

Delfin English School



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Welcome to Delfin



Living and studying in a foreign country is a great way to improve your English, but also a big challenge!

At Delfin, we are here to help you both with your English and with living in a new country, and we want your time in our school to be happy and productive.

This guide has some useful information that will help you on your first day and throughout your time at Delfin. Speak to us if you have any questions after reading this guide. And remember to speak English at all times!

**School Emergency
Number**

+353 87212 2283

WiFi Code

ABCDE12345

**Police/Ambulance/
Fire Service**

112

What will happen on your First Day

Your first day will follow a programme similar to the following:

09:00

Arrive at school & have
Induction to the School
& the staff

11:00

Classes start
(Morning students)

13:30

Classes start
(Afternoon students)

When you take your placement test, you will be told what level you are going to be studying in and given a timetable for your first week. You will also be given your coursebooks. It is important that you don't write in your books, so that you can exchange them if you move to a different class.

Class Times

09:10–12:25
Morning Class

12:35 – 13:35
Conversation Class

13:45 – 17:00
Afternoon Class



Who's who in the School



IF YOU WANT TO TALK ABOUT ...	SPEAK TO...	WHO WORKS..
Your class/level	Your teacher	In class
Your timetable	Receptionist Director of Studies	In the Reception In the Academic Office
Your accommodation	Accommodation Executive	In the Administration Office
What to do in your free time	Receptionist Socials Coordinator	In the Reception
Your attendance	Director of Studies	In the Academic Office
Your visa	Receptionist Director of Studies	In the Reception In the Academic Office
Getting an official letter/ document	Receptionist	In the Reception
A complaint	Director of Studies	In the Academic Office
A personal problem	Receptionist Director of Studies	In the Reception In the Academic Office

What you can expect from your School

Delfin aims to provide a fun, lively environment for students learning English. We want you to really enjoy your course and social activities. We also want to give you the highest possible academic standards and level of service.

Excellent Teachers

We are committed to having excellent teachers and giving you a high quality of teaching. All of our teachers have a University degree and an English teaching qualification. We are sure you will really benefit from your course with our talented, enthusiastic, and dynamic teachers.

Exciting Social Activities

We have social, cultural, and sporting activities throughout the year which help you to make friends while you improve your English. We want you to have fun while you study with us!

Great Atmosphere

We will give you a warm welcome and to integrate you into our community from the minute you arrive. At Delfin there is no gap between staff, teachers, and students, and this helps all of our students to learn English even more quickly.

What we expect of you

We want every student to enjoy and benefit from their course. We ask all students to follow our School Code at all times:

- Speak English only – in class and outside.
- Participate in class and complete all homework.
- Be punctual; attend your classes on time. If you are more than 15 minutes late you will not be allowed to enter the class.
- You must stay in class for the full duration of the lesson. If you leave class more than 15 minutes before the end of the lesson you will be marked absent for that section of the lesson.
- You must attend your lessons. A minimum of 85% attendance is required.
- Remember to tell the school if you are sick or cannot attend your class.
- Please do not take food or drink into classrooms.
- Take care of your own property and the property of Delfin.
- Treat other students, staff, and everyone else you meet during your stay with respect. And most importantly, work hard and have fun!

In case of a student's misconduct, or a criminal offence, Delfin reserves the right to cancel their course. Misconduct includes abusive behaviour, bullying, and harassment. Any refund of fees will be at Delfin's discretion.

School Facilities

You will find the following in your school:

Basement	Lounge & Cafeteria	Come to Delfin lounge if you want to relax or have your lunch. Many of our social activities also take place here
	Classrooms 1, 2 & 3	
Ground Floor	Reception	Come to reception if you need to make an appointment to speak to a member of staff, if you need any official documents, or if you would like to extend your course or book a holiday.
	Administration Office	The Team work in this office. You can come here to see the accommodation executive.
	Academic Office	The Director of Studies and Teachers work in the academic office. You can come here if you need to talk about your course.
1st Floor	Library	You can work quietly, use a computer, or read a book in this room.
	Classrooms 5-8	
2nd Floor	Classrooms 9-16	
3rd Floor	Classrooms 17-27	
4th Floor	Classrooms 28-31	





Staying Safe in the School

FIRST AID



There is always someone available if you or another student has an accident or needs urgent medical attention. The names and photos of our first aiders are on the notice-board in your classroom. Please speak directly to a first aider or come to reception as soon as you have or see an accident in the school, even if you think it is only minor.

FIRE SAFETY



If you discover a fire, press the fire alarm button on the nearest alarm unit and leave the building immediately. Make sure you speak to a member of school staff and tell them exactly what happened, so that they can call the Fire Brigade. If you hear the fire alarm, leave the building immediately – but remember to walk, don't run! Do not stop to collect your belongings. Go to the assembly point in Rutland Place by the nearest safe exit. Stay with your class and teacher at the assembly point. Your teacher will check that all students in the class are present. Follow any instructions given by a member of Delfin staff, and do not go back into the building until you are told that you can by a member of Delfin staff.

Your Course

How will you learn at Delfin

- We make learning English as natural and stress-free as possible by creating a fun and lively environment in class where activities mirror real-world tasks.
- Our curriculum is based on the internationally set learning objectives contained in the Common European Framework of Reference (CEFR) so you know that you're learning in a tried and tested way.
- We track your progress carefully throughout your course and let you know how you're doing and what areas you need to develop in at regular Progress Meetings.
- As well as developing your English in class, you will learn about Irish Culture and have the opportunity to discuss current events with students from all over the world.
- Our school is an ENGLISH SPEAKING ZONE. Try not to speak your own language while you are here, as making the effort to speak English will ensure you make more progress.

General English & Weekly timetable

- Our General English courses take you from levels A1 to C1 on the CEFR. We have designed our syllabus to help you develop your vocabulary, grammar, and reading, writing, listening and speaking skills in a balanced way at your level.
- Students on a GE15 course will have one 3-hour General English class every day from Monday to Friday, either in the morning or afternoon depending on the course you have booked.
- Students on an Intensive GE30 course will participate in two 3-hour General English classes every day.
- Your timetable will normally remain the same throughout your course, but your classroom may change each week. Look at the Class List at reception each Monday to see which room you should go to and who your teacher will be.

Exam Preparation

- If you are preparing for an international exam such as the FCE, CAE, or IELTS you will join classes specifically for your choice of exam. These classes take place at the same time as our General English classes.
- We can help you with booking the exam of your choice. Please speak to a member of the Academic team or to staff at reception if you would like to book an international exam.
- All Academic Year Visa students must take an internationally recognized exam at the end of their course.

Tracking your progress at Delfin

- We make learning English as natural and stress-free as possible by creating a fun and lively environment in class where activities mirror real-world tasks.
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- As well as developing your English in class, you will learn about Irish Culture and have the opportunity to discuss current events with students from all over the world.
- Our school is an ENGLISH SPEAKING ZONE. Try not to speak your own language while you are here, as making the effort to speak English will ensure you make more progress.

Course changes & Refund

- It may be possible for you to make a change to your course (e.g. change from morning to afternoon classes). Please speak to a member of staff at reception if you would like to make any changes.
- If you are adding classes or moving to a more expensive type of course, you will need to pay the extra amount before the change is confirmed.
- You can also extend your course if you would like to stay for longer. Speak to a member of staff at reception by the Thursday before the week that you are booking for at the latest. You might not be able to continue in the same class if you do not meet this deadline.
- We will not be able to give you a refund for any course changes that you make.

Attendance Policy

- At Delfin we monitor the attendance of each student. If your attendance is less than 85%, you will receive an e-mail asking you to explain your absence.
- If you have below 85% attendance and are an Academic Year student from outside the EEA, you are breaking the terms and conditions of your Visa. Please note the school must notify the Immigration Authorities and your course may be cancelled if your attendance does not improve. You also need 85% attendance if you need a visa to continue studying.
- If you are absent for 4 weeks without a valid reason your course may be cancelled. You must ALWAYS tell the school why you did not attend. You must provide evidence for any absence to Delfin– for example a note from a doctor.
- Please note that in case of a student's misconduct, or criminal offence, Delfin reserves the right to cancel the student's course. Any refund of fees will be at Delfin's discretion.

Access, Transfer & Progression (ATP) Policy

1. Access

Delfin aims to provide clear and fair access to its English language programmes. Learners receive information about available programmes, course levels, entry requirements, study arrangements and relevant learner responsibilities before and at the start of their programme.

Learners complete Delfin's placement process so that they can be placed at an appropriate language level. The placement process recognises the learner's existing English-language knowledge and competence in determining the appropriate point of entry. Academic judgement is used alongside placement information. Where a learner appears to have been incorrectly placed, the Academic team may review the placement and move the learner to a more appropriate class or level.

Where a programme or pathway has particular entry requirements, these are communicated to the learner before enrolment or progression onto that pathway.

2. Transfer

Delfin supports appropriate transfer within the school where this is in the learner's academic interests and is consistent with programme and administrative requirements.

Transfers may include movement between classes or levels, changes between appropriate programme pathways, or other changes agreed with Academic Management. Decisions take account of the learner's current language ability, academic progress, learning needs and the suitability and availability of the proposed class or programme.

Where a learner transfers into Delfin, available prior academic or assessment information may be considered alongside Delfin's own placement procedures. Where a learner is transferring from Delfin to another provider or to further study, Delfin can provide appropriate attendance, assessment and completion records in line with its procedures.

3. Ongoing Assessment and Monitoring of Progress

Learner progress is monitored throughout the programme. Each week, class teachers prepare a test based on material taught during the week. Teachers may also use classroom activities, tasks, quizzes, written work, speaking activities and other appropriate forms of formative assessment.

Weekly test results are recorded so that progress can be monitored over time. Assessment results are considered alongside qualitative evidence including classroom performance, participation and communicative competence.

Learners receive feedback on their progress, including strengths and areas for further development. Where appropriate, additional guidance, learning support or further assessment may be provided.

3. Ongoing Assessment and Monitoring of Progress

A level change is not based on a single test result. Teachers consider a learner's performance over a period of time to ensure that progress is consistent and that the learner can successfully cope with the demands of the higher level.

Progression decisions take account of quantitative evidence, including recorded test results, and qualitative evidence, including classroom performance and communicative competence.

Before recommending a level change, the teacher may discuss the learner's progress with the Academic Coordinator and/or Director of Studies. Where necessary, additional assessment activities may be used to confirm that the learner has achieved the competencies required for progression. Learners are informed of level-change decisions and are given feedback on their strengths and areas for further development.

5. Progression to External Examinations and Further Study

Learners who require an internationally recognised English-language qualification, including learners intending to progress to university or higher education, are guided towards an examination appropriate to their level and needs.

Current examination pathways include IELTS and Cambridge examinations. TIE remains part of Delfin's current examination provision but may be phased out. Delfin is in discussions with Trinity College London regarding future examination options. Learners will be informed clearly of the examination options relevant to them.

6. Further Study, Employment and Residency Information

Delfin provides international learners with information on relevant pathways and requirements relating to further study, employment and immigration or residency where applicable.

Current information and links to appropriate official sources are provided through learner information channels including pre-arrival information, induction, the Student Handbook and/or the Delfin website. Where a matter requires specialist immigration, legal or other professional advice, learners are directed to the appropriate official authority or source.

7. End of Programme and Exit Documentation

Learners completing their programme receive an appropriate certificate of attendance or exit certificate recording relevant course and level information.

Delfin retains appropriate learner attendance, assessment and progression records. Where required, these records can support a learner's transfer to another provider, progression to further study, or evidence of their academic progress while studying at Delfin.

8. Information for Learners

Information relating to access, transfer and progression is made available to learners through pre-arrival information, induction, the Student Handbook, the Delfin website and the Academic team.

Learners may speak with the Academic team where they require guidance regarding placement, class or level transfer, academic progress, level progression, examinations or progression to further study. Relevant information on employment and immigration or residency requirements is provided through appropriate learner information channels and official sources.

9. Academic Oversight

The Director of Studies has overall academic oversight of access, placement, assessment and progression. The Academic Coordinator supports the operation and monitoring of assessment and progression processes.

Teachers retain professional discretion when making progression recommendations, within Delfin's academic procedures and with support from Academic Management where required.

10. Ongoing Development and CEFR Alignment

Delfin will continue to develop its access, assessment and progression arrangements as part of its wider CEFR Alignment and Programme Design work. This includes further development of assessment documentation, consistency and standardisation, and clearer alignment between learning outcomes, assessment and CEFR descriptors.

This policy describes Delfin's current approach while that longer-term alignment work is completed.

Internal review note: Please confirm that this draft accurately reflects current practice, particularly transfer arrangements, placement, assessment records, level progression, external examination pathways, learner information channels and exit documentation, before approval and publication.

Learning English outside of class

Living in Dublin gives you more opportunities to improve and practice your English language skills, as you will be 'living the language'. To really improve your English you should communicate in English as often as possible, and make friends with students from other countries. Don't be afraid to make mistakes: practice makes perfect!

Your teacher will set you homework every day, which is to be completed by your next class. You will have the chance to ask the teacher and your fellow students about anything you don't understand. If you would like extra homework please ask your teacher.

You need to take responsibility for your own language learning, and to continually look for opportunities to help your English develop. Below are some ideas to help you with your self-study:

- Speak English as much as possible – including at break time, lunch time, in the evening and at weekends!
- Join the social programme activities to practise speaking English.
- Use some of the English language resources available on the internet.
- Revise work done in class every day.
- Watch TV regularly and also listen to the radio or podcasts to improve your listening skills.
- Edit and correct your own homework before handing it back to your teacher.
- Use an English-English dictionary (in class and for self-study).
- Keep a vocabulary notebook and organise it into categories.
- To improve your writing try keeping a diary or writing reviews of films/books.
- Read an English book, newspaper or magazine. Try and read something every day.



Taking a Holiday during your course

- Please speak to a member of staff at reception if you would like to take a holiday during your course.
- If you are on an Academic Year and have a stamp-2 visa to stay in Ireland, the rules on taking holidays which apply to you will be explained on your first day. You must complete 8 weeks of your course before you can take holidays. Once you have completed 8 weeks of your course you can take up to 1/3 of the length of course completed as holidays. So if you have completed 9 weeks of your course you can take up to 3 weeks of holidays. You cannot take more than 8 weeks holidays and if your course runs over the Christmas break you will need to keep some holidays to cover that. Speak to the Student Services team if you have any questions.
- If you book a holiday your course will automatically be extended. You will not be able to receive a refund for the time you have as a holiday. We normally require one week's notice if you would like to take a holiday, but there is some flexibility with this. At the minimum you must tell us the week before your holiday. If you tell us once the week has started, you will be marked absent for the week.
- Holidays must be for an entire week. If you are unable to come to class for one or two days then you will be marked absent for the time when you are not in school.

Exam Requirements for Academic Year students

- Students who are on an Academic Year course and have a stamp-2 study visa are required to take an international English Language Proficiency Exam by the end of their course. This means that you will work towards pre-determined course outcomes throughout your time in the school, and complete your course with an evaluation of your English level.
 - You will have paid for your exam at the same time as you paid for your course.
 - On your first day at school, you will have a separate induction to discuss the holiday and exam requirements of your course. You will be given an exam booking form to complete and need to return this by the end Thursday of your first week.
 - Once you have completed the Exam Booking Form, we will book you exam for you, and notify you of when the different parts of your exam will take place.
- Following the exam we will send you a copy of your exam results, and keep another copy in the school as part of our internal audit process.



Your Accommodation

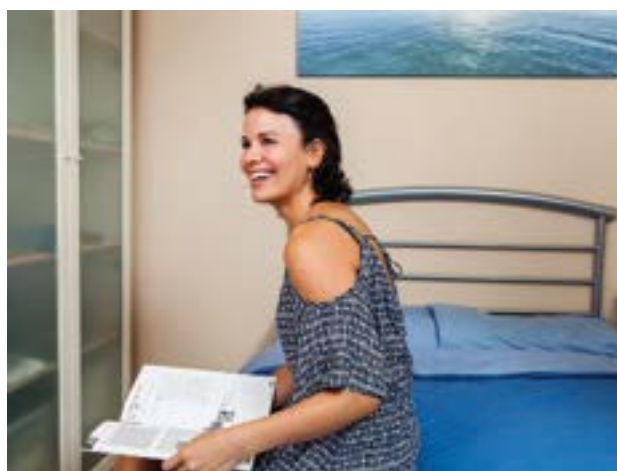
At Delfin we offer a wide variety of different accommodation options, and there is an Accommodation Executive in the school to make sure you are happy with your accommodation. Please speak to the Accommodation Manager if you have any questions about your accommodation, or if you would like to change into a different sort of accommodation.

Life with a Host Family

Living with a local family gives many students a chance to have day-to-day conversations with English speakers. Breakfast and dinner are included in the price. Most host families are located further from the centre of the city, and so you will need to take public transport to get to and from the city centre and the school. Below are some guidelines on living with your host family:

- Your host family will provide you with good accommodation, good food, be friendly and helpful and make you feel comfortable. You will be treated as a member of the family and should treat your hosts with consideration.
- You must follow the household rules, such as being on time for meals, not smoking in the house etc. Each home is different and will have their own routine. Your hosts will be happy to explain things to you and if you are not clear about something please ask for help.
- The food, habits and daily routine in your new family may be very different from life in your country, and it will take time to adapt.
- Your homestay accommodation will normally include breakfast and an evening meal. It is important to try different food, but if there are certain things you really like or dislike, please let your hosts know. They won't be upset or offended! If you like to eat lots of fruit or other snacks you should buy them yourself.
- Most families in Ireland don't have a cooked breakfast every day; a typical breakfast will be cereal, toast, and tea or coffee, so you will be offered the same.
- You will be expected to be at home for dinner, and in fact dinner time with your host family is often the best time to practice your English. If you are going to be late or miss a meal you must tell your host.
- Some families allow students to prepare their own food in the kitchen, but you should always check with your hosts before you do so, and of course you must clean up afterwards
- You will be able to use the bath or shower at least once a day, but will need to fit in with the household routine as most houses only have one bathroom. Some hosts ask that you use the bathroom at certain times and not at others (for example not late at night). The host will give you a towel, but you need to provide your own soap, toothpaste, shampoo etc.
- Your host will do your laundry for you, usually once a week. They will tell you where you should leave your laundry and when it will be washed. Towels and bed linen are provided by the host and will be changed every week.
- You must never use the host family's telephone without permission. If you have a phone card or can charge your calls to a credit card, some hosts will allow you to use their phone. Usually it is ok for you to receive calls on the household phone, but please be considerate and don't talk for a long time when they may need to use the phone themselves.

- It is not a good idea to keep large amounts of cash with you or in your room.
- You will not be allowed to smoke in your bedroom and many hosts will ask you to smoke outside the house. In Ireland smoking is not permitted in enclosed public places, so if you go to a café, restaurant or pub you will not be able to smoke inside.
- Many hosts will be happy for you to bring your friends to the house, but please ask their permission first. It is polite to introduce your friends to your host and ask if they may go to your room. It is not possible to have friends to stay overnight in your homestay.
- You must come home in the evenings at a reasonable time, according to your age. Remember that your hosts probably have to get up for work in the mornings and will not appreciate being woken up if you come home very late! Please be considerate, let your hosts know if you are going to be home late and then come in quietly. If you are under 18 you must return home in the evenings by 22:30.



Finding your own Accommodation

Before you decide to live in your own accommodation, you need to consider carefully whether this is definitely for you. Living on your own in a new country isn't easy. You will have a lot of responsibilities, like paying tax and bills, and you will also have much less contact with native speakers, and so may feel more homesick and have fewer chances to practice speaking English. When looking for accommodation think about how you will travel to school and how long it will take. It is best to find a place close to public transport, but do remember that anywhere within walking distance of the school is likely to be more expensive. Ask at the school for more information on the best areas to look in.

Websites to
look for
accommodation

www.daft.ie

www.rent.ie

www.airbnb.com

Things to think about when looking for a new home:

Before starting your search, think of the type of accommodation you will need, how much you can afford and the area you would like to live in. Make sure you always view the property before you move in. Ask questions and make sure that the property is fit to live in.



Things to think about when you view the property:

- Look at the area for things like public transport and shops. What local services and amenities are there? Is the area safe and well-lit?
- Check for signs of dampness.
- Is there ventilation, heating and lighting?
- Is there hot and cold running water?
- Do the cooker, fridge and other appliances work?

Your contract with the landlord:

- Read your contract with the landlord carefully and make sure you are happy with the terms.
- Don't sign any contract until you have agreed with the landlord any damage to the property as well as all the furniture so that you will not be considered responsible if anything goes wrong.
- The landlord will normally need you to pay a deposit before you move in, which is normally the equivalent of between 1 to 2 month's rent.
- Don't hand over money unless you are happy with the accommodation and always get a receipt.
- When your tenancy ends the landlord must promptly return the deposit. The landlord may only keep some or all of the deposit to cover rent arrears or the costs of repairing any damage above normal wear and tear.

Your rights:

- You have the right to privacy.
- Your accommodation must be fit to live in.
- Rents can only be increased once a year.
- A landlord must give you written notice if they want you to leave your home. The minimum notice period is 1 month, although there are exceptions.
- All of your deposit should be returned within a reasonable time. Your landlord can only withhold money if you owe rent or have caused damage.
- Your accommodation must by law meet basic standards. Notify the landlord immediately in writing if any repairs are needed and allow access for the work to be done. If the landlord fails to fix a serious problem within a reasonable time, you can get the repairs done and your landlord must reimburse you.

Please note that if you decide to rent your own accommodation, the school cannot be held responsible for any issues, and cannot take part in any negotiations between you and your landlord. However, we are happy to direct you towards organisations that can help you with any issues you may have.

Your Welfare

Welfare Officer

The school has a Welfare Officer. They can help you with any concerns or problems, and will always speak to you in confidence. Please talk to the Welfare Officer if you have any concerns. They are also in contact with local organisations who will be able to help you in situations where we cannot.

What to do in an Emergency?

We have a 24-hour emergency phone which is answered by a member of staff at times when the school is closed. The number is at the front of your Student Handbook – please write it down and carry it with you or save it on your mobile phone. If you have a problem and need help urgently, please call this number. Remember, this is only for emergencies, so if your question is not urgent please wait until the school is open.

Abusive Behaviour, Bullying & Harassment

We are committed to teaching all of our students in a caring, friendly, and safe environment. Bullying, harassment, or any other sort of abusive behaviour is unacceptable at our school. Abusive behaviour is any behaviour which another person feels is threatening. Abusive behaviour can be in the form of spoken or written communication. It can also be an aggressive manner or threatening physical action towards another person. In schools, abusive behaviour often takes the form of bullying, which is the use of aggression with the aim of hurting another person. Bullying results in pain and distress to the victim, and is never acceptable.

- Emotional: being unfriendly, excluding, tormenting
- Physical: pushing, kicking, hitting, punching, or any use of violence
- Verbal: name-calling, sarcasm, spreading rumours, teasing
- Racist: racial taunts, graffiti, gestures
- Homophobic: because of, or focussing on the issue of sexuality
- Cyber: all areas of internet, such as email or Facebook misuse.
- Mobile threats by text messaging and calls.
- Sexual harassment: unwanted physical contact or sexually abusive comments



You must talk to a member of staff immediately if you see or experience any abusive behaviour. The behaviour will be investigated by speaking to everyone involved. If the school decides that the behaviour is abusive, the student responsible for the behaviour will be given an informal warning, and then monitored for the next month. If no further abusive behaviour takes place, no further action will be required. However, if there is any further abusive behaviour, the student will be given a formal written warning about their behaviour. Any further incidents of abusive behaviour will result in the student being expelled from the school.

Student Insurance

We are able to help you to get insurance to cover medical and any other issues you have during your stay with us. Please ask at reception for more details.

Students under the age of 18

If you are under 18 years old you are legally still considered a child and we are responsible for you. This means that there are some extra rules that apply to you.

- You should always return home in the evenings by 22.30.
- If you want to have a holiday or to stay away from home overnight we will need to see written permission from your parents.
- Under 18s cannot move into private accommodation or a school residence that is designated for over 18s. Please speak to a member of staff if you have any questions about your accommodation.
- It is illegal for anyone under the age of 18 to drink alcohol.
- It is illegal for anyone under the age of 18 to purchase cigarettes or other tobacco products.

Your Feedback to us

It is very important to us that you are happy with your course and all other aspects of your stay, so we make sure that we get as much feedback from you as possible. This includes during your first and last weeks in the school when we will ask you about your entire programme, and other times when we will come to class to ask about your learning, social programme, etc. Please be honest when you are asked for feedback, as this helps us to make sure we're giving all of our students a great experience. You can also speak to a member of staff whenever you want to give individual feedback about a particular aspect of your programme.

Making a Complaint if you are not happy

We hope that you will be completely happy during your time with us, but we understand that things do sometimes go wrong. Don't take your problems home with you – we are here to help. Please speak to any member of Delfin staff if you have any questions or queries. We have an established procedure to follow in the event that you would like to make a complaint.

Step 1: Speak to a member of staff. You can speak to:

Your Teacher	Accommodation Executive	Staff at Reception
If you want to discuss your course or learning	If you want to discuss your accommodation	If you want to discuss anything else

Step 2:

If you are not satisfied with the outcome in Step 1 please speak to the Director of Studies or General Manager. Every effort will be made to resolve your problem / query within the school. They will confirm receipt of your complaint within two working days, telling you who will be dealing with the complaint. Within seven working days, we will see you and discuss your complaint, and put in place a solution if possible. This will be followed up in writing.

Step 3:

If you are still not satisfied, the next step is to write to Delfin's Director, setting out exactly what happened and why you are not satisfied. Staff at your school can help you to do this.

Step 4:

If you feel that you have not received a satisfactory response after the steps above, you can refer the matter to ACELS, who have accredited the school. All complaints must be written in English and signed, and you must provide your contact details (an email address is not sufficient). Your complaint should record the steps that you have already been through with the school to resolve your complaint and whether you are happy for the complaint to be sent to the school. ACELS can be contacted at the following address:

ACELS Administrator, Quality Assurance Section. Quality and Qualifications Ireland 26-27 Denzille Lane, Dublin 2

Your Freetime

Social Programme

The Social Programme is an extremely important part of life at Delfin. Participating in a variety of recreational and cultural activities is a fun, exciting way to learn English, make new friends and enjoy your time with us. There are plenty of activities running every week, and we make sure there's a good balance of cultural, sporting, and social events on the calendar. Make sure you have a look at the Social Programme Calendar every week, and talk to the Socials Coordinator if you have any suggestion about social activities that you would like to do! You can buy tickets for weekend trips and to get into some popular Dublin tourist attractions at reception.

Staying Safe in Social Activities

Please let us know before the activity starts if you have any health problems or allergies that we should be aware of. Please also remember if you are on a trip outside the school that cars drive on the left side of the road in Ireland. Be careful to look in both directions before crossing the road. Always wear a seat belt if you are travelling by coach or car.



Things to do in Dublin

Visit the Guinness Factory – In the heart of the Guinness factory complex this excellent visitor centre tells the dramatic story of the 250 year history of Guinness. A complimentary drink in the highest bar in Ireland, the Gravity bar is part of your visit here.

Visit Trinity College – Once the educator of the elite of Irish society, Trinity College is now open to all. See the Old Library and the Book of Kells.

Visit Templebar – Dublin's Cultural Quarter! Located in the heart of Dublin's City Centre, some of Dublin's best night spots, restaurants and unusual shops line these narrow, cobbled streets running between the Bank of Ireland and Christ Church Cathedral.

Shopping on Grafton Street – Dublin's smartest shopping area with fashionable stores such as Brown Thomas, the department store. Go shopping or just enjoy the ride in this street usually full of music! Other principal shopping streets in the area include Wicklow Street, Dawson Street, and South Great Georges Street.

Shopping on Henry Street – Department stores such as the popular Arnotts, and an assortment of popular clothing and footwear stores are here on Dublin's Henry Street. The ILAC shopping centre, and the newer Jervis Street Shopping Centre are both here.

Pubs – An essential part of Ireland's social life and a must for every visitor. In Dublin today there are basically two categories of pubs: the Traditional ones, and the Modern ones. One of the most known areas is Templebar but you will also find great places along Georges St. and Camden St.

Nightclubs – Music, be it traditional, pop, dance, is one of Dublin's favourite night-time distractions. With many new nightclubs opened in recent years it's no wonder people flock from all over Europe to revel in the popular night spots of the city.



YOUR LIFE IN DUBLIN

Irish Culture

Ireland is often called the 'Emerald Isle' referring to the green landscape. The reason why Ireland is so green is that it rains so much, and the best way to start a conversation with any stranger in Ireland is to say something about the weather – it's a national obsession! As the weather in Ireland is so changeable, be prepared by making sure you always carry your umbrella and a pair of sunglasses.

Irish people have the reputation of being very friendly. Generally people will shake hands when they meet for the first time. Friends will hug or just say hello. Sometimes people will kiss on the cheek if they know each other well. People generally make eye contact because it is a sign of trust and that you are interested in what they are saying. Sometimes it may seem as if time keeping is not very important in Ireland. Generally when someone arranges to meet you at 8pm this will usually mean 8.15pm or later. Irish people, in general, are very relaxed about time. But don't come to class late or you won't be allowed in!

The Law and You

It is very important that you are careful to obey the law throughout your time in Ireland, as there are often severe penalties for breaking the law and these are strictly enforced. In particular, there are severe penalties in Ireland for drug use, and any Delfin student caught using drugs of any sort will immediately have their course cancelled. The age at which it is legal to drink alcohol in the Ireland is 18. However, you may be asked for ID if you look as though you are below 21 years old. Please also be aware that there are some areas where it is illegal to drink in public. Smoking is illegal in public buildings, including in your accommodation and in the school. The legal age of consent in Ireland is 16. It is a good idea to have ID and the Delfin emergency number with you in case you are stopped by the police for any reason. Please call us if you need any help.

Visas

Staff in the school are able to help if you have any questions about your visa or need a visa. If you would like to travel to other Europe countries you may need a visa, depending on your nationality. In order to apply for a visa, you will need a letter from the school that you can get from reception, and then you will have to go to the embassy in person. Please speak to Delfin staff for more information.



Finance and Banking

- **Changing money** – you can exchange foreign currency and travellers cheques in a bureau de change, post office, bank, and in some stores. Unfortunately we cannot take foreign currency in school.
- **Opening a bank account** – it is normally only possible to open a bank account if you are staying in the country for more than six months and even then it is not guaranteed. Banks are usually open from 9.30am until 5.30pm, Mondays to Fridays, and some on Saturday mornings. Please ask at reception or through info@delfin.ie if you have been asked for a letter confirming you are a student at Delfin to open an account.
- **Sending money** – if you have a bank account, money can be directly transferred from overseas. If not then money can be transferred through Western Union – please contact staff at Reception who will tell you where the nearest office is. When you are arranging to have money sent from your home country, please tell your parents not to send cash, and please note that personal cheques from overseas banks cannot be cashed in this country.

Medical and Emergency Support

It is a good idea for any student arriving in Ireland to register with a GP (local doctor) and Dentist. However, most surgeries offer a walk-in service. **Important telephone numbers:**

Emergency Services (Fire, Ambulance, Police)	999 or 112
Jarvis Medical Centre, Parnell Street, City Centre North, Dublin 1	01 873 5959
The D2 Medical Centre, No. 1 Fitzwilliam Street Upper, Dublin 2	01 631 4500

For coughs, colds, sore throats, you can go to the pharmacy for advice on what medicine you need. You should only visit the hospital in case of an emergency or accident, or if your doctor tells you to go there. If you need to pay for your medical treatment at the doctors or the hospital you will be able to claim this back on your insurance, make sure you keep all receipts.

The European Health Insurance Card (or EHIC) allows anyone who is insured by or covered by a statutory social security scheme of the EEA countries and Switzerland to receive medical treatment in another member state for free or at a reduced cost should it be required. This allows people to continue staying in a country without having to return home for medical care. It only covers healthcare which is normally covered by a statutory health care system in the visited country, so it does not render travel insurance obsolete.

Personal Safety and Looking after your Valuables

Although Dublin is not a dangerous place for foreign visitors, you should always be careful when you are out and about in the city. Follow the guidelines below to stay safe:

- Don't walk alone in the city centre at night
- Don't walk home late at night – take a taxi
- Don't carry all your money with you
- Don't carry your passport and ID – take a photocopy with you instead
- Keep your host family and the Delfin emergency number with you at all times

Working

EU students have no limit on the number of hours worked, but any work should be secondary to your studies. Non-EU Students should check with immigration as to their rights to work. This will depend on your visa type and status.

Registering for Tax

A PPS (Personal Public Service) Number is central to your life in Ireland. It is an individual's unique identification number for all dealings with the Public Service, including Social Welfare, tax, education and health services and will help you to get access quicker and easier. The PPS system consists of a series of tax brackets, which determine the rate of tax you pay on your annual salary. More than likely you will be placed on an Emergency Tax bracket while waiting on all the paper work to get arranged between yourself, your new company and the Government. The Emergency Tax rate is 42%.

In order to get a PPS number you will need to visit a Social, Community and Family Affairs Local Office or Branch. Ask at reception for details of the nearest office to the school. When you visit the office you will need to take proof of your address in Ireland and of your identity with you.

It will take around 10 days for your PPS number to arrive by post. Once you have received your PPS Number and when you have a job you should complete a Form 12A and send it to the tax office once completed.

Following this the tax office will send you a Certificate of Tax Credits along with a copy to your employer. This will ensure that correct deductions of tax can be made from your salary.

Transport

Getting around Dublin

Dublin is a well-connected city, and there are several ways to get around. We would not recommend students to drive in Ireland. However, if you do drive please remember that traffic and parking laws in Ireland may be different to your country. You must have a driving licence which is valid for driving in Ireland with you if you are driving. If you are given a parking penalty, it is very important that you take action quickly. Please remember that in Ireland, traffic may flow in a different direction to your country.

Bus Service

- Dublin Bus provides bus services inside the city. Remember to have the exact fare! No change will be given by the driver or machine as the drivers are not allowed to touch money.

www.dublinbus.ie

- Bus Eireann provides bus services from Dublin to other cities in Ireland. Full details of these services and timetables are available here

www.buseireann.ie

- Dublin Bus also runs a late-night weekend service called 'Nitelink'. The buses leave from two different locations in the city centre, D'Olier Street, and Westmoreland Street.

www.dublinbus.ie/en/Your-Journey1/Timetables/Nitelink-Services

Train Services

- The DART (Dublin Area Rapid Transport) runs along the East Coast of Ireland from Malahide in County Dublin to Greystones in County Wicklow

www.irishrail.ie

- Dublin LUAS provides a tram system between Dublin city centre and certain areas in the suburbs. Full details of this service and timetables are available at

www.luas.ie



Place of Worship

Baptist

Grosvenor Rd Baptist Church,
Grosvenor Rd , Dublin 6

Buddhist

Tibetan Buddhist Meditation
Centre, 56 Inchicore Road,
Kilmainham

Hindu

Dublin Krishna Temple,
83 Abbey Street Middle, Dublin 1

Methodist

Abbey Street Methodist Church,
Abbey Street Lower, Dublin 1

Muslim

Dublin Mosque, 163 S Circular Rd,
Dublin 8

Jewish

Dublin Hebrew Congregation,
32a Rathfarnham Road,
Terenure, Dublin 6

Roman Catholic

Blessed Sacrament Chapel,
20 Bachelor's Walk /
St Teresa's Church Clarendon St



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Delfin Is Different