

Policies – Non EEA Students: Work/Study Visas

Non-EEA Work/Study visa holders must comply with the policies of PACE Language Institute and GNIB regulations in relation to all policies governing attendance, punctuality, absenteeism, illness and holidays.

● Attendance

- It is the policy of PACE Language Institute, hereafter referred to as to “the School”, to record and monitor student attendance on a daily basis in accordance with INIS / GNIB regulations.
- Student attendance is taken twice daily at 09:15 and 12:45 daily by the class teacher.
- A student arriving after 09:15 or leaving before 12:45 are marked absent for the corresponding segment of the class.
- Students must maintain a minimum attendance rate of 85%. When a student is at risk of falling below the overall minimum attendance requirement, the student will be advised of the implications in accordance with the School’s Absenteeism and Expulsion Procedures. See the School’s **Absenteeism and Expulsion Procedures** (p.4).
- GNIB will be notified of any student with uncertified absences of 25% or more in the first six weeks of his or her course.
- GNIB will be notified of students whose attendance is in danger of not meeting the end-of-course attendance requirement of 85%.
- Computerised attendance records are updated daily.

● Punctuality

- Students arriving after 09.15 will be marked absent for that segment of the class and will have a negative impact on attendance requirements.
- Students whose persistent lateness endangers the required minimum attendance rate of 85% will be advised of the school’s requirement to notify GNIB if there is no improvement.
- Persistent lateness will be dealt with in accordance with the School’s **Absenteeism and Expulsion Procedures** (p.4).

● **Illness and Sick Leave**

- If a student is unable to attend class due to illness, the student must make immediate contact with the Academic Office by email or text message on the first day of illness and each subsequent day.
- All sick leave must be certified by a doctor and submitted on the first day of return to school.
- GNIB will be notified in the case of prolonged and uncertified illness.
- Courses will not be extended in the event of absence due to illness, whether certified or not.
- Failure to comply with these requirements will be dealt with in accordance with the School's **Absenteeism and Expulsion Procedures** (p.4).

● **Holidays**

- Student holidays and breaks must comply with INIS / GNIB requirements.
- All holiday requests must be submitted in writing to the Director of Studies on the first day of course attendance at the latest.
- All holiday requests are subject to approval by the Director of Studies.
- Holidays are not permitted in the first 8 weeks of the course.
- Holiday periods cannot exceed 1 /3 of the total weeks elapsed prior to the commencement date of the holiday.
- Holiday approval is subject to adequate time remaining to complete the course.
- Students taking unauthorised holidays will be marked absent resulting in a negative impact on attendance requirements.
- Unauthorised holiday absences will be dealt with in accordance with the School's **Absenteeism and Expulsion Procedures** (p. 4).

● **Unscheduled holidays**

- Unscheduled breaks will be permitted only in the case of documented illness or a close family bereavement.
- Emergency applications for unscheduled leave must be made directly to the Director of Studies.
- The granting of unscheduled breaks is at the discretion of the Director of Studies and must comply with INIS / GNIB regulations.

● **Work**

- Students must comply with INIS / GNIB regulations in relation to permitted hours of employment.
- Students are permitted to work 20 hours per week for the duration of the course.
- Study breaks to enable students to work to a maximum of 40 hours per week are only permitted during the months of May, June, July inclusive and from 15 December to 15 January inclusive.
- Requests for study breaks to facilitate employment during this period must be pre-approved by Director of Studies and may be refused.
- Students taking unauthorised study breaks to facilitate employment during these periods will be marked absent and dealt with in accordance with the School's **Absenteeism and Expulsion Procedures** (p. 4).
- Employment of more than 20 hours per week outside of these periods is strictly forbidden and will be reported immediately to INIS / GNIB.

● **Absenteeism and Expulsion Procedures**

- Non-compliance with INIS / GNIB regulations will result in disciplinary action leading to possible suspension and expulsion. This may result in the revoking of the student's visa.
- In the case of infringement of regulations, the student will be contacted by email or text message and a meeting will be arranged between the student and the Director of Studies and/or Attendance Officer within three days of notification.
- Attendance at the meeting is compulsory.
- Failure to attend the meeting will result in suspension from the School.
- A verbal warning will be given and noted on the student's file.
- The student will be advised of escalation steps if the issue is not resolved to the satisfaction of the Director of Studies and / or Attendance Officer.
- A follow-up meeting will be arranged and no further action will be taken if the issue has been resolved.
- Continued lack of compliance will result in a warning letter being issued to the student by the Director of Studies.
- If the issue remains unresolved, a third meeting will be arranged and the student will be given a third and final warning.
- The student will be informed of the possibility of expulsion and INIS / GNIB will be informed of proceedings.
- Non-compliance with INIS / GNIB regulations will result in expulsion. This will have serious implications in relation to visa retention.

● **Cancellation, Curtailment and Refund Policy**

- If cancellation is due to visa refusal, a refund will only be given when we have received a signed copy of the visa refusal letter.
- A non-refundable administration fee of €250.00 will be applied to all refunds due to visa refusal.
- Cancellation more 21 days before the start of your course - 75% of the total price may be refunded.

- Cancellation within 20 days of the start of the course for reasons other than visa refusal – no refund.
- The deposit and accommodation placement fee are non-refundable.
- No refunds will be made if a student leaves before the end of a course.

● **End-of-Programme Exam Entry and Recording of Grade**

- The School undertakes to enter all work / study students on its 25-week examination preparation programmes in an end-of-programme examination.
- The end-of-programme examination is a mandatory requirement for all work / study students on 25-week programmes.
- The School is responsible for all administration in relation to the booking of the examination and student notification of examination dates and times.
- The student is responsible for the payment examination fees.
- At the commencement of the course, the Director of Studies /School Manager must sign a written agreement noting the School's obligation to enter the student in a mandatory end-of-programme examination.
- The student must sign the agreement stating that he/she understands that the end-of-programme examination is a mandatory requirement of the programme and that he/she agrees to sit an end-of course examination.
- A copy of the letter is retained on the student's file.
- All grades achieved are recorded on student files by the Director of Studies.
- Student files are available for inspection on request.

● **Complaints and Grievances**

- Any problems or concerns relating to a student's English course should be addressed to the Director of Studies. All other problems or concerns should be discussed with the School Manager who will refer them to the relevant department.
- Any complaints arising during the course of a stay should be raised immediately. PACE cannot accept responsibility for complaints made after a student has left.

- Where possible, PACE will endeavour to address and resolve any complaint or grievance in a timely and efficient manner.