

Public Policies for Registration of Non-EU students onto ILEP Programmes 2017

a. Refund Policy

Visa Refusal: On cancellation of a programme due to visa refusal, all fees will be refunded except for an administration fee detailed below follows:

- General English, Business English, Examination English, Combination Courses, Language Explorer Summer Course: €100 Cancellation Fee
- Professional Courses including Study & Travel: €200 Cancellation Fee

Subject to the provisions of the above, the Student will be entitled to a refund of Tuition Fees if the Student is refused a Visa provided that:

- no refund will be paid if refusal is due to the fact that the Student has not taken the required steps in applying for a Visa;
- the original letter from the Irish Immigration Authorities indicating the refusal of a Visa must be submitted to the School;
- no refund will be available once the Course has commenced;
- no refund will be paid if refusal is due to the fact that the Student has submitted fraudulent documents;
- refunds may take up to 4 weeks to process once the required letter is received by the School;
- refunds will be issued to the person who made the initiation payment and, if a credit/debit card was used to make payment, the refund will be issued to that debit/credit card;
- no refund will be issued if the Student withdraws the application for a Visa or is expelled from the Course or expelled from Ireland by an authorised authority or government department;
- no refund will be given if a Student is granted a Visa and then decides they do not want to study through the School. In this instance the School will inform the Irish Immigration Authorities that the Student has been accepted on and has not commenced a course.
- if a visa has been issued and course is cancelled by the student, there are no refunds except in the following scenario: Where the visa has been formally cancelled and the embassy is notified that the

participant will not travel. In this case a €100 administration fee applies, except in the case of our study & travel programme whereby an administration fee of €200 would be charged.

- if payment has been made through an Agent, then the refund will be issued via that Agent.
- if a non-EU Applicant has a visa refusal, they will get a full refund minus the registration fee.
- excluding relevant clauses, if a EU applicant has a refusal, the following refund terms apply:
- in the case of inaccurate Oscars International Documents:
Re- application is free. If the student decides not to re-apply, all fees refunded.
- because of any other reason: If Re-applying Registration fee is chargeable. If NOT Re-Applying all fees minus €150 administration fee.
- Oscars International does not accept any responsibility in the case of visa refusals. In the instance of a refusal being related to Oscars International documentation we will refund all tuition fees and assist the student in applying again. However, no additional compensation will be given.
- should a student be refused entry to the state at the port of entry on arrival or by customs no refund will be due.
- a student may postpone a course up to 7 days prior to course commencement date. In this case the student has 3 months to rearrange the new start date. A €80 change fee is required for all course date changes.

All refunds should be sought through the booking agent with whom the initial booking was made. The Finance Officer responsible for issuing refunds where eligible is, Marcello Ferrero (marcello.ferrero@oscarsinternational.com).

Cancellations

- excluding relevant clauses the Student shall be entitled to cancel the Course at any time before the Course start date and the amount refunded will vary as follows according to how much notice of cancellation in advance of the start date the Student has given. All registration fees are fully payable on booking and are not refundable:
- if the Student gives more than 3 weeks notice of cancellation, the Student will be refunded 100% of the Tuition Fees paid;
- if the Student gives more than 2 weeks notice of cancellation, the Student will be refunded 75% of the Tuition Fees paid;

- if the Student gives less than 2 weeks notice of cancellation, the Student will be refunded 50% of the Tuition Fees paid;
- if the Student gives less than 24 hours notice of cancellation, the Student will not be entitled to receive any refund.
- Payment must be made at least 2 months prior to course start date.
- A student may postpone a course up to 7 days prior to course commencement date. In this case the student has 3 months to rearrange the new start date. A €80 change fee is required for all course date changes.

b & c. Punctuality, Attendance & Expulsion

Policy Name	Attendance Monitoring & Reporting
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Aims	To ensure that learners' attendance is recorded, tracked, monitored and reported in line with statutory requirements and obligations. The policy should be implemented to ensure that students are complying with the terms of their visa (where applicable) and to spot patterns of attendance which may indicate a pastoral issue with the student related to their mental, physical or social well-being.
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<ul style="list-style-type: none"> • To ensure accurate records are maintained of all students present in class each day. • To monitor, track and report levels of attendance that fall below the statutory obligations of the student. • To provide accurate records and documentation to related parties for various purposes including, but not limited to; visa renewal letters, holiday letters for travel, exit letters. • To report to GNIB/INIS, on a monthly basis, all students who have fallen below an acceptable attendance percentage • To track persistent patterns of absence by students which may lead to suspension/removal from class • To track persistent patterns of absence by students which may indicate an underlying health/social problem. • To report to interested 3rd parties (agents, parents, line-manager) on the attendance of students when requested. • To ensure the health and safety of younger students in liaising with Host Families/accommodation providers for non-attendance in class.
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Procedure – Registers	Aims: To maintain accurate registers of students in each class on a daily and weekly basis. To maintain accurate records of people present in the school in case of emergency or evacuation. To track student attendance to ensure compliance with statutory obligations.
	<ul style="list-style-type: none"> Registers are generated from CLASS system on a Tuesday and run until the following Monday. Registers state student name, number, course commencement, class commencement and course completion dates. After new students join on a Monday, new registers are generated for Tuesday morning to show any changes/additions to the class. Registers are stored in the Academic Office, categorised into Morning and Afternoon and state time, classroom and class teacher. Teachers take register before class starts and return it at the end of class. There are two spaces per-day for recording student attendance; pre-break and post-break. Teachers must record student attendance for both halves of class. For students present, the teacher marks a 'P' in the box. For students not present, the teacher marks an 'N' in the box. For students late, but still in time to join class, the teacher marks an 'L' in the box. NOTE: Although students may attend the first half of the class and leave on the break or miss the first half and attend after the break, they only receive attendance if present for full-day. Half attendances are not issued. Compliance Officer monitors registers to ensure correct completion and randomly checks classes to ensure correct completion and correlation with actual students present. Any student who presents for class and who is not on a register, must go to Academic Office. No student should be manually written in the register.

Procedure – Recording	Aims: To maintain accurate, up-to-date attendance records of all students. To maintain records in line with statutory obligations. To create records from which absence reports can be run and trends of absenteeism can be discovered.
	<ul style="list-style-type: none"> Compliance Officer collects hard copies of all registers on Friday (morning and afternoon) and ensures all have been correctly filled and completed. Any discrepancies are brought to teacher responsible for amendment Compliance officer inputs attendance for the week to CLASS system, taking in to account any Bank Holidays, approved absenteeism or medical documentation provided by absent students In the absence of the Compliance Officer, the Head Teacher or DoS inputs weekly attendance DoS checks a random sample of hard-copy registers against inputted online attendance on a monthly basis

Procedure - Reporting	Aims: To ensure students are maintaining attendance levels in line with statutory requirements and to report to INIS those who have fallen below the standard.
	<ul style="list-style-type: none"> Weekly reports are generated showing students overall attendance since their course commencement. Those students below 80% are contacted by the Compliance Officer warning them.

- **Any student who misses 25% or more of class within the first six weeks of their course will be sent a warning email and will be reported to GNIB**
- **Any student who is unable to achieve the statutory requirement of 85% attendance before the end of their course will be informed and reported to GNIB**
- A monthly report is sent to GNIB listing all students who have fallen below 70% attendance.
- Weekly reports are generated showing students who have missed 10 consecutive days of class. These students are removed from registers and contacted to make an appointment with Compliance Officer.
- If, after meeting with the Compliance Officer, they are satisfied with the student's explanation as to their absence, the student is readmitted to class.
- If a student is removed for a second time due to poor attendance, they must make an appointment to meet with the DoS. The DoS will issue a final warning at this stage.
- In the event that a student stops coming to class and fails to respond to attempts to contact them, the school will inform GNIB that they have ceased their course. At this stage the student is deemed expelled from their course. The same procedure will apply for those students who send written confirmation that they wish to finish their course early.

Procedure - Removal	Aims: To outline the circumstances under which a student may be removed from class, their potential remittance or permanent removal
	<ul style="list-style-type: none"> • If a student fails to attend class for 10 consecutive days, they are removed from registers and may not be re-admitted until they have held a meeting with the Compliance Officer • If a student is removed a second time from registers due to bad attendance, they may not be re-admitted until they have held a meeting with the Director of Studies. • If a student is removed from registers a third time, they are permanently expelled from classes and GNIB are informed that their course has ended.

Stakeholders	Students, Teachers, Academic Office, ACELS-QQI, GNIB, INIS, Schools/Institutions on the ILEP
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d. Sick Leave

All sick leave must be reported to the Compliance Officer on the first day of illness. This must be done from the student's registered email address and be sent to the compliance officer, Neil O' Mahony at neil.omahony@oscarsinternational.com.

On return to classes, students must produce a valid doctor's certificate to a member of staff, which will be scanned by the Compliance Officer and placed on the student file. Students may not claim sickness retrospectively of an illness and certificates in lieu of attendance will only be considered in cases where the student has contacted the designated staff member on the first day of illness.

e. Holiday & Breaks

2017 Schedule

Classes for all students enrolled on an ILEP programme take place during the following periods:

Class Days	Morning Period	Exam Module	Afternoon Period
Monday to Friday	9-12:15	12:30-13:15	13:45-17:00

The following days are national/bank holidays and no classes will take place:

- Friday, March 17th
- Monday, April 17th
- Monday, May 1st
- Monday, June 5th
- Monday, August 7th
- Monday, October 30th

Classes will finish for the year on **Friday, December 22nd 2017** and will recommence in 2018 on **Tuesday, January 2nd**

Once students have commenced their course, they are not allowed to take any unscheduled breaks. Students are expected to complete their programme as outlined in their Letter of Enrolment and only under the following circumstances will an unscheduled break be considered:

- Documented death of a close family member
- Documented illness of a close family member
- Documented certificate from a doctor attesting to the medical requirement for an extended break from studies
- Inability to attend class for an extended period of time caused by documented mental or physical incapacity

All applications for unscheduled breaks must be made directly in writing to the Principal, Aidan O'Shea (aidan.oshea@oscarsinternational.com). Once all documentation has been submitted, a meeting (with translator if necessary) will be arranged between the applicant and the Principal.

In all cases, the decision of the Principal will be final and will not be open to appeal. Applications will only be considered where they do not contravene the requirements of the Department of Justice and Equality.

f. End-of-Programme Exam Entry

As per Department of Justice and Equality requirements, all Non-Eu students enrolling on a course where work rights are granted must register for and undertake the end-of-course exam for which their course is registered. **It is the responsibility of the school (Oscars International Dublin) to register all students for their end of course exam**



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Oscars International Dublin provides a syllabus framework which prepares students for the Cambridge Suite of Exams. **Students enrolling on courses must pay for their end-of-course exam prior to their letters of enrolment being issued. Students should check with their agent/3rd party as to whether their exam fee is included or not in their initial fees. If not, students must pay at Reception prior to the issuing of the Letter of Enrolment.** On commencement of their course, the following procedure will be followed in ensuring statutory obligations are met:

- Oscars International Dublin and the student sign an agreement stating that the obligation of the student is to take the exam and the obligation of the school is to enter the student for the exam. A copy of this agreement is stored on the student file and the student keeps the hard copy
- Once a suitable exam date becomes available, the school enters the student for the exam and informs them of the date. Where possible, the exam date will take place between months 6-8 of the student's 8 month visa.
- The student will provide all necessary documentation and assistance in allowing the Compliance Officer to book the exam, once a date has been agreed by the student.
- The student will agree for a copy of results to be sent to Oscars International as a 'recognised institution'. These results will be saved to the student file and available for inspection by any relevant personnel.

g. Complaints & Grievances

A complaint is something that we can use positively. If situations are dealt with well, the student will have a positive outcome, which will increase their level of satisfaction with Oscars International Dublin. A complaint can be categorised as any occasion where a student is dissatisfied with the level of service they have received. Regardless of the level or content of the complaint, Oscars International Dublin aims to respond to all students within 24 hours. Where complaints of a more serious nature are brought to our attention, we endeavour to respond to the complaint before Close of Business on the day of the complaint. With all complaints, the following are taken into account by Oscars International staff:

- Can the query be dealt with so that the student understands fully?
- If not, who should I forward the query to?
- Reception should act as a filter, by dealing with minor, routine complaints and requests, but all academic queries should be reported to the DoS.
- Listen carefully to the student so that they know you are taking their complaint or comment seriously.
- All complaints should be dealt with in **English**, only switching to the student's own language or finding someone who can speak it as an absolute last resort.
- Students should be asked what time their class is and advised to come back later if their time in reception will cause them to miss the class.

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This document gives you:

- Example complaints.
- What to say to students.
- What to do next.

No matter what kind of response is given to the student, it is essential that they are asked a few questions to check that they have understood. For example:

- Who do you have to speak to?
- How often do teachers write in progress diaries?
- When are you coming back to reception?

Obviously, the questions should be tailored to the information that has been given to the student, and are simply to verify that the student has taken in the information.

Academic Queries

All academic queries should be referred to the Academic Office to ensure continuity and consistency.

All students should be encouraged to speak to their teacher if they have an academic query. This is underlined heavily in student inductions. Students should be asked “What did your teacher say?” rather than “Have you spoken to your teacher?” to emphasise the importance of communication between the two parties. Oscars International Dublin prides itself on its student-centred lessons, and this should be stressed to the students. Dialogue between teacher and student is how syllabus and pace are negotiated.

Obviously, our students come from a variety of different countries and cultures and will have different levels of confidence regarding speaking with their teacher. Nevertheless, it is imperative that we create and sustain a culture of exchange between teacher and student, and the students should be reminded of the benefits of such a culture.

With any academic query, it is also important to check how long a student has been in a class. If they are a long term student, it should take them at least two weeks to form an accurate picture of a class.

Academic Query 1

'I do not like my teacher/new teacher and I want to move class'

Immediate response:

1. Ask the student for reasons for their comment. If they are not happy to tell you, explain that their comments will help to solve the situation (which may be affecting other students). Without a reason, a student should **not** be moved to another class. If the student is unhappy to talk about their reasons, they should be encouraged to write them down.
2. Some reasons are given less weight than others. It is rare for a student to be moved because they take issue with a teacher's accent, for example. Explain that it is beneficial for students to experience a number of different teachers and their accompanying accents and methodologies.
3. If the student gives reasons, the query should be passed to the Director of Studies with a telephone call and a follow-up e-mail.

Academic Query 2

'I want to move up a level'

Immediate response:

Oscars International Dublin has an online 'Class change' request as outlined in its Class Progression policy. All students may at any occasion submit a request to move a level. These requests must be made by 2p.m. Wednesday in order for the request to be processed before the following Monday. The procedure as outlined in the Level Up request policy will be used in all occasions where a request is made.

Academic Query 3

'Not enough grammar / too much conversation in class'

Immediate response:

1. As with the previous issue, it is imperative here that the student speaks to their teacher.
2. Nevertheless, the focus of Oscars International is communicative rather than structural. While grammar and accuracy are important, and students require them to ascend to higher levels, the emphasis in class is more on conversation, in line with the dominant methodologies of the day.

Academic Query 4

'I do not like the core text'

Immediate response:

1. Ask the student for reasons for their comment. Explain that all students follow the same text and that it is an important basis of every course and most lessons. If they would like less book focus, then this should be considered a complaint about the content of the class rather than the book itself, and the query types above should be referred to.
2. If the student does not accept your explanation then the issue should be referred to the DoS.

Other similar queries:

'I don't want to buy a book'

'The book is boring'

Non-Academic Queries

All non-academic queries should be referred to the Student Services Manager to ensure continuity and consistency.

Non-academic queries vary a great deal and many of them can be resolved with relative ease. Moreover, with many non-academic queries, especially those relating to building maintenance, the student should be thanked for bringing the matter to the school's attention. The Reception Manager will contact the Maintenance Manager and/or Operations Manager, but will also contact the Principal to ensure continuity of service and aid inter-departmental communication.

However, non-academic queries can also relate to sensitive matters touching on student welfare. Naturally, all queries should be treated sensitively, but these must be accorded extra care and empathy.

Non-Academic Query 1

'There are too many students in my class/not enough chairs'

Immediate response:

1. Explain that we check the number of students in a class daily, and should there be more than the capacity of the room. If the numbers of students has exceeded 15 in the class, contact the DoS immediately and offer the student a transfer to another class or explain to them that the class will be split as soon as another teacher is found.

Non-Academic Query 2

‘Too many Asians/Brazilians in my class’

Immediate response:

1. Firstly, try to establish what the student means by too many. In some cases, the student’s expectations of the composition of their class are unrealistic and it is normal for there to be a small number of people who speak the same language in a class. Our customer base comes from a number of countries, many of which share languages.
2. We generally do not move students based on the mother tongues of their classmates. If the issue is that their classmates are using that language in class, this is a separate issue and the student should speak to their teacher as this is an academic issue.

Non-Academic Query 3

‘The classroom is too hot/cold/small/noisy’

Immediate response:

1. The size of a classroom is only an issue if the number of students exceeds what is reasonable. If this is the case, refer to non-academic query 1.
2. If the room is too hot or cold, try to establish whether this is something that can be mitigated by the use of equipment available to the school. The DoS and facilities manager should both be contacted to aid interdepartmental communication.
3. External noise, sadly, is something that little can be done about. The prime location of Oscars International Dublin comes with the drawback that it can be a busy and loud place. In many cases, this issue is linked to that of windows and the room being too hot or cold.
4. In general, students are not able to change class because of perceived problems with the room.

Non-Academic Query 4

‘There is a broken toilet/PC in the centre’

Immediate response:

1. Ask the student to tell you exactly what the problem is and where. Thank the student for bringing it to our attention. Send an e-mail (To: Facilities Manager and DoS)
2. If the student does not accept your explanation then the DoS should be contacted.

Non-Academic Query 5

'I have a problem with a fellow student / I don't like my classmates'

Immediate response:

1. Ask the student to tell you exactly what the problem is and where. Thank the student for bringing it to our attention. Contact the DoS immediately through to arrange a meeting with the student.

Please remember:

- Try to deal with the query yourself. Ask What? When? Why? Get as much details as possible. LISTEN. Ask the student if you can take notes, and record all student contact details.
- Call the DoS (academic query) or Student Services Manager (non-academic query).
- If they are unavailable, send an e-mail and take contact details for the student.

In all occasions where a student is unhappy with the way in which their complaint or grievance has been dealt with, they can contact the Principal, Aidan O'Shea, directly at aidan.oshea@oscarsinternational.com