STUDENT HANDBOOK
[Post Arrival]
AVANTI LANGUAGE INSTITUTE

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1. WELCOME

Welcome to Avanti Language Institute!

On behalf of everybody at Avanti Language Institute, let me take this opportunity to say Céad Mile Fáilte or '100,000 thousand welcomes' to you.

We are a small, family-like school where all the teachers and students can get to know each other very easily.

No matter how long you spend at Avanti, we hope you have a pleasant and productive time at our school and we will do our very best to ensure you have a positive experience you will always remember.

Best Wishes,
Shane McCann
Managing Director of Avanti Language Institute

2. IRELAND & NAAS

Ireland

Ireland is an independent country situated on the western edge of Europe with a population of about 5 million people. Though a vibrant country making rapid progress and having one of the youngest populations in Europe, Ireland retains a strong sense of its history and rich cultural roots.

Ireland is known to be the 'friendliest country in the world'. It also has a very distinctive culture which is most visible in literature and the performing arts, most notably music, theatre and cinema. Ireland has produced so many great artists, musicians and writers and introduced them to the world. Getting to know Irish culture and history can add greatly to your overall study-abroad experience!

Naas

Avanti is situated on Main Street in Naas, Co. Kildare. It is a perfect location for students to learn English as the town has the perfect balance of convenience and nature. It is so close to Dublin and yet you can enjoy the relaxed feel of the Irish countryside. The town is more than 2000 years old (older than Dublin) with a rich history.

Naas is a bustling town with a population of just over 26,000 people. It boasts so many good restaurants, cafes, hotels, pubs, supermarkets, a cinema complex, a theatre, a library, sport gyms. It also has plenty of lakes, canals, numerous walking and cycling routes for those who love nature.

In addition, there is an abundance of golf courses and horse-related facilities in Naas - the famous Punchestown Festival is held in April every year at Punchestown Race Course (https://punchestown.com/) and it attracts many visitors from all over Ireland and Europe.

3. THE SCHOOL - AVANTI LANGUAGE INSTITUTE

Avanti Language Institute is a small, high quality English language school in Naas, Co. Kildare, Ireland. It is recognized by ACELS/QQI for English language teaching (ELE) and the school is also a member of EEI (formerly MEI).

The atmosphere at Avanti is always friendly, personal and professional. Our students' satisfaction rate is extremely high and we can boast many students who return year after year. We guarantee that every student at Avanti will receive English language training of the highest standard.

Our dynamic team of teachers are all native speakers of English, university graduates and are highly qualified and experienced in teaching English. Our approach to teaching and learning is student-centred, communicative and eclectic. We pay close attention to each individual student and their needs.

Avanti is a unique school in many ways. Our school is like a big, multi-cultural family with an at-home atmosphere – everyone knows each other in the school. For this reason, it is much easier to make friends from different countries and, the fact that most of our students all live in Naas Town, makes socializing much easier.

We understand that, for many students, this is a once-in-a-life-time event.
Therefore, we do our very best to make your stay in Ireland and at Avanti one of the best experiences of your life!

4. YOUR FIRST DAY AT SCHOOL

On arrival at Avanti Language Institute, every student is welcomed by our Director of Studies and members of our staff.
All students are given our original Placement Test (Grammar and Speaking Test) to determine their current level of English. Following this test, students attend an induction where they are given information about their host families, opening a bank account etc. Students are then given a welcome pack.

After the quick induction, you are placed in a class at an appropriate level.

At 1.15pm, you are given a full Student Induction / Orientation for all new students starting that week, and we go through every important aspect of your school life (practical advice such as opening a bank account, who in the organisation to seek advice or help from and so on) and you can ask any questions you might have.

Importantly, during your first week, the Director of Studies will meet with your teacher and then with you individually to review your level and answer any questions you may have. Every student is monitored closely and tested regularly by our teachers to ensure they are always at the correct level.

At Avanti, our team is there to help you throughout your time with us and to guarantee that your whole language learning experience in Ireland is one you will have warm and happy memories of for years to come.

4. ENGLISH LANGUAGE COURSES

Avanti provides a wide range of courses that have been carefully designed to meet the general and particular needs of our students. Whatever course you choose, we are experts in helping students become effective communicators in English and to achieve their goals. We accept students of all ages.

- **Intensive English (General English)**
- **Intensive English + 1-to-1**
- **Exam Preparation (IELTS/Cambridge FCE,CAE/TOEIC)**
- **English + Horse Riding**
- **English + Rugby**
- **English + Golf**
- **English + Farm Stay**
- **English + Music**
- **Junior Programme (standard)**
- **Junior English + Horse Riding / Rugby / Golf / Music / Farm Stay**
- **Executive Individual Intensive**
- **Executive Individual + Golf**
- **Bildunsurlaub**

Intensive English (= General English)
This is the most important course for all students. It is the core of all English learning as it covers every aspect of General English – Speaking, Listening, Reading, Writing, Grammar, Vocabulary, Pronunciation etc. - in the most balanced way.

This course forms the foundation for all other directions in English language learning, such as Exam Preparation, Business English etc. Without General English, a student's progress in overall English skills will be inhibited, so it is vitally important that all students make sure to have studied General English thoroughly.

The lessons are centred around a core textbook, which is closely aligned to the CEFR guidelines, with plenty of supplementary materials to provide active, stimulating and effective lessons for the students. As part of the Intensive English course, the students' progress is checked regularly in their classes by their teachers. Also, every 6 weeks there is an all-school progress test. Students will be moved up to the next level based on a combination of their classroom performance and the progress tests.

This is also the only suitable course for non-EU/EEA students who require a student visa.
16H students will have:
1) 1 weekday free every week > you can work or have free time for yourself.
2) 25H (1H x 25 weeks) extra English tuition
Intensive English classes run from 9am to 1pm with a 20-minute break from 11-11.20am.

6. ASSESSMENT
Avanti Language Institute has in place an Assessment Framework which is tailored to our students' needs.
Students' progress and improvements are assessed and carefully monitored throughout their course by their teachers and the Academic Manager.

The first assessment is on their first day at school (Placement Test).

Once they are placed in their appropriate class, their progress is evaluated by their teachers and the Academic Manager, based on the student's classroom performance as well as our regular Progress Tests which are held every 5 or 6 weeks.

If a student has a special request to be moved up to the next level, they are also welcome to speak to their teacher or the Academic Manager at any time. If any student requests to be moved up or moved down in level, the matter will be discussed between that student, their teacher and the Academic Manager and a suitable decision is made and explained to the student.

There are also other formative tests held in each class to aid an accurate evaluation progress.

As a summative test, all students are encouraged to sit an internationally recognised exterior exam such as IELTS, Cambridge FCE (First Certificate in English) & CAE (Certificate in Advanced English), TIE (Test of Interactive English), TOEIC, TOEFL and so on. These end-of-course exams are mandatory for non-EU students to take by the end of their 25-week course.

7. ACADEMIC INTEGRITY

At Avanti Language Institute, our mission is to help you develop authentic language and communication skills. The foundation of this process is academic integrity—a commitment to honesty, trust, fairness, respect, and responsibility. Submitting original work ensures your instructors can accurately assess your progress and provide the feedback necessary for your growth.

We expect all students to complete their own work honestly and fairly. This means not copying another person's work, not using artificial intelligence (AI) or online translation tools unless your teacher has given permission, and always acknowledging any sources you use. Academic integrity helps you learn effectively and ensures that assessment reflects your own English ability.

8. ACCOMMODATION

We offer the following options to our students:

1. Host Family (half board / full board): suitable for short-term students, €260 / €280 per week
2. Host Family (room only, self-catering): suitable for long-term students, €140-220 per week
3. B&B, Hotels etc.

We visit and carefully monitor each accommodation to make sure they are maintaining the highest standards and meeting our students' needs.

This monitoring process includes students' direct feedback and questionnaires.

Many of our students choose the Host Family option for both short and long stays. Spending time with your host family is another great opportunity to practise your English and get an insight into the Irish culture, the Irish people and the English-speaking world.

Our Host Families are second-to-none. They are friendly and welcoming; their houses are clean and comfortable and most of them live within walking distance of the school. The quality of our Host Families is so high that, for many of our students, they often become their second family.

9. SOCIAL ACTIVITIES

We offer a wide range of activities – weekday trips and weekend excursions, cultural activities, sports activities, school parties, pub nights – all are different, interesting and highly recommended. We know, from our students' feedback, that, the more activities you join, the richer your experience will be!

Here are some of the activities we offer at Avanti:
Pub Nights / International Food Fair / Hallowe'en Party / Christmas Party / International Culture Days / Visits to Dublin (Trinity College, Guinness Storehouse, Kilmainham Jail, Cycling at Phoenix Park, Temple Bar, GPO Museum and many more)/ Irish National Stud & Japanese Gardens / Kildare Village / Avoca Café & Shop / Glendalough / Giant's Causeway / Cliffs of Moher / Powerscourt Gardens & Waterfall / Kilkenny / Cork / Galway / Kayaking / Canoeing / Hillwalking / Paintball / Bubble Soccer / Roller Disco / Basketball / Hurling etc.

Activities are available daily during the summer period and on a regular basis for the rest of the year.

Our Social Activity calendars are given out to all students in the form of hard copies on their first day at school and then on a regular basis. They are also clearly visible on noticeboards in every classroom. Some activities are also notified on the school's social medica.

10. PLACES TO VISIT

Kildare Town
Another one of the neighbouring towns of Naas, 20 minutes by bus from Naas (€2 approx. each way). Like Naas, it is an old town with many historical attractions.

St. Brigid's Cathedral & Round Tower (https://bit.ly/2wiWxXw) has the best view of Kildare from its Round Tower.

Irish National Stud & Gardens (https://irishnationalstud.ie/) is a world famous stud for thoroughbred racehorses, one of the most popular tourist attractions in Ireland. The Dalai Lama and Queen Elizabeth are among the many famous visitors to this place. You can easily spend a whole afternoon here as it has also Japanese Gardens, various other gardens as well as a cafe and souvenir shop.

Kildare Village Outlet (https://www.tbvsc.com/kildare-village/en), which is only a 10-min. walk from the Irish National Stud, is the biggest and most popular designer retail outlet in Ireland, which attracts many visitors from all over Ireland and abroad. Effectively all well-known brands are available in this pretty outlet.

Newbridge
One of the nearest towns to Naas - only 10 minutes away by bus(€2 approx. each way). It is a popular town for our students as it has a big shopping centre (https://www.whitewatersc.ie/) as well as 'Penny's', a big flagship store for the town.

It is also the base of the famous Newbridge Silverware Centre (https://visitnewbridgesilverware.com/) so their main store has the silverware shop and a cafe as well as The Style Icon Museum, which showcases the historic clothes of celebrities such as Audrey Hepburn, Princess Diana, Michael Jackson, Kurt Cobain etc.

Blessington, Co. Wicklow (https://visitwicklow.ie/item/blessington-lakes/)
A mere 10-min drive (30-min cycling) will bring you to these breathtakingly beautiful lakes, walking & cycling routes called Greenway. One of the most beautiful parts in Ireland. You can enjoy canoeing, kayaking and other outdoor activities. The famous **Russborough House and Birds of Prey** are also in the same area.

Dublin
Needless to say, it is the capital city of Ireland. Naas is so close to Dublin, it is almost like a suburb. Students can easily go to Dublin anytime - be it on a weekday afternoon after the class or all day at the weekends. The bus stop to Dublin is right in front of Avanti, so you can just hop on, and the bus will drop you right in the middle of Dublin City Centre. With the Student LEAP Card, it is around €12 return.

Dublin has countless entertainments - Trinity College, Guinness Storehouse, Grafton Street, St. Stephen's Green, Christ Church, various museums, Phoenix Park, GPO Museum, Kilmainham Jail, pubs, restaurants, and many more.

11. STUDENT VISA (= STAMP 2)
All Stamp 2 student are responsible to satisfy and meet the conditions of their visa, which is a Student Visa.
On arrival in Ireland, all Stamp 2 students are advised to present all the relevant documents, such as the school Acceptance Letter, to the Immigration officials at the airport.

Proof of Address in Ireland (=Accommodation Confirmation), a copy of Medical Insurance, Proof of finance in English (€6665) and return ticket are also required.

All the student visa applications must be done online . Our school staff members help all students with every step throughout the process.

To apply for an IRP card (=Stamp 2 Student Visa in this case), students must follow the procedure below:

1) First-Time Registration

Create an account using the Immigration Service Delivery (ISD) Customer Service Portal (https://portal.irishimmigration.ie/en/). To create an account, you will need your email address, mobile number and an Identification Document (Passport).

You will need to verify your email address first. When you enter your email address, they will send you a verification code. They will ask your personal details such as your nationality and will also ask you to create a password and to verify mobile number.

* A guide to using the online self-service portal can be found in the following link https://www.irishimmigration.ie/customer-service-portal-a-guide-to-using-the-online-self-service-portal/

When your account is active, you will be able to book your first-time registration appointment, ask questions, etc.

Proof of financial support: This is done at the time of arrival in Ireland, by showing you have direct access to €6665 in an up-to-date bank statement within the last 6 months. This statement must be the original statement with the bank header. Online printouts are also accepted, once every page has been notarised by the bank and the statement is accompanied by a letter from the bank, confirming its authenticity. Handwritten details will NOT be accepted.

* Full details of your Proof of Finance below:
https://www.irishimmigration.ie/coming-to-study-in-ireland/what-are-my-study-options/a-fee-paying-private-primary-or-secondary-school/information-on-student-finances/

2) Proof of Finance

Students must have a bank statement showing that they have €6665 or above in their bank account. A bank statement from their own country would also suffice, but it must be in English and in Euro.

For those who wish to open an Irish bank account, Avanti staff are happy to make an appointment for them with AIB (Allied Irish Banks) in Naas. They will then need to transfer €6665 to their new AIB account and print out a statement prior to their visa appointment.

3) Required Documents

1. Passport
2. Acceptance Letter issued by Avanti
3. Medical Insurance
4. Invoice/Payment receipt issued by Avanti
5. Credit Card (to pay €300 for your visa) *They do not accept any cash
6. Accommodation Confirmation
7. Bank statement in English (showing you have over €6665 on your arrival in Ireland) 8. Immigration letter issued by Avanti
8. Address Form For Registration Appointment
   For 17yo or under, additional documents are required (but no bank statement needed)
9. Birth certificate in English
10. Signed letter from the parents requesting/appointing the HF as the guardian
11. Copy of parents' passports with accompanying signature/s
12. Copy of the Host Mother's passport
13. Proof of address of Guardian

12. PRACTICAL SKILLS WORKSHOP

Avanti offers many practical workshops which are available for free to all our students. They include but are not limited to Job Club (monthly), Conversation Club (monthly), TIE exam preparation class and so on.

Getting a Job

No matter what a student's English level is, be it Elementary or Advanced, every one of our students who wants to work has a job in Naas or nearby.

We actively help our students with their job hunting – our 'How to get your First Job in Ireland' handout is included in the Welcome Pack, which outlines basic information and skills for students to find a job. Also once a month, we have 'Job Club' at the school, where one of our teachers gives guidance and practical advice to new students.

We also constantly help students with their CVs and job interviews; we often personally introduce our students to owners and managers of local businesses.

In Naas, there are so many jobs to choose from. There are job opportunities in local hotels, restaurants, cafes, pubs, supermarkets, shops and retail outlets, factories etc.; also many families require au pairs to look after their children.
There are also recruitment agencies who can offer some jobs to our students in and around Naas.

While having a job can be essential for a lot of students and it can bring you different aspects to your overall experience of living in a foreign country, it is important to remember that your main reason for being in Ireland is to study and improve your English. Therefore, you should arrange your job hours to fit in with your study hours.

13. PROVIDER RESPONSIBILITIES

Our school is committed to providing a high-quality English language learning experience in a safe, supportive, and inclusive environment. We aim to ensure that all students receive an education that is professionally delivered, learner-centred, and aligned with recognised quality assurance standards in Ireland.

The school will:

- Deliver English language programmes as described in published course information.
- Employ appropriately qualified and experienced teachers and provide ongoing professional development.
- Provide students with a clear induction, including information on school policies, academic expectations, health and safety, and student supports.
- Monitor student attendance, participation, and academic progress, providing regular feedback to support learning.
- Ensure that teaching, learning, and assessment are fair, valid, transparent, and appropriate to students' learning outcomes.
- Promote academic integrity and take reasonable steps to prevent plagiarism, cheating, or other forms of academic misconduct.
- Maintain a safe, healthy, respectful, and inclusive learning environment that promotes equality, diversity, and mutual respect.
- Protect students' personal data in accordance with the General Data Protection Regulation (GDPR) and applicable Irish data protection legislation.
- Maintain clear procedures for student feedback, complaints, grievances, and appeals, ensuring that concerns are addressed fairly, confidentially, and promptly.
- Provide accurate information about courses, fees, accommodation (where applicable), learner supports, and school services.
- Support students' welfare by providing information on relevant support services and signposting students to external services where appropriate.
- Comply with all relevant Irish legislation and quality assurance requirements applicable to English language education providers.

The school values open communication and encourages students to raise any concerns at an early stage so that they can be resolved fairly and effectively. We are committed to continuous improvement and regularly review our policies, procedures, and programmes to maintain high standards of teaching, learning, and student support.

14. STUDENT RESPONSIBILITIES - CODE OF CONDUCT

At Avanti Language Institute, all students are expected to behave in a responsible manner all times, in order to make everyone's experience a positive and pleasant one.

6) Attendance

You are expected to attend your classes regularly. 85% attendance is the minimum requirement. The Institute reserves the right to terminate your registration if you are frequently absent, without giving an acceptable explanation.
The Administration Staff and the Teachers will do their best to make your learning experience pleasant and productive. However, if you gain employment, while registered as a student of Avanti Language Institute, please note carefully, it is your responsibility to ensure your employment does not interfere with your class times. Please respect this important point.

7) Punctuality

You are expected to be on time for your English language lessons.
Persistent lateness will not be tolerated.
Students who are more than 15 minutes late for their lessons may be refused admission to the class by their Teacher. Students who are frequently late for class may be asked to explain their behaviour to the Director of Studies and in extreme cases may have their names removed from the Institute's attendance lists.

8) Health & Safety

Avanti Language Institute is committed to providing a safe, healthy and environmentally acceptable place of work for all students, employees and tutors.

9) Fire

If fire is discovered in the Institute, set off the nearest fire alarm
Leave the building as quickly as possible via the nearest fire escape and go to your assembly point. Maps indicating the location of the nearest fire escapes are on display in every classroom.

What you should do when you hear the alarm

- Do not spend time gathering your belongings together. If the room is empty, close the door behind you as you leave. Close the windows of the room.
- Go straight to a fire exit and make your way immediately to the assembly point (Naas Library beside Avanti Language Institute.
- Do not return to the building until you get the all clear to do so. It is important not to panic. Act quickly but quietly (so that you can hear instructions). Obey your supervisors and the Fire Brigade immediately and without questions. Do not run or panic others.
- Do not leave your assembly point until instructed to do so. The Fire Brigade will need to know that everybody who had been in the building has safely left it and if you leave the assembly points it may not be possible to confirm this. Members of the Fire Brigade may, as a result, unnecessarily risk their lives trying to find you in the building.

Important precautions against fire and fire accidents

- Make sure that you are familiar with the emergency fire exits in all parts of the buildings and the location of fire extinguishers. In the event of a fire, use the fire extinguisher only if your life is not endangered by doing so.
- Read the instructions on what to do in the event of the fire alarm sounding which are posted in each classroom.
- Be safety conscious.
- Do not interfere with any fire appliances.
- Do not remove fire signs from doors, walls etc.

- Fire Safety Drills are regularly held and organised by the Fire Safety Manager in consultation with the Director. These must be treated seriously so that everyone knows proper fire evacuation procedures in detail. In the event of a fire, this may save lives.
- It is a serious offence to deliberately set off a false fire alarm. This wastes the precious time of the Fire Brigade and may divert them from attending to a genuine fire elsewhere. It may also cause occupants of the building to take fire alarms less seriously and therefore in the event of a fire, lead to serious injury or loss of life. Each member of the community, staff and students has a responsibility to report anyone setting off a false fire alarm to the Director or a senior member of staff immediately.

5) Accidents

If you have an accident which results in some form of bodily injury or you feel ill, you should inform your Tutor or another member of staff immediately. There are First Aid boxes located in the Institute that can be used in cases of slight injury or minor illness. More serious cases will be referred to a General Practitioner or hospital.

If you are responsible for having caused an accident in which someone is hurt or you see an accident occur please report the occurrence to someone in authority without delay. Do not attempt to move an injured person if it is clear that they are unable to move. If the accident is less severe, help the person to get comfortable and then seek medical attention.

6) Illness

If you fall ill or feel unwell, see your Teacher or another member of staff as soon as possible who will then take appropriate action. If you are unable to do so, ask a student to do it on your behalf.

7) Wilful and accidental damage to Institute/personal property

If you observe anybody wilfully damaging or stealing Institute property or property belonging to others, please inform your Teacher or another member of staff immediately. Any person found to have committed such an offence may be immediately expelled from the Institute. Students must take care of the Institute's equipment and property and will be deemed liable for all repair and replacement costs in the event of wilful damage or loss due to carelessness. The Institute authorities cannot accept any responsibility for damage or loss of students' personal property whilst on the premises.

8) Behaviour

All students are expected to co-operate with the Teachers in the creation of a pleasant working environment in which each person has the opportunity to reach their full potential. Abusive behaviour will not be tolerated. Students must not bring alcohol or any illegal substances into the Institute. Students who bring in these substances or who are found to be under their influence will be asked to leave the premises of the Institute. Mobile phones must be switched of in class.

9) Cultural and Inter-cultural Awareness

Our school welcomes students from all over the world. Therefore, every student is expected to respect, affirm and celebrate the cultural background of everybody involved in the school. We aim to create a safe, inclusive environment free from discrimination of any kind.

10) Property

- **Computer Facilities** - Computers should be powered down using the correct procedures.
- Internet Access Disciplinary action will be taken where students download/upload undesirable or malicious data from/to the Internet.
- **Software** - Students are not permitted to install any type of software - games, tutorials, exam prep materials etc without the permission of the Institute.
- **Refreshments -** Canteen facilities are provided for the purpose of refreshments. No foodstuffs and no drinks other than water may be consumed in any of the classrooms.
- **Fire Precautions -** Students are expected to familiarise themselves with fire prevention procedures and take all precautions to avoid the outbreak of fire. Fire drills will take place on a regular basis.

- **Classroom Bins -** Paper only should be placed in the classroom bins. Bottles, food wrappers etc should be placed in the bins in the canteens only.
- **Ergonomics -** Great care has been taken to ensure the safety and comfort of students while on courses. If you should encounter any difficulties with computers or other equipment please inform a member of the staff immediately.
- **Smoking -** Students are reminded that it is an offence in law to smoke on the Institute's premises. The smoking area is At the side of the building at 1A South Main Street, Naas (in front of Naas Library).
- **Posters -** Posters or advertisements may not be erected in the Institute without the prior consent of Avanti Language Institute.

15. HEALTH & WELL-BEING

Your health and well-being are important to us. We are committed to providing a safe, respectful, and supportive learning environment where all students can succeed.

We encourage students to:

- Look after their physical and mental well-being.
- Tell a member of staff if they are experiencing difficulties that may affect their studies.
- Seek medical advice when they are unwell and avoid attending classes if they have a contagious illness.
- Respect the health, safety, and well-being of other students and staff.

The school will:

- Promote a safe and inclusive learning environment.
- Provide information about local healthcare and support services where appropriate.
- Treat concerns sensitively and, where possible, help students access appropriate support.
- Follow relevant health and safety procedures and emergency protocols.

Please note that the school cannot provide medical treatment or counselling services. In an emergency, staff will assist students in contacting the appropriate emergency services or medical professionals.

16. COMPLAINTS AND GRIEVANCES

In order for us to ensure the high quality of our service, all our students are entitled to express their opinions if they are not satisfied with any aspect of our service.

We offer both internal and external Complaints & Grievances opportunities.

Generally speaking, all Complaints & Grievances should be dealt with at the internal level. However, if they are not dealt with to the satisfaction of the complainant, they should bring the case to an external body, which is EEI. We have the link on our website: https://englisheducationireland.ie/eei-complaints/. These points are covered as part of our Student Induction/Orientation.

Student Complaints:

• Complaint Resolution Process: Avanti Language Institute has established procedures for addressing learner complaints in a prompt, fair, and transparent manner.
• Reporting Procedure: Students are encouraged to report any concerns or complaints to designated staff members, who will investigate the issue and take appropriate action.
• Resolution and Follow-up: Complaints are resolved through open communication, mediation, and problem-solving, with follow-up measures implemented to prevent recurrence and ensure student satisfaction.

Grievance Procedure:

1. Reporting Issues, Complaints or Grievances:
• Students are actively encouraged to give us feedback and to report any issues related to their academic programme, accommodation, activities, welfare, safety, or other concerns to Avanti Language Institute. Our team works to resolve issues to

stakeholder satisfaction, and through our quality assurance process to implement measures to prevent future similar issues occurring.

• Issues/Complaints/Grievances can be submitted via email, a designated feedback form or by email or in person. Submissions can be made with the relevant person's name, anonymously and in confidence. Should a student request how to make a complaint they will be given the contact for the Student Welfare Officer or School Lead as relevant. The representative monitor will review and share feedback with relevant teams.

2. Investigation and Resolution:

• We have a process in place to identity complaints/grievances, a relevant member of the Senior Management Teams will be informed of the Complaints & Grievances. They will then initiate an investigation. This involves gathering relevant information and consulting with appropriate staff members/stakeholders.

• Complaints & Grievances will be acknowledged quickly but not more than three business days of receipt, and every effort will be made to resolve them within 10 business days. Complainants will be informed of the resolution in writing, with an opportunity to address unresolved issues with a company Director or report to an external authority, where appropriate.

• Every effort will be made to resolve grievances promptly and satisfactorily, with due consideration given to the stakeholder's concerns and well-being.

• Complaints/Grievances and their resolutions are periodically reviewed by the Management Team to identify trends, improve services, and enhance the overall stakeholder experience.

* Regarding our Junior students, please refer to our Safeguarding Policy https://avantilanguage.com/safeguarding-policy/)

17. EMERGENCY CONTACTS

If you witness or experience any emergencies, please contact a member of the Avanti staff immediately.
During the school day, students can contact any of our staff members including their teachers, for any emergency matters.
Outside of school hours, you can contact either of the Directors:
Shane McCann +353 86 223 7531
Shiori McCann +353 86 228 7513

18. FAQ

1) Are all the teachers native English Speakers?

Yes. They are all university graduates and are experienced, fully qualified and dedicated native English speakers.

2) Who should I speak to, if I wish to change level?

You can talk to your teacher, the Director of Studies or any of our staff members.

3) Where can I find information about the social programme?

It is regularly posted on our social media (Instagram, Facebook etc.). We also give the hard copies of the activity calendar to students as well as putting them up on the notice boards in the school.

4) Do I require Medical Insurance?

You will require Irish medical insurance; this costs €98 which is part of the cost of your course and is paid by you prior to your arrival in Ireland. It is arranged for you by our school. This medical insurance covers you for the entire period of your 8-month visa.

5) When is the school closed?

Every year the school closes for:

- **3 weeks over Christmas and the New Year (mid-December to early January) *Please see Q7 for more details**
- **Sundays and all Irish public holidays**

6) What is your policy regarding punctuality and attendance?

At Avanti, students are expected to be punctual and to attend every class; Students should attend all their classes, but not less than 85%, which is the minimum requirement for students with a student visa. A minimum of 85% attendance is also essential for those who wish to renew their course at our school.

Any classes you miss are your own responsibility. During the Study Period (non-Holiday Period), you will be marked absent if you miss a class. The only exceptions are if there are mitigating circumstances such as illness (student needs to present a doctor's note), family bereavement etc.

Students who arrive later than 9.15am will not be allowed to enter their class until 11am (break time) and will lose a half day's attendance. If a student is repeatedly late or arrives after 9.15am 3 times or more in one calendar month, they will be cautioned with a verbal warning.

Reminders and warnings will be given to students who are continually absent from class. When absences from class reach a level of frequency which is unacceptable, a student's name will be removed from the attendance list and they may not be permitted to continue the course; a failing grade will be recorded for the said student.

7) What is your policy regarding Sick leave and Holidays for students with a student visa?

If a student is absent due to illness, they should inform a designated member of the Avanti Language Institute staff on the first day of illness and each day subsequently. If the sickness or illness continues for a period of more than 3 weekdays, the student is required to submit a doctor's note or certificate on the first day of return to Avanti Language Institute.

Those students with 8-month student visas are entitled to a total of 10 weeks holiday, which must be taken during the Holiday periods below:

- **1 June to 30 September (4 months)**
- **15 December to 15 January (1 month) ***

* The school closes for 3 weeks for the Christmas and New year's holiday and this must be considered as part of the allowed holiday period, if your course period includes this 3-week period.

8) What is your end-of course exam policy?

All non-EU/EEA students with a student visa are required to do a recognised end-of-course English Language Exam such as TIE, FCE, CAE or IELTS. Unless we are informed otherwise by the student or their agency, the student is booked for the TIE exam initially. If a student wishes to change to another exam, they should inform the school as early as possible to avoid disappointment and a cancellation fee. Students will be unable to renew their course unless they have sat one of the exams.

9) Do I get a certificate?

Yes, all students with a student visa will receive an Avanti Certificate as well as the certificate for the end-of-course English Language Exam that they chose.

10) What should students do if they wish to complain?

At Avanti, the staff and teachers always try to provide a high quality service and a friendly and supportive environment for all students.

However, should a student wish to make a complaint about anything that links them with the school, they should speak directly with our Directors or any of our staff members. We will do their very best to deal with and resolve the situation as soon as possible.

11) What if I could not complete my course?

In the event that a student is unable to complete their course for different reasons, we can give them a Credit Note for their remaining lessons, which is valid for 5 years from the date of the commencement of their course. The Credit Note can be used by that student only and is not exchangeable for money or transferrable to another person.