



UCD Applied Language Centre

University College Dublin, Belfield,
Dublin 4, Ireland

T +353 1 716 7900

Lár-Iondad na dTeangacha Feidhmeacha UCD,

An Coláiste Ollscoile, Baile Átha Cliath,
Belfield, Baile Átha Cliath 4,

Eire alcenglish@ucd.ie
<https://www.ucd.ie/alc/>

UCD Applied Language Centre applies the following procedures to Non-EU and Non-EEA students who are subject to visa requirements:

Punctuality and Attendance Policy

- Non-EU and Non-EEA students must attend an ILEP programme on a full-time basis between the hours of 09.00 am and 05.00 pm
- Once students are registered on a given programme, no course changes are permitted
- Students will be given their school timetable on the first day of arrival
- Students are obliged to attend all classes regularly and on time
- Students arriving 15 minutes late or leaving 15 minutes early will be marked absent for the class
- Students are obliged to have mandatory attendance requirement of a minimum 85%
- Attendance records will be retained by UCD ALC for a minimum of 12 months
- Students must have a minimum attendance record of 80% to obtain a certificate.

Absenteeism

- Non-EU and EEA students on an ILEP programme should have a mandatory attendance requirement of a minimum 85%
- Where a student has 25% or more uncertified absence in the first six weeks of their programme, this will be communicated to the GNIB and INIS
- Where a student cannot make up attendance to a minimum of 85% before the programme ends, the student will be informed that they do not meet the attendance requirements and this fact will be communicated to the GNIB and INIS
- Students cannot make up an uncertified absence through additional classes



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Expulsion Policy

STEP 1: Formal Oral Warning

The Disciplinary Committee, comprising of the Attendance Administrator, Academic Coordinator, External Relations Office and /or External English Programmes Coordinator are empowered to issue formal warnings in cases of low and /or erratic attendance.

- The formal face-to face oral warning (the student will be contacted by telephone or sent an email in the event that face-to -face warning is not possible) will advise the student of the reason(s) for the warning ,of the seriousness of the issue, and the possible consequences should it continue .If the person in not available ,a verbal warning will be sent vis e-mail and will be considered as a verbal warning .
- The Attendance Administrator will formally warn a student who fails to show up to classes over three consecutive days or/and with less than 85% attendance.

STEP 2: First written warning via Email

Should attendance not improve over the following two-week period, a member of the Disciplinary Committee will issue a first written warning visa email.

- The first written warning will advice the student of the reason(s) for the warning; of the seriousness of the issue, and the possible consequences should it continue.

STEP 3: Final written warning via Email

Should attendance still not improve ,or the absent student does not make contact with the collage, a final written warning via email will be sent by a member of the Disciplinary Committee to the student informing him /her of their suspension.



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STEP 4: Appeal

Upon receipt of the suspension letter or/and an email, a student will have a time limit of 1 (one) week to appeal the situation to the External English Programmes Coordinator (or his/her nominee).

STEP 5: Expulsion/Exit Letter

Should a student ,after warnings and /or suspension, and/or does not attend the appeal; fail to comply with ALC attendance requirements, the student will be expelled by the External English Programme Coordinator (or his/her nominee) in week 5/6 (approximately) .An exit letter will be sent to GNIB/INIS ,with a copy sent to the student.

The UCD ALC views expulsion as the last step, should a student's attendance, progress, and/or behaviour fail to adhere to our policies and codes.

Student Sick Leave Policy

- Non-EU and Non-EEA students on an ILEP programme should notify the designated member of staff responsible for managing sick leave in UCD ALC on the first day of sickness and each day subsequently
- They should provide a certificate from a doctor on the first day of return to school
- Attendance records will be retained by UCD ALC for a minimum of 12 months
- Uncertified sick leave will be treated as absence which will impact on the student's attendance
- The designated staff member dealing with attendance is Ms Joanne Dalton the UCD ALC External English Programmes Administrator who can be contacted at alc.attendance@ucd.ie



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Holiday and Break Policy

- Non-EU and Non-EEA students on an ILEP programme can take breaks from studying only at times specified by UCD ALC in the course timetable
- Students will receive the course timetable with information about study breaks on the first day of their course during the orientation
- No unscheduled breaks will be permitted except in documented cases of illness or family bereavement
- If students have to take unscheduled leave due to illness or family bereavement they should notify the designated member of UCD ALC staff immediately via email
- The designated staff member dealing with attendance is Ms Joanne Dalton, the UCD ALC External English Programmes Administrator, who can be contacted at alc.attendance@ucd.ie

End of Programme Exams

- Non-EU and Non-EEA students who are enrolled on the Academic English /Academic English + IELTS Programme are obliged to take an IELTS exam
- UCD ALC is an IELTS Exam Centre and it will register its students for this exam
- Students wishing to take the IELTS exam are required to pay the exam fee during the exam registration process
- Students are obliged to sign an agreement with UCD ALC to confirm that they understand that the exam is mandatory and that they will sit this exam
- The nominated UCD ALC employee responsible for exam registration is Ms Joanne Dalton, the UCD ALC External English Programmes Administrator, who can be contacted via the following email address: alc.exams@ucd.ie



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End of Programme Evaluation and Recording of Grades (All Students)

- Throughout the duration of each term, students work towards an extended essay (1000 words) and a four-minute presentation, both of which will be assessed by a panel of teachers
- The extended essay will be submitted in the penultimate week of every term
- The presentation assessment will take place in the final week of each term
- Students are assessed on a weekly basis during class time (every Friday)

Refund and Cancellation Policy – All Students

- Cancellation charges are applicable to all prospective and current participants on ALC programmes
- Notice of cancellation or a request for a refund should be made in writing and should be sent to alcenglish@ucd.ie
- Students who wish to cancel their programme up to 4 weeks prior to the start date, will receive their fees less € 100.00 administration charge
- Students who wish to cancel their programme up to 1 week prior to the start date will receive only 50% of their fees
- Students who wish to cancel their programme less than one week prior to the start date will not receive any refund of their course fees
- Students who arrive late or wish to leave the programme early will not receive a refund of their fees for tuition and accommodation
- UCD ALC will make refunds only into the same bank account of the sender
- Tuition and Accommodation Registration fees are non-refundable



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Refund and Cancellation Policy in the Case of Refused Visas

- EU/EEA nationals do not require a visa to study in Ireland
- Non-EU and Non-EEA applicants should contact the Irish embassy responsible for their country, or the Irish National Immigration Service (see website: <http://www.inis.gov.ie/>)
- Students whose visa application was refused will receive their fees less € 100.00 administration charge. In order to apply for a refund of fees in this case, students are required to provide a written proof of the visa refusal from the embassy
- The maximum time from receipt of request for refund to issue of refund is 28 days

Complaints and Grievances

UCD ALC is committed to providing an excellent education and high-quality services to students and it continuously seeks to improve the student experience.

From time to time problems arise, and students should be supported in expressing their dissatisfaction and seeking resolution to problems encountered. UCD ALC takes complaints seriously and endeavours to improve its processes and services by listening to, responding to, recording and resolving students' dissatisfaction. The following principles reflect the University's commitment to resolving complaints as quickly as possible with emphasis on local resolution. Students should feel free to raise concerns without risk of disadvantage and are encouraged to seek guidance and advice from a student support professional.

For the purpose of the complaints handling policy and procedure, the University considers a complaint to be:

an expression of significant or sustained dissatisfaction where a student seeks a specific action to address the issue, including an apology.



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UCD ALC students may make complaints about any function or service provided by the language centre.

A complaint may relate to the following issues:

- the quality or standard of any service provided or failure to provide a service
- the quality of facilities or learning resources
- the failure of UCD ALC to follow an appropriate administrative process
- unfair treatment or inappropriate behaviour by a student or a staff member
- an alleged action or inaction by UCD ALC or a member of its staff

Student Complaint Process

1) Student should raise concerns within 15 working days starting from when the complainant first became aware of the problem. They should send an email to the External English Programmes Administrator – Ms Joanne Dalton at alcenglish@ucd.ie

2) Student meets with the External English Programmes Administrator to discuss the issue and they try to resolve any obvious problems if possible

3) If it is not possible to resolve the issue at this stage, the complainant fills in an official complaint form for internal review by the External Relations Officer

4) External Relations Officer meets with relevant parties to resolve the issue

5) If the above steps fail to resolve the issue and the student reports ongoing dissatisfaction, the complaint is referred to the Director of the Applied Language Centre who will review the complaint and propose a future resolution to this issue.

6) Students can also make a complain through the UCD ALC website

<http://eas.ucd.ie/policies-for-visa-students/>