

Berlitz®

2024

STUDENT HANDBOOK

📍 1 - 4 Swift's Alley, The Liberties, Dublin 8

☎ 00 353 1 644 97 42

✉ enquiries@berlitz-dublin.ie

🌐 www.berlitz-dublin



Contents

03 Welcome

Welcome you to Berlitz Dublin

04 Contact Details

05 About School

All about Berlitz!

07 All about our courses & Our Team

08 Lessons

09. Levels

10 Examinations

11 Student Responsibilities

12. Attendance

13 Sick Leave

14 Holidays

15. Student misconduct

17 Student Complaints Procedure

18. Facilities

19 Social Activities

20. Tourist information

22 Accommodation

23. Health & Safety

24 Medical

25. Opticians

26 Cost of living

27 Legal Matters

28 Polite Behaviour

29 Frequently asked questions

30 Useful Numbers



We are very pleased to welcome you to Berlitz Dublin!



Mark Harrington
Managing Director



Berlitz is proud to be able to welcome students from countries all over the world.

This handbook contains information on all aspects of your stay in Ireland, including detailed information on our location; what to expect; school facilities; frequently asked questions, and details on our academic system.

We hope it answers all your questions. If you still have questions after reading this handbook, please come and speak to us.

Best wishes, and enjoy your studies with us at Berlitz!

A handwritten signature of Mark Harrington in black ink.

Contact Details

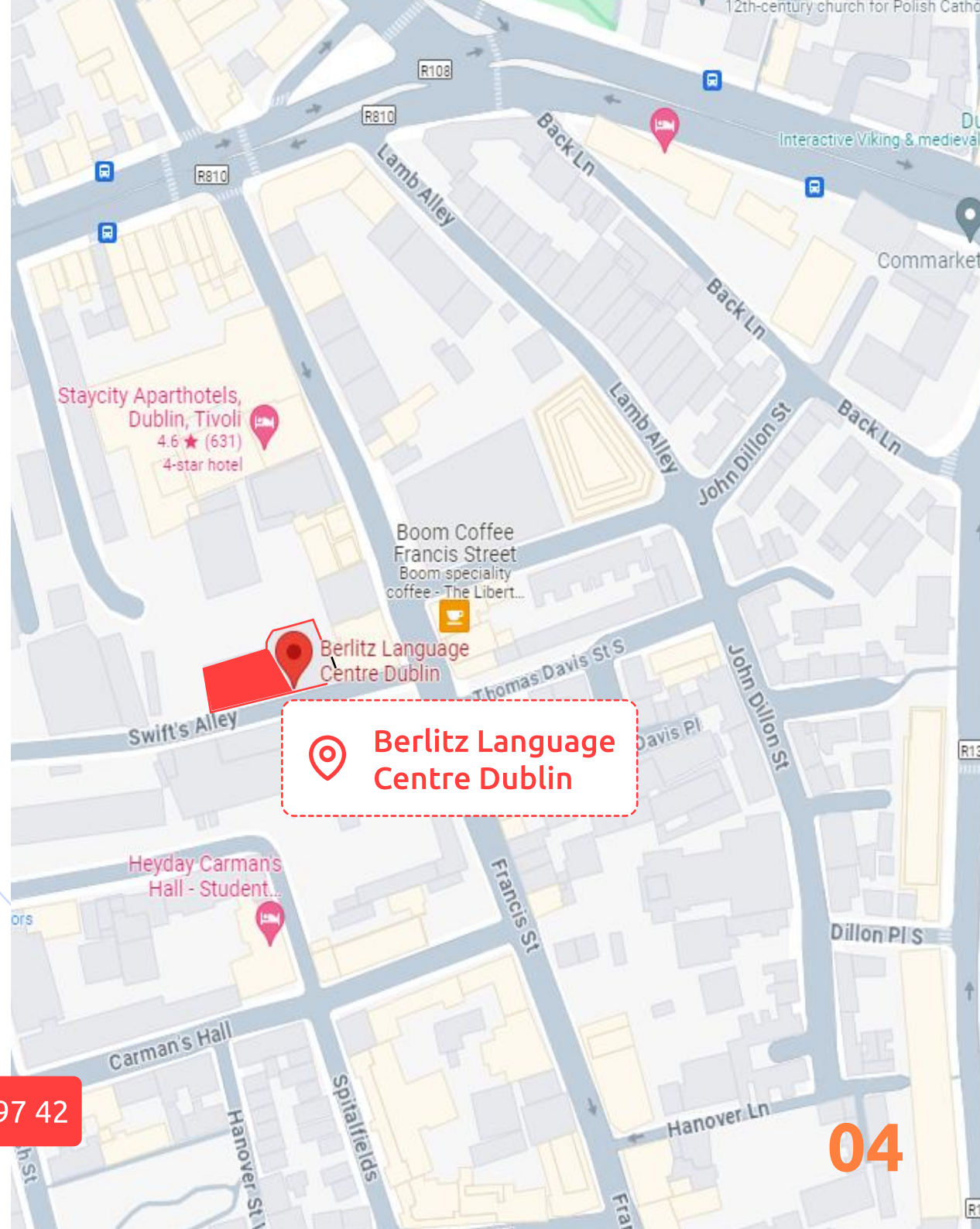
 1-4 Swift's Alley, Dublin 8

 00 353 1 644 97 42

 enquiries@berlitz-dublin.ie



Emergency number in Ireland: 00 353 1 644 97 42



About us



Berlitz Dublin was originally founded in 1901

We offer courses in English as a Foreign Language as well as other languages.



Our programs

Programs are designed to provide you with the most effective learning experience. All teachers are qualified to CELTA or DELTA equivalent levels and classes are carefully monitored to ensure the highest quality at all times.

We offer General English Courses based on the Common European Framework of references for languages, as well as Business English and IELTS preparation courses for higher levels. We also offer personalised one-to-one courses which can be tailored to your needs. We offer one-to-one courses based on the Berlitz method upon request.



Classes

Class sizes vary from one-on-one to 15 students, allowing more individual attention and a friendly learning environment. Smaller groups allow for more focus and greater opportunity for student and teacher interaction.

About us



Location

Our centre is located at 1-4 Swift's Alley, Dublin 8. Our new building in Dublin 8 has been completely renovated, with 17 classrooms and an Executive Centre.

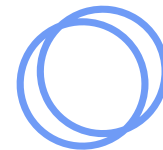
There is a kitchen/dining area available for our students with coffee/tea facilities, refrigerator and microwave, as well as a break out area for our students to relax.



About Dublin

Dublin is Ireland's capital and offers the advantages of a **vibrant** city set-up within close proximity to some of the most beautiful scenery in Ireland. It combines the sophistication and energy of a thriving metropolis with easy access to the stunning scenery of Wicklow, the "Garden of Ireland". With **leading universities** such as Trinity College Dublin and University College Dublin at your doorstep, you will find a **large international student population** in Dublin, and a city whose bars and restaurants reflect its **cultural diversity**. Whether your interests lie in embracing Dublin's vibrant rugby and Gaelic sports scene, in attending the concert of your favourite band, or simply in enjoying superb shopping, **you won't be disappointed!**

Our courses & Team



Our courses and teaching

Berlitz School Dublin is accredited by ACELS (the Accreditation and Coordination of English Language Services) a service of QQI (Quality and Qualifications Ireland).

All of our teachers are qualified to CELTA or DELTA equivalent levels through accredited English language teaching schemes.



Berlitz

As a Berlitz franchisee, we offer lessons using the Berlitz method when requested and considered appropriate. In our group courses, we favour an eclectic approach to English language teaching, with our teachers utilizing a variety of methodologies in order to assist learning in an effective manner, which seeks to constantly take into consideration the individual learning styles and particular needs of all our students.

Students from all over the world are welcome here and have lots of opportunities to make new international friends!



Our Team

The teachers and staff at Berlitz are here to help you with anything you may need to make your stay in Dublin enjoyable and productive. We are an experienced, enthusiastic and, above all, friendly team.

Lessons & Levels



Lessons

Berlitz School Dublin is accredited by ACELS (the Accreditation and Coordination of English Language Services) a service of QQI (Quality and Qualifications Ireland).



Group classes operate on a 4-day schedule from Monday to Thursday.



Morning classes begin at 8:30 / 09:00 and finish at 12:30/1:00
Afternoon classes begin at 1:00 / 1:30 and finish at 5:00/5:30.



Group classes have a maximum of 15 students.
Classes (Academic Year Students):
15 hours/ week (AM or PM)



Each programme is based on a 12-week syllabus.
You will be provided with the required programme resources.



Each course has weekly tests to assess your progress.
To progress to the next proficiency level, you must earn 75% on your level test.



Lessons & Levels



Levels

We offer the following levels at Berlitz Dublin:



Levels at Berlitz Dublin

Beginner
Elementary
Pre Intermediate
Intermediate
Upper Intermediate
Advanced
Business
Proficiency
IELTS

CEF Level

A0
A1/A2
A2/B1
B1/B2
B2
C1
Subject to availability
Subject to availability
B2/C1

Examinations



Examinations

All Academic Year Students must take an Exit Exam when their course finishes. You can speak to the Academic Department about which exam is right for you.



TIE is our most popular exam. You can find out more information about this exam at IELT.ie



You can also find out a lot of useful information about Cambridge and IELTS exams on the following websites:

- www.ielts.org
- www.cambridgeesol.org



Exams take place outside of the school in official examination centers, such as Dublin City University.

TIE exams usually take place at the Berlitz Dublin center on Fridays.

Student Responsibilities



Student Responsibilities

It is in everyone's interest that the school remains a pleasant place to work and study. We kindly ask you to follow the rules below to get the most out of your experience and to maintain positive environment.



Show respect to teachers, staff, and fellow students at all times.



Communicate openly and respectfully with teachers and staff about any issues or concerns using polite language.



Follow attendance rules (see the next page).



Maintain a positive and supportive attitude towards classmates.



Actively participate in class activities and discussions.



Avoid bringing food and drinks into the classroom, except for bottled water.



1. Use English as much as possible to improve language skills.
2. Don't interrupt your teacher or your classmates.



Respect the privacy and confidentiality of other students and staff.

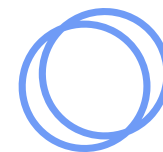


1. Use electronic devices responsibly and only for class-related activities. If you have an emergency, we ask that you go outside of the classroom to use your phone so as not to disrupt the class.
2. Keep mobile phones on silent mode during class to avoid distractions.



Respect school property and facilities.

Attendance



Attendance

The school is obliged to take attendance each week, especially in the case of students with visas. The GNIB requires that all students have an attendance percentage of 85% or above.



Students who have an overall attendance percentage below 85% will receive a first warning letter. If their attendance does not show significant improvement within a two-week period, a second warning letter will be sent. If attendance does not improve within a second two-week period, expulsion will be considered. Similarly, if initial improvement is shown after the first warning letter, but drops at a later point in the course, a second warning letter will be sent.



The board of management will consider an expulsion if attendance remains below 85% after the issuance of two warning letters, the student has made no meaningful attempt to improve attendance and/or has no documented excuse for the absence. Students who are expelled will be issued a formal expulsion letter from Berlitz College Dublin, and the GNIB will be informed. The GNIB will also be informed if a student is unable to reach an overall 85% attendance average, or if a student misses more than 25% of classes within the first 6 weeks of his or her programme.



Students who are more than **15 minutes late** to class will not be permitted to enter until after the break. They will be **marked absent** in the attendance register for the first part of the class. Students are required to stay until the end of the class. In the event of leaving early, they will be marked absent for the second part of the class.

Student misconduct



Student misconduct

Behaviour that would be regarded as serious misconduct & might lead to a warning being issued/ you being asked to leave the school includes:



Stealing and/or consuming drugs on school property



Physical violence and bullying



Breaching health & safety rules (e.g. tampering with fire extinguishers).



The use of threatening or abusive language.



Deliberate & serious damage to the school building or its fittings, property or equipment.



Harassment or discrimination against staff or other students on the grounds of sex, marital status, race, disability, religion, age, sexual orientation, or any other factor.



Improper use of school facilities (e.g. accessing pornography on the Internet).



Wilful refusal to engage with the class, wilfully hindering the learning process for other members of the class, or wilfully attending class on a continual basis without the materials required to learn. Students who are physically present for class but refuse to engage in the learning process (i.e. Are on phones, watching videos, sleeping during class time) may be marked absent by the teacher or receive a formal disciplinary warning from management.



Student misconduct



If complaints are made about the following actions or other actions deemed inappropriate, the following procedure will be undertaken:



Stage 1

Verbal warning.



Stage 2

Written warning, which is kept in the hard-copy student file.



Stage 3

Expulsion will be considered.



The previous page list is not exhaustive.
If you have any questions about this please contact the student welfare officer.

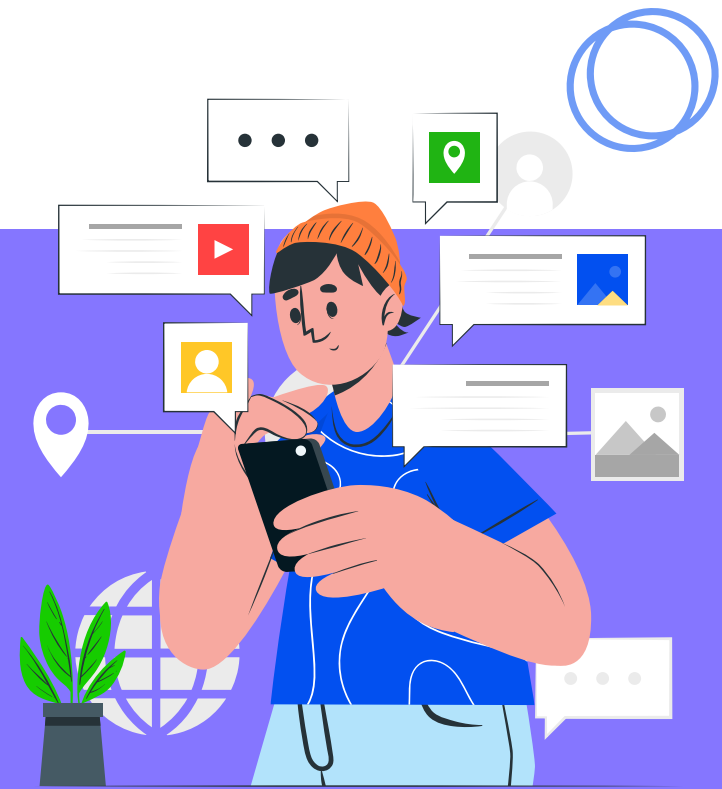


Student Complaints Procedure



Student Complaints Procedure

If a student needs to make formal complaints about any aspect of the school, there are two stages to the complaints process.



Stage 1

The informal stage and encourages informal resolution. If students are dissatisfied with the class and/or teacher, they are encouraged to approach their teacher to convey and resolve any issues.

Dissatisfaction with administrative or student support services should be brought to the attention of the individuals involved.



Stage 2

If the proposed resolution does not meet the satisfaction of the parties concerned, students should proceed to the second stage whereby they complete the Student Complaint Form which can be found at reception and submit it to the relevant department manager.

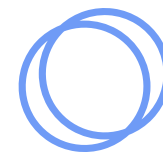
In the case of academic dissatisfaction, the Centre Manager/Director of Studies/ Assistant Director of Studies will respond to the complaint within **10 working days**, either via email or meeting the student concerned to discuss the complaint. If complaints are about student misconduct, the verbal warning stage may be initiated.



BERLITZ COMMITMENT TO UNDER 18 AND VULNERABLE YOUNG ADULTS

The College commits to safeguarding all students under the age of 18. Please check our website for Child Protection Policy.

Sick Leave



Sick Leave

Students who are ill must provide an original medical certificate on their first day back to class post - illness. We will not accept a digital medical certificate.



Medical notes from a small number of practices are not accepted by the school.

See the appendix: Medical Certificate Policy (p.30)

Berlitz Dublin reserves the right to refuse any medical certificate that does not meet the above criteria and cannot be verified.



The school aims to be compassionate in instances of serious illness/bereavement, but the school can accept no more than 6 weeks of illness/bereavement/compassionate related absences on a **25 week course**. Any Student who misses more than **6 weeks** due to the above will be exited on medical grounds.



All warning letters are sent via email. It is the responsibility of the student to provide the school with an updated email address.



Holidays



Holidays

Students can take a holiday only after they have studied for 8 weeks.



Students on the Work and Study programme are entitled to 8 weeks of holidays.



Holiday requests should be submitted 1 week in advance.



The maximum amount of holiday time that can be taken during your course is 4 weeks.



Students can take a holiday only after they have studied for 8 weeks.

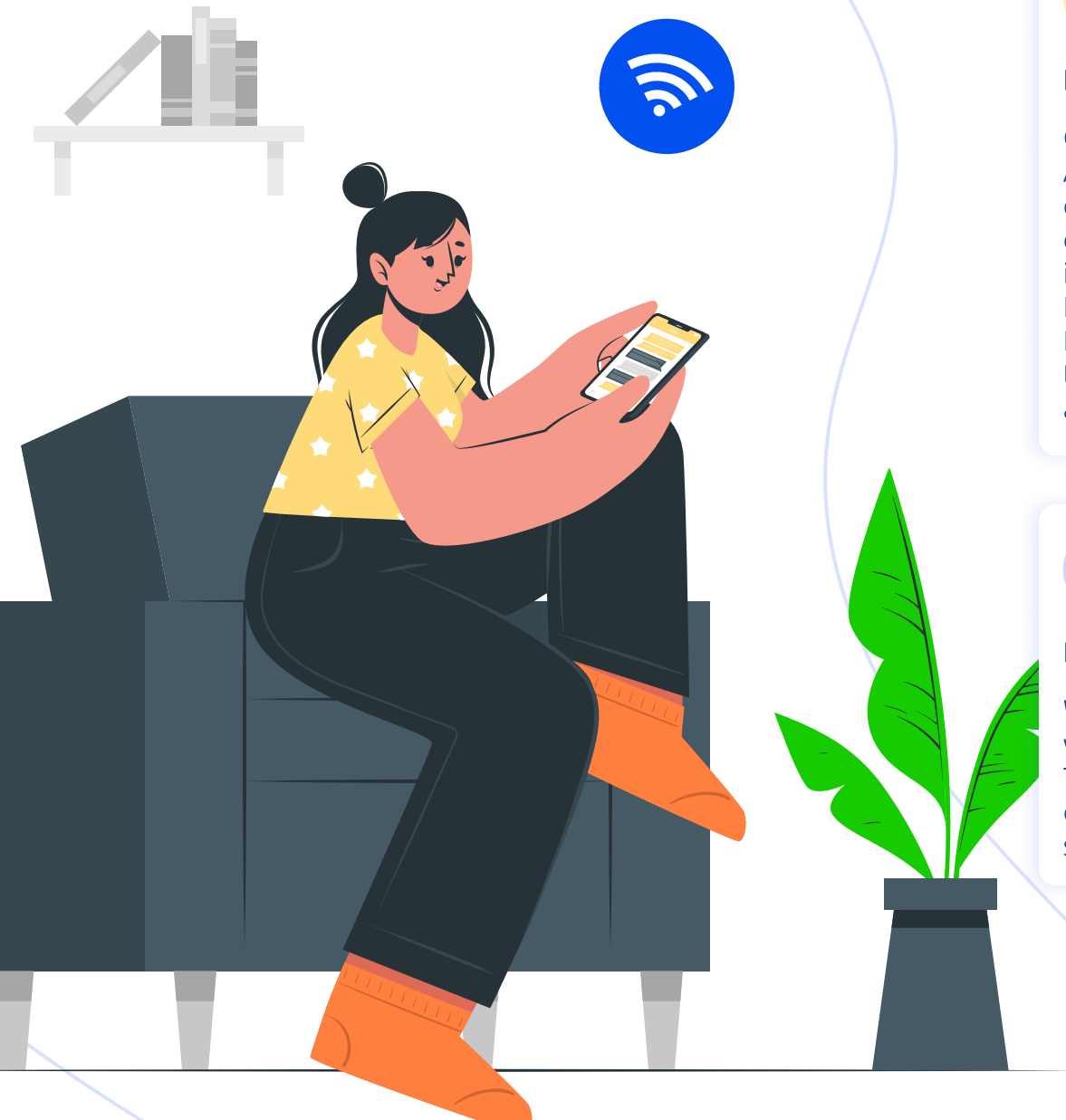


Holidays must be booked as a full week (M-F).



Holiday requests must be in accordance with Immigration guidelines – remember the 85% rule!

Facilities



Learning Resource & Technology Centre

On the first level of the school (along with Reception & Administration) there is soon to be a resource room with computers and a small library for student and teacher use. Each computer will have broadband access. There is also **WIFI** access if you have your own laptop as well as throughout the school. In the library collection, there will be graded reading books, Berlitz published resources, and other books available to browse or borrow. Please ask your teacher or at Reception about how to document borrowing a book.



Break Area

We have a break area at the top level of the school where we provide coffee & tea, a microwave, and a small refrigerator. There is also seating where you can relax during breaks and meet other students. You can find information about school, local sights, and activities as well!

Social Activities



Social Activities

The school regularly organises outings in Dublin and to nearby locations.

Some examples of outings include visiting The History and Archaeology and The Natural History Museums, walking tours of the city, trips to The Wicklow Mountains, pubs, and musical events, and more!



These outings are part of the programmed course for Academic Year students;

Of course, we encourage all students to participate- to meet other students as well as to practice your social English!

Tourist information



Tourist information

For information about events in and close to Dublin, please look at the information displayed at Reception or visit the Tourist Information Centre which is on Suffolk Street near Grafton Street.

Your Welcome Pack is also a good resource for information and includes a useful map of the city centre.



You can also find details on activities and events on the following websites:

- <http://www.visitdublin.com/>
- <http://www.discoverireland.ie/>
- <http://www.ireland.com/>



Cinemas

There are several cinemas in the greater Dublin area. The largest ones in the city centre are **Cineworld** on Parnell Street and **The Savoy** on O'Connell Street. **The Irish Film Institute (The IFI)** in Temple Bar on Eustace Street offers foreign and independent films. There are also modern cinemas at The Point on The Red LUAS line, as well as at **Dundrum Shopping Centre** (Europe's largest!) on The Green LUAS line.

Most cinemas do offer **student discounts** and some offer student days; so, read up on the cinema's website before you go.



Tourist information



Sports

There is a choice of fitness centres in and around Dublin. In the city centre, the **Markievicz Leisure Centre** is the largest and is near the Language Centre.

They have a pool, gym and a variety of exercise classes, and are quite good value.

Fitness centres and gyms often require memberships but may have pay-as-you-go offers.

So check their website or call-up in advance.

Find gyms here: <http://www.gyms.ie/dublin/>.



Ireland is home of **The Gaelic Athletics Association (GAA)** representing Ireland's National Sports: Gaelic football and hurling. While you are here in Ireland, it is a great opportunity to go to a match! Matches in Dublin are held at Croke Park stadium and tours are also offered (at a fee) on non-match days.

Soccer and rugby also have a huge following in Ireland! The venue for these matches (and concerts!) is **Aviva Stadium** at Lansdowne Road on The DART line.



Art, Theatre and Concerts

Dublin has an incredible music scene, with a vast array of venues and several acclaimed international musicians taking to the stage almost every night.



Some top venues in the city include:

- <http://www.olympia.ie/>
- <http://www.theacademydublin.com/>
- <http://www.whelanslive.com/>
- <http://www.bodytonicmusic.com/thetwistedpepper/>
- <http://www.vicarstreet.ie/>



Dublin's art and theatres are also worth checking out and include:

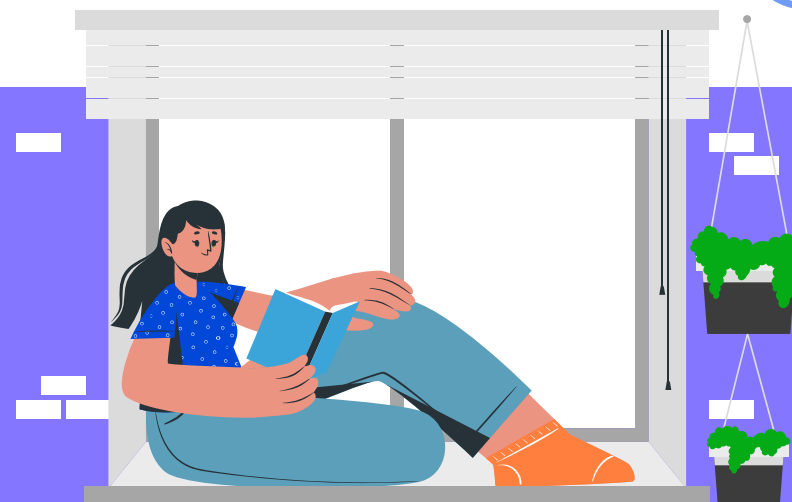
- <http://www.nationalgallery.ie/>
- <http://www.imma.ie/>
- <http://www.templebargallery.com/>
- <http://www.abbeytheatre.ie/>
- <http://www.gaietytheatre.ie/>

Accommodation



Accommodation

Berlitz offer you three options of accommodations



Home Stays

We offer home stay accommodation for students who would like to experience living with an Irish family. This is on a half-board basis (breakfast and evening meal) with all meals at the weekend. For more information, please contact reception



Private Accommodation

If you decide to rent a room, flat or house, you will have to get in touch with a letting agency or landlord. You will be responsible for paying your own bills. If you need any further help or advice, please ask at Reception.



Bed & Breakfast/Hotels

We have a list of available hotels. B&B prices are typically between €45-60 per night. Hotel rates start at €60 per night and can go up to €300 depending on the quality of the hotel.

Health & Safety



Health & Safety

In case of emergency please read below



In School

- Know the location of the fire escapes and fire extinguishers.
- If you hear the fire alarm, please evacuate calmly and immediately.
- Our meeting point is in front of the Liberty Bell Pub on Francis street across from the entrance to Swift's Alley,
- Read the health and safety policy on the wall of each classroom.
- To call the emergency services from a school phone, first press 'line 1' (for an outside line) then **112**.



Outside School

- The emergency number is 112.
- Take good care of your valuables.
- **Avoid walking alone after dark.**
- Always have your mobile phone.



Medical



Medical

In case of emergency please read below



If you feel ill phone:

- Our local Medical Centre on **01 631 4500**.
- After hours, you can call the General Practitioner (GP) Out of Hours Service: **DUB DOC at 01 454 5607** or **DDOC at 1850 22 44 77**.



Outside School

- The emergency number is 112.
- Take good care of your valuables.
- **Avoid walking alone after dark.**
- Always have your mobile phone.



You can also make an appointment with your GP or go to:

- Accident & Emergency (A&E) for immediate attention.
- For more details look under www.hse.ie

What are my options if I am going to obtain private health insurance?

There are three main Private Health Insurance schemes operating in Ireland:

- | | | |
|---|--|---|
| • Laya Healthcare, Little Island, County Cork
Tel: +353 21 202 2000

(or 1890 700 890 within the Republic of Ireland)

Website:
www.layahealthcare.ie | • VHI Healthcare, Dublin Road, County Kilkenny
Tel: +353 56 7753200

(or 1850 44 44 44 within the Republic of Ireland)

Website:
www.vhi.ie | • Aviva Health, Hatch Street, Dublin 2
Tel: 1850 717 717

(available within Republic of Ireland only)

Website:
www.avivahealth.ie |
|---|--|---|

Medical



Opticians

There is a standard charge for eye examinations but the charge for spectacles varies from optician to optician.

Some students may be entitled to a free examination and details can be obtained from any optician premises.

For more information:

- <http://www.specsavers.ie/>
- <http://www.visionexpress.ie/>



An Roinn
Gnóthai Eachtracha
Department of
Foreign Affairs

The Irish Naturalisation and Immigration Service (INIS) states:

"All non-EEA students are required to have private medical insurance when coming to and residing in Ireland for the purpose of study. The private medical insurance should provide cover for accident and/or disease and should cover the student for any period of hospitalisation." Proof of insurance is required at the time of registration with immigration authorities.

Cost of living



Cost of living

Life in Dublin is comparable to many European capitals but more expensive than many cities in the world!



The most significant costs for students will be accommodation and transport. If you are in a home stay, most of your food will be included in your cost.

The following categories will give you an idea of how to budget your money:



Mobile Phones

It is recommended that you get a Pay As You Go (PAYG) phone, as you can control the amount of money that you spend, and don't have to sign a contract.

Tesco supermarkets often have good deals on PAYG phones.



Food & Drink

- Sandwich - €5+
- Loaf of bread - €2.50
- 6 eggs - €2.00
- Litre of milk - €1
- Whole chicken - €5
- Jar of coffee - €4
- Bottle of wine - €8



Travel

It is recommended you buy a Student LEAP Card (€1 per journey) for easy, discounted travel. The card is **€5** to buy and then you can Top-Up your LEAP Card as you go.



LEAP Cards are available at most Spar and Centra shops.

The LEAP card also features both daily & weekly caps, so you will never have to pay more than €7.50 in a single day for multi-service travel on:

Dublin Bus/ DART (Dublin area train)/ LUAS (Light Rail)



Entertainment

- Lunch in pub - €15 +
- Dinner in restaurant - €20+
- Cinema ticket - €13+
- Club entrance - €15+
- Glass of wine in a pub - €5+
- Pint of beer in a pub - €6.50+

Museum & gallery entrance – will vary. National museums are free!



How long will it take to open an Bank account?

- It will take 10 days to receive your account statement letter in the post.
- Then, you can use this letter to make a deposit and other transactions inside the bank.
- After 3-5 more business days, you will receive your bank card PIN in the post.
- Lastly, you will receive your bank card in the post.

Legal Matters



Legal Matters

It is your responsibility to comply with Irish law.

- As in most European countries, the possession of drugs is illegal.
- You are not allowed to buy tobacco or alcohol if under 18.
- If you want to drive in Ireland, make sure you fulfill the legal requirements and familiarize yourself with the Irish Rules of the Road.
- If you are in trouble, please do not hesitate to ring the school Emergency phone on 0892343743.

- If you require legal help, the Citizens Information Board can provide information and advice. Their website is: www.citizensinformation.ie
- Be careful when crossing the road or driving in Ireland.
- The Irish drive on the left-hand side of the road.
- If you have any questions regarding any matter, please do not hesitate to speak with your teacher, Reception and/or Management.



Work

If you require a visa (Stamp 2) to study with us, you can work up to 20 hours a week during your course and up to 40 hours a week during your holidays.



Visa

Please note that you can re-apply for a visa up to two times and, under new regulation, for a maximum of two years.



The Garda National Immigration Bureau (GNIB)

The Garda National Immigration Bureau (GNIB) carries out deportations, border control and investigations relating to illegal immigration and human trafficking.



Registration

All non-nationals who are not citizens of a member State of the European Union, the European Economic Area or Switzerland, must register with An Garda Síochána and must at all times have a valid registration certificate in the form of a GNIB Card.

From the 19th November 2012 a fee for this card is **€300** and must be **paid by credit card, laser card or bank giro**. This fee cannot be paid by cash. If you are residing in the Dublin Metropolitan Region you must register at the GNIB offices at 13/14 Burgh Quay, Dublin 2.



The Registration Office at the Garda National Immigration Bureau is open to the public from:

Monday to Thursday:

- 8:00 AM to 9:00 PM
- Friday: 8:00 AM to 6:00 PM



Are you residing outside the Dublin area?

Renew your card at your local Garda Síochána District Headquarters Station. To find out where your District Headquarters Station is, contact your [local Garda Station](#).

Polite Behaviour



Polite Behaviour

Manners are important in every country so please take the time to read the following advice:



Do stand in line

In Ireland, we like to stand in queues, for example when waiting for a bus. It's rude to jump the queue.



Do say 'Excuse me'

If you require to move past someone, say 'excuse me' or if you want to ask someone a question. Remember, you can never use it too much.



Do say 'Please' and 'Thank you'

It makes for easier communication.



Do cover your mouth

Always cover your mouth with your hand when yawning, coughing, or sneezing.



Do shake hands

When you are first introduced to someone shake their right hand with your right hand.



Do say 'sorry'

If you accidentally bump into someone, say sorry. They will say it as well, even if it's your fault.



Do smile!!

A smiling face is a happy face.



Frequently asked questions



How do I know my level of English?

When you arrive at the school, you will take a written and oral placement test so we can decide which level you are at and place you in the right class. If you have a question about the level, please speak to the Academic Department.



How fast will I progress?

Each student is different when it comes to learning English. All our teachers are ready to give you all the advice, encouragement, and assistance you need to develop your English skills as fast as possible. It is expected that you will be able to complete two CEFR levels during a 25-week program.



Can I visit my host family before I decide to stay with them?

This is not possible and certainly not necessary. Our application form asks you to provide specific details of any accommodation requirements you have, and we find a host that matches these requirements. If you are not happy with your host family when you arrive inform us straight away.



Can I change my level?

Students can take a test to see if they are ready to change level after completing 12 weeks, students who wish to change before can arrange to take a level test with the Director of Academic Department. Students must have the recommendation of their teacher if they wish to take a level test before they have completed the 12-week course cycle.



How do I get a letter for GNIB registration and/or bank?

Please ask at reception.



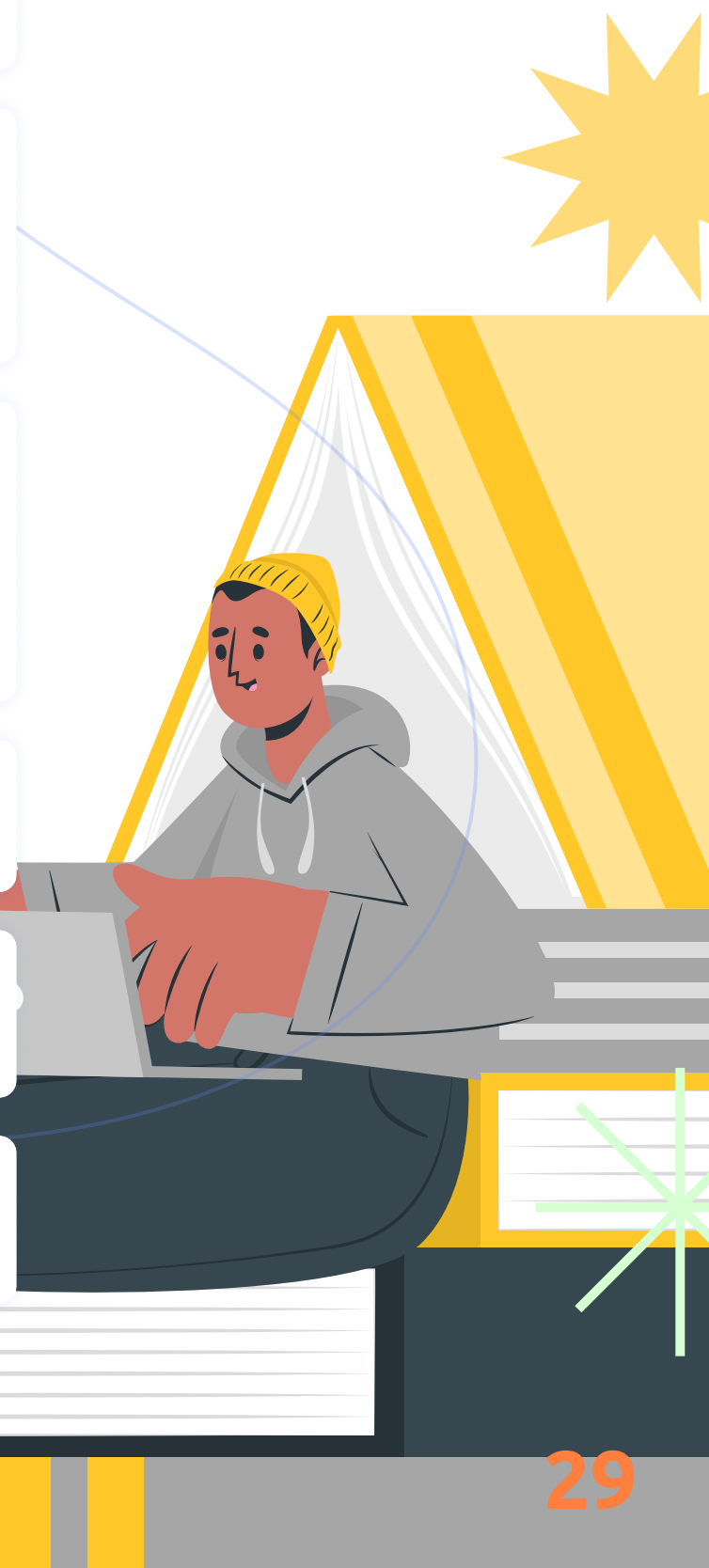
Can I leave the school before my contract finishes?

Non-EU students must complete their course to be compliant with their GNIB permissions. We cannot offer any refunds on uncompleted courses.



Can I look at my test results?

Placement and Exit Exam results are kept in hard-copy student files. You can request to review these. If you wish to review your test results, please contact reception.






Medical Certificate Policy

The following Doctors' certificates will no longer be accepted by Berlitz Dublin:

1. Dr Llona Izdebska
2. Dr Robert Dybkowski
3. Any other medical provider in Orby Chambers, Coke Lane, Smithfield
4. Digital certificates

 We strongly advise all Students to contact us prior to visiting a doctor to ensure that we are accepting medical certificates from that provider.

 **Dental appointments:** Dental appointments, except in cases of emergency, will not be accepted as a valid reason for excusing attendance.

 **Doctor's appointments:** Routine doctors appointment. i.e. check-ups, physicals and medical exams etc., will not be accepted as a valid reason for excusing attendance.

Useful Numbers



In case of emergency call 112

It is for use when an immediate response is required and should only be used in cases where a crime is happening now or if anyone is in immediate danger.

Other Useful Telephone Numbers:

Ambulance Service

112

Doctor (Outside working hours)

0 1850 224 477

Immigration (Police enquiries)

01 666 9130

Dublin Airport

01 814 1111

Dublin Bus (Head Office, O'Connell Street)

01 873 4222

Train Enquiries

0 1850 366 222

AIB Bank

01 771 2424

