



La Training Solutions si occupa di consulenza e formazione nel campo delle lingue e delle tecnologie informatiche da 15 anni circa.

Crediamo da sempre nella validità dell'esperienza di studio all'estero.

Abbiamo assistito più di 1600 persone nella personalizzazione di una vacanza studio o corso di inglese all'estero.

Terms and Conditions

Bookings

- You can either contact us for a Cork English Academy registration form or use your own form including the following details:

Student Details:	Student First Name, Surname, Gender, Nationality, Native Language, Date of Birth, Passport Number (non-EU students), email address (for level test purposes), arrival contact phone number (this does not need to be an Irish phone number. It can be any number that can accept a phone call text or Whats app message).
Course Details:	Course Title, Start Date, Finish Date, Level of English
Accommodation Details:	Type (Host Family /Shared Apartment, Arrival Date, Departure Date, Any Allergies,
Arrival Details:	Arrival Date, Airport, Flight Number, Arrival Time, Airport Transfer organised by the school required?

- When we have received your completed Registration Form we will issue a confirmation/invoice within two working days where possible.
- Online Placement test: All students will be sent an online placement test which must be completed at least 2 weeks before course commencement. Any late/ last minute student bookings must complete the test on the day it is sent.

Payments

- Full payment of fees must be made 14 days prior to course commencement.
- Late registering students (within 14 days of course commencement) must pay fees due in full as soon as a proforma invoice is received.
- Payments are accepted in euro only.
- All bank charges are the responsibility of the student.

Visa Requiring Students

- Under new legislation in Ireland all visa requiring students advance funds will be held in a segregated account (Escrow) until your visa is approved. Payments must be made through PaytoStudy: <https://corkenglishacademy.paytostudy.com>.
- Once your visa is approved you must send a copy to Pay To Study.
- If a visa is refused, a refund, minus any fees which (see below), will be made visa Pay to Study.

Non Visa Requiring Students

- Non visa requiring student payments may be made by Bank Transfer, Credit Card or Paypal.
- To pay by Credit Card (Visa, MasterCard, American Express) please provide card number, expiry date, security code, and cardholder's signature. You may also pay by credit card over the phone where the same information will be required.
- To pay by Bank Transfer the following school bank details are required:
Account name: TCEA Ltd
Bank name: Bank of Ireland
Bank Address: Douglas, Cork, Ireland
Bank Sort Code: 90 27 09
Bank Account Number: 75044059
IBAN: IE16BOFI90270975044059
Swift/BIC: BOFIE2D

- All payments must be marked with an invoice number or proforma invoice reference and student's name. If you do not have an invoice number or proforma reference please put the date of course start and the student's name on the payment information.
- We cannot guarantee that we have received payment unless your bank transfer carries these important details.
- All bookings are subject to the school's terms and conditions

Cancellations

- Notice of cancellation must be provided in writing and applies from the date it is received by Cork English Academy.
- **For non visa requiring applicants** the cancellation policy is as follows:
 - If a course and/or accommodation booking is cancelled 28 days before student arrival a full refund is returned.
 - If a course and/or accommodation booking is cancelled less than 28 days and more than 14 days before arrival date full fees are returned subject to a €200 cancellation charge and the registration fee charge of €65.
 - If you cancel your course and/or accommodation later than 14 days before the arrival date we will refund 90% of your fees subject to a €200 cancellation charge and the registration fee charge of €65.
 - If you cancel your course and/or accommodation after arrival, leave it early or miss any lessons, including in case of sickness, refund is not usually given but a credit may be considered at the discretion of the Academy.
- **For visa requiring applicants** the cancellation policy is as follows:
 - All visa requiring student bookings are subject to a non refundable deposit of €200 and school registration fee of €65.
 - If you cancel your course and/or accommodation before arrival due to visa refusal or you are refused entry to Ireland, we shall refund your fees in full subject to a €200 cancellation charge and the registration fee charge of €65.
 - You must apply for a refund within six months of refusal date. You will be required to submit the original letter of refusal to us for us to give you the refund.
 - If a course and/or accommodation booking is cancelled for reasons other than visa refusal less than 28 days and more than 14 days before arrival date full fees are returned subject to a €200 cancellation charge and the registration fee charge of €65.
 - If you cancel your course and/or accommodation later than 14 days before the arrival date for reasons other than visa refusal we will refund 90% of your fees subject to a €200 cancellation charge and the registration fee charge of €65
 - If you cancel your course and/or accommodation after arrival, leave it early or miss any lessons, including in case of sickness, refund is not usually given but a credit may be considered at the discretion of the Academy.
- The school will process the refund within 15 working days of receiving written cancellation notice.

General Conditions

- The minimum age for attendance on a course at Cork English Academy is 18 years. There is no upper age limit.
- When necessary, the Academy reserves the right to alter the timetable and/or transfer students from one class or course to another, from one time of study to another, and to merge small classes or cancel classes and courses. Fees may also be subject to change.
- During the high season June to September the school reserves the right to hold classes in a nearby satellite school.
- Students' study levels are partly determined by an Online Oxford Placement Test. We will email students with a link to the test prior to commencement of their course. The first day at Cork English Academy is very important. Please arrive at the Academy by 08.30 or 13.15 for afternoon classes and bring a pen and some paper, your passport or photo ID. Please come to reception to register for your course. You will have a short speaking test on your first morning. Once the results of your speaking test are combined with your overall level test results you will be directed to your class room. The Academy's decision as to the appropriate level of study and class (including teacher and classroom) for the student is final. No refund of tuition fees will be given if the student is dissatisfied with the allocated level of study or class.
- A student who arrives in school having booked a General English group course, which we only offer at A1 to C1 level, and their starting level is outside of that range (Beginner or C2) we will not have a group class to offer them but will instead convert GE20 group courses to 1 hour per day and GE15 courses to 45 minutes per day of individual tuition. This is not an option for Academic Year students. Academic Year students must be at A1 level at minimum when starting their course.
- Course books are not included in course fees. The student's teacher will give the student a book to use in class and/or photocopied materials. If a student wishes rent course book to use at home they may borrow it from reception when they pay a deposit of €35. We will give the student this money back when they return the book to us in good condition. Students are not allowed to write in the book. If they want to buy a course book which means they can write in it and make notes and keep it to revise when at home they may buy a book for €35.
- **School Closure Days 2017.** The school will be closed on following days in 2017: 17 March , 17 April, 01 May, 05 June, 07 August, 30 October and from 25 December 2017 to 05 January 2018. The school will reopen on 08 January 2018.
- Holidays can be taken by students studying for longer than 12 weeks by prior arrangement with the Academy. Two weeks' notice is required.
- Students are responsible for arranging their own insurance. By accepting Cork English Academy's terms and conditions you agree to arrange your own insurance which is adequate for your needs and covers your entire stay.
- Students on an Academic Year Programme must have medical insurance.
- A serious misdemeanour or infringement of the laws of Ireland will result in instant dismissal. Costs incurred by the student as a result of dismissal in these circumstances are the sole responsibility of the student and Cork English Academy will accept no liability of any kind.
- Cork English Academy cannot accept responsibility for flight delays, changes in timetables by other third parties outside of our control.
- The school reserves the right to change, without notice, the contents, dates, times, locations or any other details of course(s) brought about by political events, natural disasters, weather or any other events considered by the organisers to be pertinent.
- General Business with English IELTS and Cambridge Examination Preparation courses all require a minimum of 8 people to run. If this number is not reached, Agents will be informed at least 2 weeks in advance of course commencement and an alternative will be offered. Cork English Academy reserves the right to cancel a course if there is not sufficient demand for it. In this case, full refunds will be given.

Bus Ticket Refund Terms and Conditions

- Only 1 ticket per person will be refunded. This can either be a single ticket or a return ticket.
- Refunds will be provided for Aircoach and GO BE / GO Bus tickets only. Irish Rail and Bus Eireann Tickets will not be refunded.
- Students attending on certain special offers are not entitled to the refund e.g. bookings via a coupon booking site, afternoon special offer summer bookings.

Accommodation Terms and Conditions

- In arranging accommodation, Cork English Academy is acting as the supplier's agent. The Cork English Academy's accommodation service is designed to support our students before arrival and during their stay. Cork English Academy does not assume liability for loss, damage or injury which may occur to persons or property due to fault or negligence of any company or persons engaged in carrying out these arrangements.
- If your choice of accommodation is not available for the dates you wish to take your course, we reserve the right to allocate alternative accommodation without prior notification. Accommodation is not owned by Cork English Academy and the individual providers may change their own terms and conditions at any time without notice.
- Host Family transfers to and from Cork airport on your arrival and departure are included for flights arriving or departing inside 09.00 – 00.00. For later flights we can arrange a taxi for you at a price of €20 one way.
- Host Family stays are based on a Friday to Friday, Saturday to Saturday or Sunday to Sunday booking. Please contact us with regards special request mid week arrivals which if available may be subject to an extra charge.
- Shared apartment stays are based on a Saturday to Saturday or Sunday to Sunday booking. Please contact us with regards special request mid week arrivals which if available may be subject to an extra charge.

No. 25 Student Apartments Terms and Conditions

- Check in time is from 16:00 to 23.00 on date of arrival.
- Arrivals outside of this time will be given the information for a self-check in (i.e. sent the code for apartments and keys left in the letter box).
- Check out time is 11.00 on date of departure. You must vacate your room by 11am. If you do not do so your belongings will be removed without notice.
- The Accommodation is restricted to yourself and others duly authorised by Cork English Academy.
- Under no circumstances can residents part with their keys to anyone for the purpose of gaining access to the building and the resident shall immediately report any loss thereof to Reception in the Academy.
- Students are not permitted to hold parties in the apartments
- This is a non smoking building. It is illegal to smoke anywhere inside the building.

- Not to use, nor allow others to use, the premises or any part of it for activities which are dangerous, offensive, noxious, noisome, illegal or which are or may become a nuisance or annoyance to the Management or the owner of any neighbouring property. Not to behave within No.25 Student Apartments, or in the vicinity of it, in a manner that is anti-social nor allow anyone else to do so.
- Not to store or keep any unlawful substances or materials on the premises at any time and to report possession of such substances to Reception in the Academy.
- Not to place bicycles anywhere inside No. 25 Student Apartments or obstruct the front door or bins in any way.
- To leave the premises on termination of occupancy howsoever determined in good, clean order, repair and condition as given to you on occupation.
- To report all damage to the building or to the fixtures and fittings in the building or any leaks or other problems in the building to the Reception in the Academy.
- Residents shall be furnished with keys to the premises on arrival. The Resident agrees to keep keys in safe keeping and in the event of the Resident losing the keys, the resident agrees to pay Cork English Academy €30 for replacement keys.
- Not to allow visitors to No. 25 Student Apartments to remain overnight. Cork English Academy reserves the right to refuse consent at any time in the interest of Health and Safety of all the Residents.
- The common areas are supervised by CCTV.
- No canvassing is allowed in any part of the complex.
- Not to dry clothes on storage heaters as this can cause overheating and could be the cause of condensation in the apartments. Not to permit the premises to be utilised for anything other than private accommodation purpose.
- To permit representatives of Cork English Academy or the caretaker to enter, service or inspect all rooms at all reasonable times. Cork English Academy is not responsible for any loss or damage to personal belongings.
- Windows will be opened or tilted daily for ventilation to prevent condensation and the general deterioration of the premises.
- The residents shall be required to pay for any loss or damage to the fabric, furniture and contents of the bedroom and shall be jointly responsible with the other Residents for the cost of making good the cost of any damage to the communal areas therein. Any faults/damage should be reported immediately to the Academy.
- To take good care of the premise and the furniture and appliances to keep them all clean and tidy and not to cause or allow anyone else to cause any damage to them. Cork English Academy identifies two types of damage to property; Attributable Damage and Unattributable Damage. Attributable Damage is caused by an identifiable person/s or Resident/s and will be charged to the identified person/s or Resident/s. Unattributable damage is damage caused by an unidentified person/s or Resident/s and will be charges to all the Residents of the apartment where the damage occurred. While Cork English Academy accepts fair wear and tear, it considers that all person/s and resident/s have responsibility for controlling wanton damage (vandalism) to the property.
- Not to keep any animal of any kind in the apartment.
- Cork English Academy reserves the right to terminate the agreement immediately if for any reason they wish to do so. Nothing in this agreement will constitute a Landlord/Tenant relationship within the meaning of the Landlord and Tenants Acts or Otherwise. Cork English Academy reserves the right to move residents to other apartments should a situation arise to deem it necessary. This is at the sole discretion of Cork English Academy.

ILEP POLICIES

What is the ILEP?

- The Interim List of Eligible Programmes (ILEP), which is managed by the Department of Justice, is the complete list of courses which comply with the requirements necessary to obtain an International Student visa in Ireland. This list contains a comprehensive list of courses provided to International students by universities, colleges and English language schools in Ireland. They comprise of graduate and post graduate courses as well as English language courses with duration of 6 months or more.
- All institutions included on the ILEP have been vetted by the Irish government. The courses listed have been assessed to ensure that they meet established criteria including the mandatory provision of learner protection in respect of enrolled non-EEA students. For the English language sector a maximum class size of 15 students applies to all ILEP listed providers and schools and colleges must also have demonstrated that their teaching staff are properly qualified.
- Students on an International Student visa are allowed a concession to work part-time in Ireland (20 hours per week and 40 hours during university holiday periods). They are also allowed to travel freely as a tourist throughout Europe. From the date of the recent ILEP publication (20 January 2016), English Language students on an International Student visa can get a maximum of 8 months permission to study in Ireland. This visa can be renewed twice (three consecutive visas are allowed.)

ILEP Programme Admission Requirements

- Students should be from a non-EU country, age 18 + with at least a basic knowledge of English (A1 level). Students are required to state examination registration choice at time of booking. Students are required to have private health insurance for the duration of the programme.

End-of-programme Exam

- Students are obliged to take an exam and the obligation of the school is to enter the student for the exam. The school and student must sign an agreement at the beginning of the programme stating that the school will enter the student for the end-of programme exams and that the exams are mandatory. The student will sign the agreement stating that (s)he understands the exam is mandatory and agrees that (s)he will sit the exam.
- On completion of the 25 week tuition programme, students will be registered for their chosen end of programme external exam by Cork English Academy. The student needs to inform the school at least 6 weeks before they plan on taking their exam. The details of the time and date of the exam will be sent to each student by email one month in advance of the exam date. It is the responsibility of the student to present themselves for the exam on the appointed date and time. The results of the exam must be forwarded to Cork English Academy by the student no more than two weeks after they are issued to the student. Cork English Academy will retain a record of the grade/score received in the students file.

- The following table shows details of the programmes offered by Cork English Academy, the end of course exam and the entry level required:

Programme Title	End of Programme Exam	Examining/ Awarding Body	Recognition Authority	Hours per Week	Weeks per Year	Entry Level	Exit Level
General English GE20(Programme 1)	TIE A2+	ACELS	ACELS	20	25	CEFRL A1	CEFRL A2
General English GE20 (Programme 2)	TIE B1	ACELS	ACELS	20	25	CEFRL A2	CEFRL B1
General English GE20 (Programme 3)	TIE B2	ACELS	ACELS	20	25	CEFRL B1	CEFRL B2
General English GE20 (Programme 4)	TIE C1	ACELS	ACELS	20	25	CEFRL B2	CEFRL C1
General English plus FCE Preparation (Programme 5)	FCE	Cambridge ESOL	ACELS	20	25	CEFRL B1	CEFRL B2
General English plus CAE Preparation (Programme 6)	CAE	Cambridge ESOL	ACELS	20	25	CEFRL B2	CEFRL C1
General English GE20 Plus IELTS (Academic 5.0) Preparation (Programme 7)	IELTS Academic	Partnership of Cambridge ESOL, the British Council and IELTS Australia, UK and Australia	ACELS	20	25	CEFRL A2	CEFRL B1

General English GE20 Plus IELTS (Academic 6.5) Preparation (Programme 8)	IELTS Academic	Partnership of Cambridge ESOL, the British Council and IELTS Australia, UK and Australia	ACELS	20	25	CEFRL B1	CEFRL B2
General English GE20 Plus IELTS (Academic 7.5) Preparation (Programme 9)	IELTS Academic	Partnership of Cambridge ESOL, the British Council and IELTS Australia, UK and Australia	ACELS	20	25	CEFRL B2	CEFRL C1
General English GE15 (Programme 10)	TIE A2+	ACELS	ACELS	15	25	CEFRL A1	CEFRL A2
General English GE15 (Programme 11)	TIE B1	ACELS	ACELS	15	25	CEFRL A2	CEFRL B1
General English GE15 (Programme 12)	TIE B2	ACELS	ACELS	15	25	CEFRL B1	CEFRL B2
General English GE15 (Programme 13)	TIE C1	ACELS	ACELS	15	25	CEFRL B2	CEFRL C1
General English GE15 plus IELTS (Academic 5.0) Preparation (Programme 14)	IELTS Academic	Partnership of Cambridge ESOL, the British Council and IELTS Australia, UK and Australia	ACELS	15	25	CEFRL A2	CEFRL B1

General English GE15 plus IELTS (Academic 6.5) Preparation (Programme 15)	IELTS Academic	Partnership of Cambridge ESOL, the British Council and IELTS Australia, UK and Australia	ACELS	15	25	CEFRL B1	CEFRL B2
General English GE15 plus IELTS (Academic 7.5) Preparation (Programme 16)	IELTS Academic	Partnership of Cambridge ESOL, the British Council and IELTS Australia, UK and Australia	ACELS	15	25	CEFRL B2	CEFRL C1

Health Insurance

- Cork English Academy offers MediCover Student Private Medical Expenses Insurance to its non EEA students. Insurance is provided by ACE European Group through O’Driscoll O’Neill Ltd. The policy covers Medical Expenses including: Inpatient and Outpatient Hospital Treatment, visits to General Practitioners, Consultants Fees, MRI and X-ray costs, Medicines and Physiotherapy. The insurance covers the student for the entire period of their course and the cost is €100 per student.
- Students who purchase medical insurance through Cork English Academy are provided with document evidence of payment and cover from the insurance company.

Programme Calendar

Programmes start on any Monday except where the school is closed due to School and Public Holidays. In the case of public holiday Monday closures programmes will start on the following Tuesday.

Timetable 15 hour per week course:

09.00 – 11.00 Class 1

11.00 – 11.15 Coffee Break

11.15 – 12.15 Class 2

Timetable Afternoon 15 hour per week course:

13.45 – 15.45 Class 1

15.45 – 16.00 Coffee Break

16.00 – 17.00 Class 2

Timetable 20 hours per week course:

09.00 – 11.00 Class 1

11.00 – 11.15 Coffee Break

11.15 – 12.15 Class 2

12.15 – 12.30 Coffee Break

12.30 – 13.30 Class 3

School Policies

Punctuality and Attendance Policy

- It is important that students attend all of their scheduled classes. For students who are attending Cork English Academy on a course of 25 weeks, from January 20th 2016 on the ILEP, an attendance rate of 85% is required. A register is taken before and after the break each day and attendance is calculated on the basis of both registers. Students who arrive more than 10 minutes late for class or leave more than 10 minutes early from class in either period will be marked absent for that period.

Absenteeism and Expulsion Policy

- If a student misses more than one class a week, they must report to the Director of Studies to explain their absence before they are allowed to re-enter their class. Students who are absent for five consecutive days without prior arrangement or without having provided a medical certificate to explain their absence will be contacted by email to arrange to meet with the Director of Studies to discuss why they have not attended their course. The student will be reminded of their obligations under the terms of their visa to attend a minimum of 85% of their course.
- The student will receive a verbal warning from the Director of Studies when projected attendance reaches 95%. The student will be reminded of their obligations under the terms of their visa to attend a minimum of 85% of their course.
- A First Letter of Warning is issued by email when the student's projected attendance percentage reaches 92%. The student will be asked to attend a meeting with the Director of Studies to discuss the consequences for their status of non-attendance, including being reported to GNIB and to again explain their obligations under the terms of their visa to attend at least 85% of their course.
- A Second Letter of Warning will be issued by email when the student's projected attendance reaches 88%. The student will be asked to attend a meeting with the School Director to where they will be advised that they are at serious risk of being reported to GNIB and that they need to attend the remainder of their course in full.
- Once the student has reached the point in their course where it is impossible for them to attain 85% attendance, they will receive an expulsion letter from Cork English Academy informing them that they are being immediately removed from the school register and that the GNIB are being notified.
- The GNIB will then be notified. Cork English Academy will log all calls and emails/letters to the student along with their attendance record should they wish to appeal the decision to expel them from the school.

Sick Leave

- All sick leave of more than two days must be accompanied by a Doctor's certificate.
- On the 1st day of illness where a student cannot attend school, the student is required to notify the school of illness before scheduled class time or as soon as possible. Students can do this by emailing info@corkenglishacademy.com or ringing the school phone on +353 21 427 6012. Students are required to report the general nature of the illness and expected return to school date.
- On the 3rd day of illness where a student cannot attend school the student must forward a Doctor's Certificate to the school.

Holidays and Breaks

Students studying on courses of 25 weeks or longer on courses on the ILEP may, by prior agreement with the school, take holidays of up to a maximum of 2 weeks (10 working days plus two weekends) during their course. The following terms and procedures apply:

- Holidays should be prearranged at the time of booking.
- All holidays must be taken over the duration of a full week that is, starting on a Monday and finishing on a Friday.
- When the student returns from holiday they will re-take a placement test (Oxford Online Placement test plus oral assessment) and will be placed in a class at the appropriate level.
- Holiday periods cannot at any point exceed 1/3 of the total weeks elapsed and front loading of holidays will not be permitted.

Implementation and Monitoring of Student Holidays:

Step 1:

The student requests a Holiday Request Form from reception. The student then completes and returns the Holiday Request Form to reception who pass it to Student Liaison Manager.

Step 2:

The Director of Studies reviews the request and arranges an appointment with the student to discuss the procedure to be followed when taking holidays and returning to class after holidays. The student is advised that, on returning from holiday, they will be required to retake the Online Oxford Placement Test and have an oral assessment to confirm their re-start level. An appointment time is set for the re-test to take place, on the first morning after the holiday, before class begins.

Step 3:

The Director of Studies informs the relevant Class Teachers of the holiday break and records the details on the student's file and in the school management system.

Step 4:

The students will be emailed a holiday request confirmation.

Step 5:

Students are not permitted to take holidays of longer than two weeks and are advised of this when booking a course. Students who are absent without prior agreement with the school (including taking longer holidays than the agreed 10 working days allowed) will be marked absent and the procedures described in the Attendance Policy will apply.

Step 6:

On their return from holiday the student must arrive at the school at the agreed appointment time to sit the re-test and take the oral assessment. The Director of Studies will then determine which group the student will join to recommence their course.

Payment

Under new legislation in Ireland all visa requiring students advance funds will be held in a segregated account (Escrow) until your visa is approved. Payments must be made through PaytoStudy: <https://corkenglishacademy.paytostudy.com>.

Once your visa is approved you must send a copy to Pay To Study. If a visa is refused, a refund, minus any fees which (see below), will be made visa Pay to Study.

Student Refund Policy

- Notice of cancellation must be provided in writing and applies from the date it is received by Cork English Academy.
- **For visa requiring applicants** the cancellation policy is as follows:
 - All visa requiring student bookings are subject to a **non refundable** deposit of €200 and school registration fee of €65.
 - If you cancel your course and/or accommodation before arrival due to visa refusal or you are refused entry to Ireland, we shall refund your fees in full subject to a €200 cancellation charge and the registration fee charge of €65.
 - You must apply for a refund within six months of refusal date. You will be required to submit the original letter of refusal to us for us to give you the refund.
 - If a course and/or accommodation booking is cancelled for reasons other than visa refusal less than 28 days and more than 14 days before arrival date full fees are returned subject to a €200 cancellation charge and the registration fee charge of €65.
 - If you cancel your course and/or accommodation later than 14 days before the arrival date for reasons other than visa refusal we will refund 90% of your fees subject to a €200 cancellation charge and the registration fee charge of €65
 - If you cancel your course and/or accommodation after arrival, leave it early or miss any lessons, including in case of sickness, refund is not usually given but a credit may be considered at the discretion of the Academy.
- **For non visa requiring applicants** the cancellation policy is as follows:
 - If a course and/or accommodation booking is cancelled 28 days before student arrival a full refund is returned.
 - If a course and/or accommodation booking is cancelled less than 28 days and more than 14 days before arrival date full fees are returned subject to a €200 cancellation charge and the registration fee charge of €65.
 - If you cancel your course and/or accommodation later than 14 days before the arrival date we will refund 90% of your fees subject to a €200 cancellation charge and the registration fee charge of €65.
 - If you cancel your course and/or accommodation after arrival, leave it early or miss any lessons, including in case of sickness, refund is not usually given but a credit may be considered at the discretion of the Academy.
- The school will process the refund within 15 working days of receiving written cancellation notice. The Managing Director, Catherine O'Connor (catherine@corkenglishacademy.com) is responsible for operating the refund system.

Learner Protection

Cork English Academy is a member of Marketing English in Ireland (MEI).

MEI schools also espouse **Learner Protection**, thereby being able to guarantee to students that they will be able to complete all language courses for which they are enrolled.

The school's Learner Protection is at no extra cost to the students.

MEI works closely with the government and relative bodies to ensure the highest standards are maintained. All MEI schools are accredited by the Irish Government Department of Education & Skills. This process ensures that the facilities and the programmes on offer are of a superior quality. In addition MEI members must adhere to the association's own rules, regulations and standards.

Emergency Contact

Cork English Academy is open from 08.30 to 17.30 from Monday to Friday. Staff are available at reception at all times to assist in emergency matters. Students may contact the school during the above hours by visiting in person, or calling 00 353 21 427 6012.

Outside of these hours, an emergency telephone number is available and is answered by a senior member of staff at all times, during the evenings/nights and at weekends and public holidays. The emergency contact number is 00 353 86 7900 860. This number is also contactable by WhatsApp for students who do not have telephone accounts in Ireland but can access WiFi.

Complaints & Grievances

Cork English Academy is committed to delivering an excellent service to all of its stakeholders. In order to ensure continued quality Cork English Academy strives to recognise the value of both positive and negative customer feedback.

In the event that services are deemed unsatisfactory and a student wishes to make a complaint, the following complaints procedure is to be followed:

A complaint is defined as a student formally expressing that they are dissatisfied with or unhappy about any part of their programme at Cork English Academy.

Step 1:

Firstly, informally address the issue with the relevant individual(s) and attempt to resolve the situation. Should this prove unsuccessful, progress the next step.

Step 2:

Complainant requests and fills out a **Complaints Form**, ensuring to provide full details of the nature of the complaint. The complaints form is returned to the Managing Director Catherine O' Connor in person or by email at catherine@corkenglishacdemy.com, along with any relevant documents, who takes the written complaint to the directors of the organization. The complaint is dealt with confidentially. The complaint is then reviewed by the directors and a response is made in writing within seven working days. Where appropriate the board will provide a full explanation of any relevant errors and details of any remedial action taken.

Step 3:

After step two has been completed, Cork English Academy will consider the matter resolved. If the complainant remains dissatisfied Cork English Academy will advise the complainant to bring the matter to the attention of The Department of Education and Science. Contact details for relevant administrative staff in the department will be provided.