollo Language Centre property by the required date;
- Viewing or distributing offensive material via the Internet, e-mail 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 Apollo Language Centre property;
- Assaulting or attempting to assault anyone while on Apollo Language Centre premises;
- Inappropriate possession of guns, knives or other weapons while engaging in Apollo Language Centre 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 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 Apollo Language Centre's property, or the good order of Apollo Language Centre. 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 Apollo Language Centre, 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.

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

- Gender
- Marital Status
- Pregnancy
- Parental status
- Race or nationality, ethnic or ethos-religious background
- Sexual orientation

- 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.

Book Policy

All students are expected to have a book in class and all your course books are included on your initial invoice.

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

Apollo Language Centre needs to keep all student records up to date. Should you change your name, address or contact number please inform Student Services immediately.

Valuables

Apollo Language Centre cannot be held responsible for items of value that are stolen or go missing. Please try not to bring these items to 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 Apollo Language Centre 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.

Emergency Contacts

Apollo Language Centre

Phone: +353 1 9060192

Opening Hours: 08.00 – 17.00 (Monday – Friday)

Apollo Emergency contact details are to be used in case of emergency, outside of normal office hours which are 08.30-17.00 Monday-Friday:

Emergency Phone/Whatsapp: +353 85 8441219

Email: emergency@apollolanguagecentre.com**Police, Fire, Ambulance**

Emergency telephone numbers: 999

Medical Centres

D2 Medical

1 Fitzwilliam Street Upper Dublin 2

Telephone: +353 (0)1 631 4500 / Fax: 6624263

Fitzwilliam Medical Centre 79 Fitzwilliam Lane

Dublin 2

Phone: 01 678 5100

Email: info@fitzmedical.com**Hospitals**

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

St. James Hospital: James Street Dublin 8 Phone: 01 410 3000

St. Vincents Hospital : Elm Park Dublin 4 Phone: 01 221 4000

Garda Station (Police)

Pearse St.

Dublin 2 Phone: 01 666 9000



Apollo Language Centre contact details:



Address:

5 Lad Lane, Dublin 2 Phone:

+353 1 9060192

Email:

experience@apollolanguagecentre.com

Web: www.apollolanguagecentre.com



APOLLO
An  partner centre