

STUDENT HANDBOOK

2025



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Patrick's
ENGLISH ACADEMY

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List of changes

20/03/2025

- Updated mission statement (page 5).
- Updated information about external English exams and their recognition in Ireland (page 10).
- Updated the email for appeals of expulsion decisions (page 13).
- Expanded the Complaints and Grievances section (page 17).
- Added the email address for questions about the GDPR policy (page 19).
- Added information about the cost of living in Ireland (accommodation, public transport, health care, immigration fees, food) (pages 19-21).
- Added information about how to reach Cork from Dublin Airport (pages 22-23).

Welcome to Patrick's English Academy

We are delighted that you have chosen to study with us. Our school was established in the heart of Cork city in 2017 and since then we have been providing English language education to enthusiastic and aspiring people from all over the world.

We hope that you will enjoy your course at the school and your time in Ireland. This handbook contains all the essential information you need during your studies. If you have further questions, please contact any member of staff.

Our Mission;

AT PEA, it is our goal to offer high quality English courses in a warm, personal environment with qualified teachers and supportive management. AT PEA our objective is to;

- respond to student needs quickly and effectively.
- continuously improve our courses and services.
- have student groups that are multicultural and multilingual.
- prepare you for your academic and professional future.

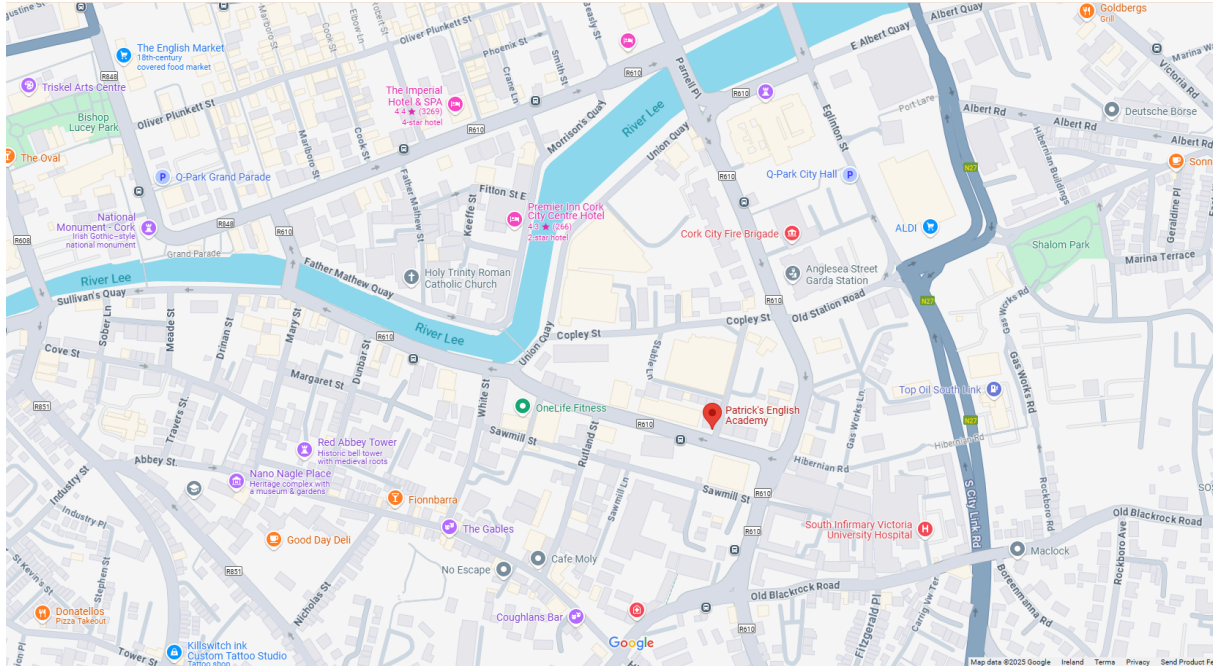
Useful Contacts

- **Reception:** reception.patricksenglish@gmail.com
- **Director of Studies (Sophia):** dos@patricksenglish.com
- **Director (Patrick):** director@patricksenglish.com
- **General Enquiries (Non-Students):** info@patricksenglish.com

Arrival and Induction

Where to find us

Find us at 30 South Terrace, Ballintemple, Cork T12 E9PR Ireland



How to get from Dublin Airport to Cork

There are three ways to get from Dublin Airport to Cork: by bus, by train, or by car.

By bus

Buses are the cheapest means to get from Dublin Airport to Cork, as the tickets only cost €17-22 and can be booked in advance.

The buses to take are the [Aircoach](#) (Route 704X) or the [Citylink](#), just outside the airport terminal. The journey is a bit longer than with other means (3 to 3.5 hours) but direct.

By train

Trains are more scenic but also more expensive (€20-60); besides, there are no direct trains from Dublin Airport to Cork, so you will have to transfer at Heuston Station. This can be reached with the Airlink Express 747 (from both terminals) or a taxi, both of which take 30 minutes to get there.

Tickets for the Airlink Express can be booked [here](#); the prices are €9 for a single ticket and €11 for a return ticket.

Patrick's English Academy
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As for taxis, the average price is €24-37, depending on the traffic and the rate (note that a €3 fee is applied to pre-booked taxis). You can find out more and estimate the price with Transport for Ireland's [Taxi Fare Estimator](#).

Once at Heuston Station, take an InterCity train to Kent Station. Tickets can be booked on the [Irish Rail website](#) and range from €21.49 to €52.99 in price, depending on the rate and on how early you book. Trains run approximately every hour (timetables can be found [here](#)) and the journey takes about 2.5 hours.

By car

Renting a car is easily the most flexible way, but it can also be pretty expensive - prices normally start at €27 but can reach €100 or even €200, depending on the company, the car, and whether you book in advance or not.

The best sites to check and compare prices are [Kayak](#), [Rentalcars.com](#), and [NewWay](#) (the latter is more expensive but includes insurance).

To reach Cork from Dublin Airport, take the M50 Motorway and then the M8 Motorway south to Cork. The journey lasts between 2.5 and 3 hours. Remember that Ireland drives on the left side of the road!

Placement Test and Induction

On your first day, you will:

- Participate in an induction presentation with information on school services, visa requirements and advice on living, working and studying in Cork.
- Meet the Director of Studies and your teacher.
- Receive a tour of the school and the facilities.
- Complete a speaking test to determine your level.
- Be monitored closely during your first week to confirm the appropriate class placement.

Patrick's English Academy App

Download the [Patrick's English Academy app](#) on the Google playstore (and Apple). You will receive your log in details via email. You can use this app to check your attendance, your classroom and teacher, and book into extra-curricular activities. Please contact reception if you haven't received your login details.

Practical Matters

- **Opening a Bank Account:** You can open a Moneyjar, Revolut or AIB account online. Other banks are Bank of Ireland and PTSB. Please ask at reception if you need any documentation to open a bank account.
- **PPS Number:** Students working in Ireland will need a PPS number for tax purposes. This is generally obtained when you receive a job offer.
- **Visa Appointments:** You need to create an account online and book an appointment to register for your IRP (Irish Residence Permit). Renewals are online using the [INIS portal](#).

Travel

Ireland is connected by a network of trains, buses and ferries. You can also rent a car or a bicycle for getting around the city centre. Please note that cars drive on the left.

LEAP Card

There are three types of LEAP card, which can be used on public transport all over Ireland.

1. **Young Adult Discounted Leap Card:** Anyone aged 25 and younger can get a discount bus card. Apply online at <https://student.leapcard.ie/New-Card#dobCheck>. You will receive the card in the post.
2. **Student LEAP card:** For students aged 26 or older who are attending a full-time course of at least 6 months. Complete the online application and collect the card from UCC SU Office reception, 54 College Road, Cork City. Bring your school acceptance letter and ID.
3. The adult LEAP card is available to all adults at Centra shops around the city. All adults attending courses of up to 6 months can get this card.

Academic Programme

Our Approach to Teaching and Learning

At Patrick's English Academy, our teaching approach is student-centered, focusing on practical communication and task-based learning. Classes emphasize real-world language use, and teachers provide continuous feedback to help you achieve your goals.

Our courses use two/three coursebooks (English File and Headway/Outcomes) and focus on developing all aspects of English: speaking, listening, reading, and writing. Lessons incorporate preparation for exams such as TIE, IELTS, and Cambridge.

Coursebooks

The school will provide coursebooks which students can use during class. These must not be written on, and must be returned at the end of the lesson.

Students can procure their own personal copy of the book at their own expense.

Teachers will set homework at least once a week. For extra study, students can download our [Quizlet app](#) to study outside of class. QR codes are displayed on posters around the school.

Lesson Schedules and Breaks

Class Times: Monday to Friday

Morning: 9:15am – 12:30pm (3 hours + 15-minute break)

Afternoon: 1:15pm – 4:30pm (3 hours + 15-minute break)

School Closures: Bank holidays and Christmas break (16th December 2024 – 3rd January 2025). Lessons missed due to bank holidays can be rescheduled.

Bank holidays 2025: 1st January, 3rd February, 17th March, 1st April, 5th May, 2nd June, 4th August, 27th October, 25th December, 26th December. There is also no school on Good Friday (18th April).

Non- EEA students travelling on a student visa must complete 25 weeks of tuition over an 8-month period, with at least 375 hours of tuition time during that period.

Assessment & Course Progression

Entry Level Test

Prior to enrollment, students complete an online placement test covering aspects of grammar and vocabulary. Students are asked to complete the test without help, in order to correctly place them at their starting level.

On their first day of school, students do a speaking test with the DOS. This takes the form of a brief interview where the DOS asks questions about the learner's experience in Ireland, their past jobs or studies, and their future plans. The DOS will then make a decision based on the student's placement test results and speaking ability and place the students in their starting level.

The student will receive an email with an explanation of the level they have been placed in and the CEFR can-do statements.

The class teacher will closely monitor the new student during their first week and suggest any level changes to the DOS before Friday of the student's first week. Any changes will be communicated to the student via email by Friday of their first week.

Class Progress Test

Teachers do a class test every two weeks in class, covering language studied over the past two weeks and at least 1 of the 4 skills (reading, writing, listening, speaking). Assessment may take different forms, including, for example, quizzes, tasks, projects and presentations, as well as more traditional test types. These tests are conducted under exam conditions, ie. no phones, no notes, no speaking or sharing answers and strict timings.

Teachers record students' class test results. This is important for following students' progress and deciding when a student is ready to progress to the next level. The class test is marked in class and errors are explained.

Students with dyslexia or other learning difficulties, such as ADHD, may be granted extra time or other adjustments, such as larger font tests or tests printed on cream-coloured paper.

Learner Progress Reports

At regular intervals in your course, learners will complete a Learner Progress Report with their teacher. This covers their progress and performance in language and skills areas, as well as goal-setting for the month ahead and a personalised teacher comment.

Level Changes

Teachers will continuously monitor students' performance in class and, where necessary, will recommend to the Director of Studies a level change. Other factors that can influence a level change are the student's participation and performance in class, their motivation and the time they have spent at their current level.

The level test will be completed during class time but outside of class, under the DOS' supervision. The level tests cover grammar and vocabulary for the next level, a short writing task and a spoken interview with the DOS. This is also an opportunity for the DOS to check in with students academically, as well as their wellbeing, at this point in their course.

Students who are deemed not ready to move up will be given guidance by the DOS and their teacher on what language/ skills need to be improved, and a time frame (eg. 4 weeks) before the student may reattempt the level change test.

At PEA, we believe that a vital criteria for a student to change level is that the students themselves are eager to move. For this reason, a student or teacher may withdraw from the level test if the student does not feel ready.

Students who are encountering difficulties in their level and would like to move down should speak to their teacher and/ or DOS directly. A level change test is not required to move down, but will be necessary when the time comes for the student to move back up.

Students who are not satisfied with their level should send an email to dos@patricksenGLISH.com and a face-to-face meeting will be organised within 3 working days.

Exams and Certificates

Non-EU students on a 25-week programme must sit a recognised external proficiency exam such as TIE, IELTS or Cambridge upon completion of their course. We recommend taking the TIE exam but your teacher or Director of Studies can advise you on the best exam for you to take. The school will assist you with exam bookings as requested and it is your responsibility to attend the exam. At PEA, all students' course fees include the cost of the TIE exam. However, students who wish to upgrade to other exams such as Cambridge or IELTS can request to do so.

For more information about external exams and their recognitions, see here: [External exam recognitions](#)

If you would like an exam cert for use outside of Ireland, we would recommend IELTS or Cambridge, not TIE as it is less known.

The procedure for registering for an exam is as follows:

1. The student will receive an email from the school 4 weeks before they finish their course to remind them about their end of course exam. The email will include dates, prices and locations for upcoming exams.
2. The student will respond to the email with their preference and, in the case that the exam fee was not previously paid, with proof of payment to the school.
3. Once the school receives payment, a member of the admin team will make the payment to the relevant exam centre on the student's behalf.
4. The school will send all of the relevant information about their exam to the student's email.
5. If the student has doubts, he/she can request a meeting with the Director of Studies by emailing dos@patricksenGLISH.com or by attending bi-monthly TIE information sessions.

Students can expect to receive their exam results in 2 weeks, and their certificate in 1 month. The exam certificate will need to be produced when applying to renew their visa. Patrick's English Academy cannot provide a complete end of course letter/cert for students who do not pay/ register for an exam.

Teachers will include minimum 1 hour exam preparation work per week in class. Students are also offered monthly TIE exam information sessions, IELTS, CAE and FCE preparation workshops, writing workshops etc as extra curricular activities.

Academic Integrity

Students are expected to:

- Submit original work.
 - Not use mobile phones, notes, speak to each other or copy during tests
- Breaches of academic integrity may result in disciplinary action.

Student Responsibilities and Policies

Classroom Behaviour and Code of Conduct

At Patrick's English Academy, we welcome students from varied backgrounds and cultures with differing lifestyles and worldviews. We strive to have all students and staff treat each other with mutual respect in all circumstances and to be tolerant of differences.

Your teacher is the authority figure in the classroom and students should follow their direction. Disrespectful behaviour can lead to being removed from the class and receiving a warning letter. Consistent disrespectful behaviour or abusive/ violent behaviour can result in expulsion and/or a Garda report.

It is forbidden for students to film or take pictures during the class, without the permission of the teacher.

Any case of forgery or falsification of any official documents, including school letters, medical certificates and immigration documents will result in immediate disciplinary action and could result in the student losing their visa and the right to remain in Ireland.

Attendance and Punctuality

Student attendance is recorded by the teacher twice daily, before and after the break. Any student who is more than 15 minutes late for class or who leaves more than 15 minutes early

will not receive attendance for that period. If the school sees that the student is abusing the 15-minute grace period, action will be taken. Abuse of this rule is considered to be when a student arrives up to 15 minutes late more than once in a week. The second time this happens in the same week, the student will be marked absent. The teacher will notify the Director of Studies who will contact the student to make them aware of the situation.

Students can request to see their attendance record at reception or via the student app.

For non-EU students: Attendance is extremely important. The Irish Naturalisation and Immigration Service (INIS) requires a minimum attendance level of 85% during your time in Ireland. Students who do not meet these requirements may not be able to renew their visa and/or immigration permission. In such a case you will not be able to book further courses. The school is required to inform INIS if a student attendance level falls below 75% at any time during their course and if a student cannot reach 85% attendance at the end of their course.

Holidays

Holidays of up to 2 weeks can be taken and requests should be made to reception at least 2 weeks in advance. Students can request a holiday by sending an email to reception.patricksenGLISH@gmail.com with their full name and the dates they would like to book. All holidays must be taken from Monday- Friday. No holidays can be taken without express, written approval from the school. No holidays longer than 2 weeks at a time can be taken.

Non-EU students: Students can take holidays only after a minimum of 8 weeks of study and if they have at least 75% attendance. The holiday period cannot be more than 1/3 of the total weeks already studied. Unscheduled breaks in study are not permitted except in exceptional circumstances.

Students studying for 12 weeks or less can contact the director to speak about holidays.

Sick Leave

If a student misses class due to illness, they can be given an excused absence if they have a sick note / medical certificate from the doctor.

On the 1st day of illness where a student cannot attend school, the student must tell the school as soon as possible that day. A medical certificate should be provided before returning to class and no more than 5 days after the first day of sickness. Medical certificates must be signed by a registered Irish health practitioner or issued by an Irish clinic or health care service. Certificates will not be accepted more than 5 days after the students' first day of illness.

Please note that any attempt to forge or falsify medical certificates will result in immediate disciplinary action and could result in the student losing their visa and the right to remain in Ireland.

Excused Absences

Students are permitted to have an excused absence from school, providing they can provide documentation, in case of visa appointments, PPSN appointments and end-of-course external proficiency exams. Documentation must be sent within 5 working days to reception.patrickenglish@gmail.com.

Unscheduled Breaks

Unscheduled breaks are not permitted except for documented cases of illness or close family bereavement. The school will consider this on a case by case basis. The process for requesting an unscheduled break is as follows:

1. The student sends an email to dos@patrickenglish.com requesting to be exempt from class, providing as much documentary evidence as possible.
2. The Director of Studies will assess the request and respond to the student's request within 3 working days. If the request is approved, the Director of Studies will inform the student that they may have to do a level test assessment upon return, to determine which group they should return to.

Warnings and Expulsion

Students who are absent for more than 2 days in any week without permission will be issued an attendance warning via email. The second time this happens, the students will receive a second attendance warning and Irish Immigration/Garda will be contacted. If the student does not improve their attendance immediately, they will receive a third and final warning, after which they may be expelled and removed from the register. This can result in students losing their visa and the right to stay in Ireland.

The student will receive an expulsion letter by email outlining the reason why they are being expelled. Students may appeal the expulsion decision in writing (email to dos@patrickenglish.com) within 5 working days, providing documentary evidence. During the appeals process, the student cannot attend class. If the appeal is successful, the student will be allowed to attend class on the next Monday.

Attendance records will not be altered in any way and the Director of Studies will deal with all attendance appeals. Students are issued a letter at the end of their course stating their attendance percentage. A result below 85% can affect your right to renew your visa.

European students and others not on student visas are expected to attend fully for their enrolled time, even though they are not bound by GNIB rules. Non-attendance and lateness are disruptive to the class and to the learning process.

Registering your Immigration Permission (Non-EU/EEA students)

All non-EU/ EEA students, including those who do not require a visa, must register with the Garda National Immigration Bureau (GNIB) after arrival to obtain permission to remain in Ireland for more than 90 days. The GNIB will issue you with a residence permit/ IRP card. The fee for this card is €300 and must be paid by credit card, laser card or bank giro.

Students registering for the first time must create an account on the [INIS portal](#) and book an appointment. All appointments are at the Registration Office located at: 13-14 Burgh Quay, Dublin 2, D02 XK70.

You will need to take with you original documents from the school:

- Your letter of acceptance **in colour and dated after your first day of classes, stamped and authenticated by the school**
- The first page of your medical insurance, in colour

These documents can be printed with a charge at reception.

Once your appointment is confirmed, please email reception.patricksenGLISH@gmail.com so that the school can prepare your documents and give you an excused absence on the day of your appointment.

Renewals

All visa renewals now take place online at <https://inisonline.jahs.ie/user/register>. You must renew up to 12 weeks before your IRP expiry date. This will allow enough time to process your application.

You will need PDF copies of original documents from the school:

- Your letter of acceptance **in colour and dated after your first day of classes, stamped and authenticated by the school**
- The first page of your medical insurance, in colour
- Your exit letter from your previous course, showing your level and attendance percentage
- Your end-of-course exam certificate showing your result

Work

Students on a visa can work 20 hours a week, and 40 hours a week during peak seasons (June, July, August, September and December). Please remember that work must not interfere with your school attendance. A company can hire you without a Personal Public Service Number (PPSN) but you will need to pay taxes. Your manager can write a letter for you that you will submit to the Irish Revenue Service to get your PPSN. Your school cannot do this for you, only your employer.

Pathways to Further and Higher Education

The school is committed to providing students who intend to access further and higher education in Ireland with the academic skills and study tools to succeed. Options in Cork include universities such as University College Cork (UCC) and Munster Technological University (MTU), and colleges such as Griffith College and Cork College of FET. These colleges may require an IELTS exam to demonstrate English proficiency as part of the application process. Speak to your teacher or the Director of Studies about accessing further and higher education in Cork.

Provider Responsibilities

Patrick's English Academy is committed to providing quality teaching, accurate documentation, and a safe learning environment.

Health and Well-Being

If you feel unwell at school, please notify a member of staff. The designated Student Welfare Officer, Sophia Pope, can be contacted at dos@patricksenGLISH.com. If you need to see a doctor, contact one of the local walk-in clinics listed below:

- **Union Quay Medical Centre:** 1a Union Quay, Union Quay, Cork City, 021 431 0311
- **Glasheen Medical Centre:** 1 Tara Court, Cork, T12 H9HX
- **Doctor 365:** 25 Earlwood Estate, The Lough, Co. Cork T12 Y9AK

Mental Health Support Resources

If you need professional help, here are some trusted resources:

- **Samaritans Cork:** A free and confidential 24/7 helpline providing support for anyone in emotional distress. Call **116 123**.

- **MyMind Mental Health Services:** Offers affordable online and in-person counseling sessions tailored to your needs: www.mymind.org

Evacuation Procedure, Fire Exits, Meeting Point, Fire Drill

There are maps on all floors of the school showing the fire escape route and the emergency exit. Should the alarm go off, leave the classroom and go directly to the meeting point. Leave all personal belongings behind. At the meeting point your teacher will check names to make sure people who were in attendance are present.

Fire drills take place at least twice a year. In the case of a fire drill, please follow the above procedure.

First Aid Box

If you are sick or injured at the school, please notify your teacher and/or the Director of Studies, who will assist you. The first aid box is in the reception.

Lost or Stolen Items

If you lose an item or suspect theft at school, ask at reception to see if the item has been found. If you have lost your passport, GNIB or other important documents, report it to the nearest Gardaí (police) station, which is Anglesea Street, Cork City. Phone: **+353 21 452 2000**.

Always keep valuables like phones, wallets, and bags with you, and avoid leaving them unattended.

Personal Safety Tips

1. **Stay Aware:** Be mindful of your surroundings, especially at night. Stick to well-lit and busy areas.
2. **Travel Safely:** Avoid walking alone late at night. Use public transport or taxis when possible.
3. **Emergency Contacts:** Save important numbers on your phone, including the Gardaí emergency line (**112** or **999**) and the school's after-hours contact (**087 714 6338**).
4. **Avoid Scams:** Be cautious of strangers asking for personal details or money, and double-check rental or job offers to ensure they are legitimate.

Facilities and Practical Information

Patrick's English Academy
30 South Terrace
Cork City

info@patrickenglish.ie
+353 21 2019342
www.patrickenglish.ie

Food and Drink

A kitchen with a fridge, microwave, kettle and tea and coffee is available in the basement. Students must bring their own reusable, covered cups. Eating is not permitted during class and all students are expected to clean up after themselves.

Bikes, Scooters, and Personal Belongings

The school does not take responsibility for lost, damaged or stolen personal belongings. The school does not have storage facilities and no belongings can be stored in the school. All personal belongings are brought onto the premises are the students' own responsibility.

Bikes and scooters are not allowed in the building and cannot be tied to the front of the school.

Smoking

Smoking is strictly prohibited in all areas of the school, including the front steps. Smokers must dispose of cigarette buttes responsibly and off school premises.

Wifi Access

Free Wifi: Username – PMEA Guest (no password).

Printing Services

Printing services for students are available at reception: 20 cents per black-and-white page, €1 per colour page. A4 documents only.

Events and Student Life

Events Programme

Patrick's English Academy organises cultural outings, conversation clubs, and social events to enhance your experience. Monthly schedules will be shared via email, social media and displayed on noticeboards.

Practical Skills Workshops

We offer workshops in:

- CV and cover letter writing
- Interview preparation

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- Public speaking skills
- Study skills
- IELTS and TIE exam preparation

Local Events and Organisations of Interest

Explore Cork's rich cultural life:

- Festivals: St. Patrick's Festival, Cork Jazz Festival, Cork Midsummer Festival.
- Markets: English Market and Marina Market.
- Groups: Sports clubs, hiking groups, and creative workshops.

Cost of living in Ireland

For up to date information about the cost of living in Cork, students can consult the following useful websites:

[Numbeo](#)

[Relocate me](#)

Accommodation

To avoid problems upon arrival, we always recommend that students reserve accommodation for a minimum two weeks prior to arrival (recommended 4 weeks) This should give students sufficient time to find permanent accommodation.

For **long term** accommodation, we recommend the following:

[Daft](#)

This is Ireland's most popular and trusted website for renting property. It is typical for students to use this website to find accommodation after they arrive in the country.

For **short term** accommodation, in shared apartments, we recommend the following agencies:

ALL YEAR SHARED APARTMENT	SUMMER ONLY
Viva Ireland	ScholarLee Summer Stays
Eazy City	UCC Summer Beds
Leevin	AbbeyWharf, Cork City

ScholarLee Mardyke Copley Court/Hatch Hosting Power	Student Village Cork Deans Hall Eden Hall
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Hostels

If you don't mind sharing with people, we recommend any of the hostels on [Booking.com](https://www.booking.com)

Public Transport

[Public Transport Cork](#)

Bus Eireann is the public bus service in Ireland.

Healthcare

[Health Care System](#)

Although the school can provide students with medical insurance, more information about Ireland's Healthcare system can be found here on the official government website.

Immigration fees

[Stamp 2 visa info](#)

Students who wish to apply for a stamp 2 visa, can see more information about the cost here.

Food

[Food prices Cork](#)

Students can find useful information about the cost of food in Cork here.

Feedback and Complaints

Feedback

It is important to us that all students at Patrick's English Academy enjoy their time here and improve as much as possible. Your views and feedback are valuable to us and we continuously work to improve our services. For that reason, you are invited to provide feedback on a regular basis via confidential surveys by scanning the QR codes displayed in the school.

Complaints and Grievances

We consider a complaint or grievance to be a situation and/or incident that the student would like to share with the school. Students' complaints are dealt with with total confidentiality. Any complaint received will be dealt with immediately and a resolution should be reached within 5 days of receipt of the complaint. To make a complaint or to report a grievance, the following steps should be followed:

1. Mention the problem to the relevant individual and try to resolve it.
2. If Step 1 is not successful, the student should send an email to the director of studies at dos@patricksenGLISH.com, requesting a meeting. Where this is not appropriate or the complaint pertains to the director of Studies directly, the Director can be emailed at director@patricksenGLISH.com
3. A meeting will be held between the Director of Studies (or director) and student to allow the student to voice their concerns. Notes will be kept during this meeting and a report will be written.
4. The complaint will be reviewed by management and a written response will be given to the student within 5 working days, responding to the complaint and, if necessary, outlining remedial action to be taken.

Note: This is a simplified version of our grievance procedure. If students require more details, they can download from our website here: <https://patricksenGLISH.ie/policies/>

Appealing an assessment result/level change

Initial Discussion: If you have concerns about your assessment results, first discuss them with your teacher. This informal step can often resolve misunderstandings or errors without the need for a formal appeal.

Formal Email Appeal Submission: If the issue isn't resolved informally, submit a formal email to the DOS dos@patricksenGLISH.com

In the email, simply say what the problem is.

Review by DOS: The DOS will speak to the teacher and, if necessary, review the exam correction personally to check for errors or, in the case of a level change, schedule a meeting with the student to do a written and verbal evaluation.

Outcome Notification: After reviewing your case, the DOS will inform you of their decision. The DOS will aim to resolve the issue within 5 working days of receiving the appeal.

Additional Support and Policies

Learner Protection and Medical Insurance

Learner Protection Insurance is compulsory for all non-EU students studying in Ireland and is part of the legislation covering English language schools that take non-EU students in Ireland. Patrick's English Academy will provide students with learner protection insurance for the duration of their course.

All students from outside the European Economic Area must have evidence of medical insurance when arriving in Ireland and registering with Irish Immigration (INIS). Your insurance policy should cover medical costs in Irish hospitals and also medical repatriation back to their home country if necessary.

Privacy Statement

Your personal data is collected and used for administrative purposes, visa processing, and course management. These purposes include:

- school enrolment
- to process financial transactions
- to assist with visa applications
- to order medical or learner protection insurance
- for immigration purposes
- to contact you for any academic or administrative reason or in response to you

All data is handled securely and confidentially. For more information about our GDPR policy, email director@patricksenGLISH.com or download or policy from the website: <https://patricksenGLISH.ie/policies/>

Asking for Documents

Allow at least 2 days for the preparation of documents such as acceptance letters or updated insurance documents.

Emergencies and After-Hours Contact

Patrick's English Academy
30 South Terrace
Cork City

info@patricksenGLISH.ie
+353 21 2019342
www.patriksenGLISH.ie

In case of emergencies outside school hours, contact Patrick McCarthy at:

Phone: 087 714 6338

The school reserves the right to update/amend this handbook.

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