ISE STUDENT HANDBOOK

Dublin
2026

CONTENTS

WELCOME TO
THE INTERNATIONAL SCHOOL OF ENGLISH

Our aim is to help you improve and develop your English language skills, so that you will be successful in both your professional and personal life. ISE provides a friendly and safe learning environment for students. We offer courses in General English and Exam Preparation which lead to globally recognised qualifications so that you will easily be able to show your English language ability to employers or educational institutions. Our teachers are all qualified and enthusiastic teachers of English, who believe in creating a positive and motivating learning environment. They are friendly and professional, and really care about your progress and development. ISE aims to provide you with the skills you need to succeed in our modern world.

Therefore, we will:
• provide an excellent learning environment with qualified and positive teachers, and staff who understand your needs and care about your progress;
• help you to develop knowledge and skills which will assist you in finding work or applying for further education;
• encourage you to further develop your language skills outside of the classroom;
 • support you with any concerns or problems about classes, future studies, life in Dublin or accommodation, by being available to offer guidance and advice when needed.

Our Values:
• Being passionate about learning and teaching
• Creating a safe and welcoming environment
• Respecting the needs and rights of others
• Providing excellent teaching and resources
• Listening to your feedback to further develop our services
• Ensuring a quality teaching and learning environment which is continually monitored, evaluated and improved. We value your opinion and ask you for your feedback during your course.

We listen to what you have to say and use the information to keep improving the services we offer you. Our staff members are supportive and available to help you and answer your questions.

WE ALL LOOK FORWARD TO MEETING YOU SOON!

MEET THE TEAM

DARRAGH PRICE
CEO & DIRECTOR OF OPERATIONS

It gives me great pleasure to welcome you to the International School of English. Your decision to come to ISE and fulfil your dreams of learning English in Dublin gives us all at ISE the enthusiasm to deliver the best English language courses possible.

We feel great pride in you joining us and look forward to exceeding all your expectations during your time at ISE. Along the way you will have the opportunity not only to learn and perfect the English language, but also to experience the rich culture that Dublin and Ireland has to offer. This opportunity will be made possible through our highly experienced teaching staff and our fun filled social activity calendar.

**Thank you for choosing ISE and enjoy your studies.
I look forward to meeting all of you during your stay with us.**

ISE SALES TEAM

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DR. M.A. CHERKAWANI (IMAN)
ACADEMIC MANAGER

dosd@iseireland.ie

Main Duties: Academic Director is responsible for developing the educational policy and ensuring curriculum outcomes are achieved through continuous assessment. Responsible for ensuring that a high quality academic programme is delivered and exam pathways provided for each internationally registered student. AD is responsible for the development and management of academic programmes and teaching staff and their continuous professional development (CPD) as well as facilitating the CPD sessions across the locations in collaboration with the Academic team.

AD is ISE's compliance officer responsible for the overall policy and procedure management and evaluation cycles, tasked with implementing the existing processes and reviewing them on a regular, scheduled basis. AD communicates with external bodies to ensure the school is compliant across the board and at all locations (ACELS, ILEP, IEM, Eaquals). AD is seeking constant academic quality improvement by starting and maintaining relationships with educational bodies and institutions on a national and international level.

Head of Exams: admin, registration, on the day delivery and pre/post-exam management of documents.

Assistance in planning and organising student activities and excursions as well as interweaving them into the school curriculum and syllabi.

ZINA TZEPAPADAKI
ASSISTANT ACADEMIC MANAGER
ados@iseireland.ie

Main Duties: The Assistant Director of Studies now reports directly to the Academic Director and supports the efficient running of the school in areas of student placement, teacher scheduling, resources, and assists in overall effective staffroom organisation. Responsible for planning and organising student activities and excursions.

KAROLINA RIMKUTE
CENTRE MANAGER,
cmd@iseireland.ie

Main Duties: The Centre Manager manages student administration, regulatory compliance, visa requirements, and liaises with inspection bodies. They handle the front desk and student issues, ensure COVID compliance and health and safety regulations, process student insurance, and assist the accounts department.

LOCATION

ISE DUBLIN
CAMDEN STREET

Our building is located on the south side of the city, in Camden street. It is just a few minutes' walk from Stephen' s Green, a historic park and garden, and just a 5-minute walk from Grafton Street, Dublin's most popular shopping street.The Luas (tram) stop is also just a few minutes' walk away and Pearse Street and Tara Street (train) stations are around 20 minutes away on foot. It is also well served by local buses. The school is also very close to several good restaurants, cafes, pubs and clubs. It is also a 10-minute walk to Temple Bar. Dublin's famous Cobblestoned cultural district, which has lively street markets and alternative artists, pubs, restaurants and boutiques around every corner.
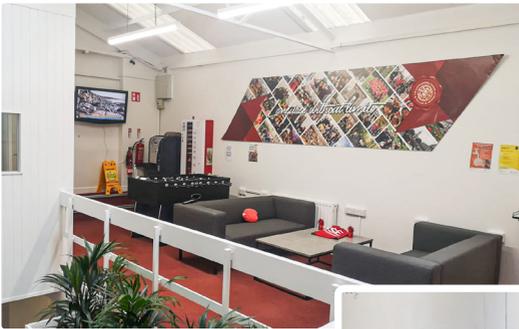
LOCATION

ISE DUBLIN
HARCOURT STREET

Our Harcourt Street premises are located on the Southside of the city. The location is just a few minutes walk from Stephen's Green, a historical park and garden, and just a 5- minute walk from Grafton Street, Dublin's most popular shopping street. The Luas stop (tram) is also minutes away on foot and the Pearse Street and Tara Street railway stations are about 20 minutes away. It is well-serviced by local buses too, as well as very close to a number of good restaurants, cafes and pubs.

OUR COURSES

We offer courses in General English, Exam Preparation Mini-stay courses (ERASMUS, PON, PCTO,...) and starting to offer adult professional training courses. You can choose to study in the morning or the afternoon.

MORNING

15 hours programme

General English and Exam Preparation

HOURS	LEVELS	ACADEMIC TERM	TIMES
9am – 12.15pm	A1 – C1	12 / 13 weeks	Monday to Friday

AFTERNOON

15 hours programme

General English and Exam Preparation

HOURS	LEVELS	ACADEMIC TERM	TIMES
13:00 - 17:00	A1 – C1	12 / 13 weeks	Monday to Thursday

Lunchtime

Conversation Class - please enquire with our Sales Department.

HOURS	LEVELS	ACADEMIC TERM	TIMES
12.30pm – 1.30pm	A2 - A2 + B1 – C1	12 / 13 weeks	Monday to Friday

WHAT COURSES DOES ISE OFFER?

GENERAL ENGLISH & EXAM PREPARATION COURSES

We offer morning and afternoon courses in General English and Exam Preparation, from Beginner (A1) to Advanced (C1). An academic term is either 12 or 13 weeks in length.

AT ISE YOU CAN STUDY

• **Beginner level General English**

• **Elementary level General English** (plus Trinity ISE Foundation exam preparation)

• **Pre-Intermediate level General English** (plus Trinity ISE I exam preparation)

• **Intermediate level General English** (plus Trinity ISE I exam preparation)

• **Upper-Intermediate level FCE** (plus FCE and Trinity ISE II exam preparation)

• **Advanced level CAE** (plus CAE and Trinity ISE III exam preparation)

• **Advanced level IELTS** (plus IELTS and Trinity ISE III exam preparation)

WHAT COURSES DOES ISE OFFER?

Programme	Title of Award / End of Programme exam	Examining / Awarding Body	NFQ Level	Number of tuition hours per week	Duration (number of weeks per year)	Entry Level	Exit Level
General English & Exam Preparation	Trinity ISE Foundation or ISE I	Trinity College London	N/A	15/20	25	A1	A2+
General English & Exam Preparation	Trinity ISE Foundation or ISE I	Trinity College London	N/A	15/20	25	A2+	B1
General English & Exam Preparation	Trinity ISE I, II or III, FCE, IELTS or CAE	Trinity College London or Cambridge	N/A	15/20	25	B1	B2
General English & Exam Preparation	Trinity ISE III, or CAE	Cambridge	N/A	15/20	25	C1	C1+
IELTS Academic & Exam Preparation	IELTS	Cambridge	N/A	15/20	25	4.5	7.0

PLACEMENT TESTING

The ISE Placement Test takes place in two stages: Oral Test & Grammar Test. The Oral Test (interview) is available for scheduling through the link https://calendly.com/ise-ireland-dublin/your-placement-test-ise-dublin and the student should preferably take it 02 weeks before departure. The Grammar Test (written) is now available at https://iseireland.ie/level-test/ and the student must take it as soon as possible by selecting the Placement Test Option. We reinforce that the student will only be able to start classes after finishing TWO stages of the Placement Test and receiving the Welcome Letter in the email.

PROGRESSION TESTING & MOVING LEVEL

As part of continuous assessment, every class has a weekly progress test. Results are recorded so that we can monitor the progress of every student.

When you consistently achieve strong results in your weekly tests (at least four consecutive scores of 80% or above), your teacher will review your overall performance and learning outcomes for your current level.
Level progression is subject to two criteria:

1. Teacher's recommendation
2. Availability of space in the next level

We recommend that you review all work covered in class regularly to prepare for your weekly tests. It is very important that you use English outside the classroom and take time to study.

MOVING CLASS/
LEVELS CHECKLIST (POLICY)

If a student wishes to change level before the end of the syllabus, they have the right to make a request. The student should speak to their main teacher to express this request. However, please note that before any level change can be considered, all of the following criteria must be met.

ACADEMIC CRITERIA

- **FRIDAY TEST SCORES FOR FRIDAY TESTS** – over 80% score in the past four weeks
- **CONTINUOUS ASSESSMENT CEFR LEVELS** – the student's level in the past two weeks must be AT or ABOVE the CEFR goal for the level. Please refer to the Course level – CEFR level chart.

- **REFERENCE AGAINST SYLLABUS CAN-DO STATEMENTS** - this means they must be able to achieve 80% or more against the level (so pre, inter or upper: A2, B1, B2 etc.) as well as the course/level syllabus, and NOT because they're stronger/weaker than the other students in the class.

- **BALANCED PROGRESS** - the student must be ready to move level with regards to all 4 skills (reading, writing, listening, speaking) as well as the acquired grammar proficiency and depth of vocabulary. Speaking is weighted as an important skill in a classroom using the Communicative Approach.

ATTENDANCE CRITERIA

- **ATTENDANCE** - must be over 80-85% (case by case)
- **TIME IN CLASS** – The student must have been in that level for at least eight weeks OR 200-220 guided teaching hours.

PARTICIPATION CRITERIA

- **THE STUDENT SPEAKS ENGLISH AT ALL TIMES**
- **THE STUDENT INTERACTS ACTIVELY WITH THE CLASS AND THE TEACHER**
- **THE STUDENT WORKS HARD TO IMPROVE THEIR ENGLISH** (homework, task completion etc.)
- **THE STUDENT ACTIVELY PARTICIPATES IN CLASS AND IS NOT DISRUPTIVE**

Once the above has been considered, the teacher should talk to the DoS, ADoS or

AAMD about possibly moving up or down a level. A member of the academic team will therefore consider the below:

ADMIN CRITERIA

- If the school's capacity allows for the move
- If the teacher lets us know in time – by Thur AM

SAMPLE PROGRAMME

LEVEL: INTERMEDIATE
LENGTH OF COURSE: 12/13 WEEKS
TIME: 09.00 - 12.15 X 5 MORNINGS PER WEEK,
or 13.00 – 17.00 X 4 AFTERNOONS PER WEEK.
CORE MATERIALS: ENGLISH FILE 4th ed.
By OUP ALTERNATED TERMLY WITH VOICES by National Geographic.

COURSE STRUCTURE

The course runs for 12 or 13 weeks. Please refer to the course syllabus for full details of the course content. We aim to cover one unit per week, and teachers work collaboratively to develop a weekly plan, including clearly defined learning outcomes.

ISE uses English File (4th Edition) and Voices as its core coursebooks. These methods alternate across 12- and 13-week cycles, ensuring academic continuity and variety.

This structure allows students enrolled in a 25-week course (8-month contract: 6 months of classes and 2 months of holidays) to benefit from two different methodologies during their programme.

As the number of units does not always match the total number of weeks in the term, the syllabus specifies the additional materials to be used once the coursebook units are completed, as outlined below:

Cutting Edge: Week 13 – Life Intermediate, Unit 11
English File: Week 11 – Life Intermediate, Unit 9;
Week 12 – Unit 11 and Week 13 – Unit 12

Please refer to the syllabus for further details.

COURSE STRUCTURE

Please see the syllabi for more details.

Overall Learning Outcomes - B1: Students can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure and travel. They can deal with most situations likely to arise whilst travelling in an area where English is spoken. Students can produce simple connected text on topics that are familiar or of personal interest and can describe experiences and events, dreams, hopes and ambitions, as well as briefly give reasons and explanations for opinions and plans.

Primary Materials: English File Intermediate – Student's Book and Workbook (4th Edition)
Supplementary Materials: English File Supplementary Materials and internally developed resources
Rate of Progression: Approximately 2 pages per day / 1 unit per week
Tutorials: Week 6 and Week 12 or 13
Trinity ISE I Exam Preparation: Approximately 3 hours per week

Week 12	Life Intermediate Unit 11 Connections		
	Listening	**Grammar**	**Speaking**
	An interview with a woman about the language spoken in her region	• Reported speech • Reporting verbs	• New stories • Personal Communication • Digital Media
	Four conversations about news headlines	**Lexis**	
		• Communications technology **Word focus:** time **Wordbuilding:** prefix un-	**Writing**
	Reading		**Text type:** a report of a meeting
	A news item about the last 'uncontacted' tribe An article about social networking		**Writing skill:** using notes to write a report
	Critical thinking	**Pronunciation**	
	summarising	• Contrastive stress • Polite requests with can and could	

TARGETED LEARNING OUTCOMES

Listening Comprehension: Listened for gist and specific information; developed pronunciation through contrastive stress; listened for the use of telephone expressions; watched a video for specific information.

Reading Comprehension: Read texts to infer the meaning of lexis in context; read for gist and specific information; developed critical thinking skills through summarising; studied vocabulary from texts, with a focus on time expressions.

Oral Production: Asked and answered questions using vocabulary related to communications technology; discussed past experiences; predicted the meaning of technology-related terms; discussed aspects of digital communication; developed pronunciation; practised making polite requests using can and could; role-played leaving and reporting telephone messages; role-played a video interview.

Written Production: Completed sentences and written questions for discussion using vocabulary related to communications technology; wrote sentences predicting the content of news stories from headlines; studied reporting verbs and produced written sentences reporting what people said; used notes to write a report of a meeting.

Grammar: Studied reported speech and reviewed key grammatical structures related to the unit.

Pronunciation: Developed accurate stress patterns and intonation, with particular focus on contrastive stress and polite forms in spoken interaction.

Discourse: Developed coherence and cohesion in spoken and written communication, using appropriate language to organise ideas, report information and participate in discussions.

Vocabulary: Expanded lexical range related to communication and technology, including word focus on time expressions and word-building through common prefixes.

SAMPLE CEFR REFERENCE

B1 - LEARNING OUTCOMES & EXIT DESCRIPTORS:

In Listening - can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. and can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.

In Reading - can understand texts that consist mainly of high frequency everyday or job-related language and can understand the description of events, feelings and wishes in personal letters.
In Spoken Interaction - can deal with most situations likely to arise whilst travelling in an area where the language is spoken and can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work).

In Spoken Production - can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions and can briefly give reasons and explanations for opinions and plans. Can also narrate a story or relate the plot of a book or film and describe my reactions.

In Writing - can write simple connected text on topics which are familiar or of personal interest and can write personal letters describing experiences and impressions.

The course therefore aims to help students increase their communicative ability in relation to the areas described above. The course books we use are mapped to the CEFR framework and work to increase the students' ability in the areas set out by the CEFR. Please see the section on CEFR in this folder for more information.

We also aim to provide our students on this course with:

- lessons which are planned and organised in a coherent and principled manner which consider the level, needs, intended learning outcomes of this level, and the part of the course being delivered.
- tasks which are appropriate to the learning situation.
- lessons which are appropriately paced.
- lessons which follow the Communicative Approach (limited TTT)
- activities and foci appropriate to the learning objectives and in response to the learners
- lessons taught by teachers who grade their language to the appropriate level, provide clear instructions, encourage learner independence, give effective feedback and evaluate learning, and who encourage learners to participate actively
- a learning environment which is conducive to learning
- exam preparation guidance and practice – in particular, the Trinity ISE I and II exams
- feedback on their progress and development (weekly tests and two tutorials per term)
- an academic report on their progress and development (tutorial forms)

Lesson Times: Dublin Standard Weekly Timetable

AM Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:00am - 10:30am	Core textbook + CEFR syllabus				
10:30am - 10:45am	Break				
10:45am -12:15pm	English Skills				
*12:30pm- 13:30pm	Conversation class, PMBA (Project Management & Business Analysis) and Social activities (Dates available in the Monthly Social Calendar).				

TUTORIALS

You will have one-to-one tutorials with your teacher twice per term (every six weeks). Tutorials are an opportunity to reflect on your academic progress, review learning outcomes and receive structured feedback to support your continued development.

INDIVIDUAL ('6-WEEK') TUTORIALS

Week 6 Tutorial: Throughout the week, a review is carried out of the five units covered (B1–C1) or six units covered (A1–A2+), and a progression test is administered at the end of the week.

Week 12 Tutorial: During Week 12, students again complete a self-assessment form on the CMS. This is followed by a one-to-one tutorial meeting between the student and the teacher. After the meeting, the teacher completes their evaluation on the CMS.

During the week, a review is carried out of the five units covered (B1–C1) or six units covered (A1–A2+). A progression test is administered at the end of the week, followed by a student-led presentation on a topic of their choice.

Record of Progress: All self-assessments and teacher evaluations are stored on the CMS and remain accessible to both students and teachers. These records provide clear evidence of progress, support academic continuity, and inform future level progression decisions.

TUTORIALS DATES 2026 | 16 February - 6 April - 25 May - 13 July
31 August - 19 October - 7 December

EXAM PREPARATION

Our courses include exam preparation lessons. From Elementary to Advanced, students receive three hours of exam preparation and/or practice per week, usually on Thursday or Friday.

The aim is to develop the skills required for Trinity ISE, FCE, CAE or IELTS exams (depending on level). Exam-focused activities are integrated into classes to build relevant and transferable exam skills. Students must sit an exam before leaving ISE.

An email reminder is sent when three months remain on the course. Students should then contact the Exams Manager to register. Registration is strongly recommended after five months on the visa, allowing sufficient time to receive the certificate before visa renewal.

STUDENT SUPPORT / DEALING WITH PROBLEMS

All of our staff members are available to support you with any problems or questions you may have. Please get in touch with the relevant staff member should you need to. Please see the information in 'Meet the Team' to find out which staff member you should contact.

STUDENT EMAIL & ADDRESS CHANGE

In order for us to contact you, we need to have your up-to-date email address. Students in Ireland are contacted using the email address supplied during the admission/enrolment process.

It is the student's responsibility to update the school with any changes to their email or postal address by emailing info@iseireland.ie or by updating their details via the Student Area.

EXAMINATIONS

All students are required to sit an exam during their course at ISE. ISE is a recognised Trinity ISE test centre. Information on Trinity ISE exams is provided during the course and at www.trinitycollege.com/site/?id=3192

Students wishing to enrol for Trinity, FCE, CAE or IELTS must do so via the Student Area and by contacting the Exams Manager, Sozina Tzepapadaki. Exams must be booked in advance (4th–5th month of the course), as places fill quickly. A €35 additional fee applies to C1-level exams.

Trinity exams are held at ISE Harcourt. IELTS and Cambridge exams are taken at external centres.

Students must sit an exam one level above their entry level (e.g. A1 → A2).

STUDENT FEEDBACK

We value student feedback and regularly seek your views to help us improve our services.

Feedback is collected in the following ways:

1. In-class feedback.
An ongoing and informal process where students may share what works well and suggest improvements, individually or as a class.

2. In tutorials (twice per term).
Tutorials focus on academic progress, not feedback on teachers. Students complete a self-assessment via the Student Area and receive individual feedback on progress and areas for improvement.

3. Whole-Class & Director of Studies meeting.
Held each term, class representatives meet academic management to discuss the overall student experience. Outcomes and actions are communicated via official channels.

4. Student Area.
Students may use the Student Area at any time to submit comments, complaints or criticisms.

COURSE MATERIALS

Coursebooks are provided for classroom use only and must not be removed or written in.

To ensure variety and benefit from different methodologies, English File and Voices are used alternately in 12-week cycles, allowing students on a 25-week course to experience both approaches.

Students are not required to purchase coursebooks, as level changes may occur. **Photocopiable materials are provided for homework and supplementary class use only.**

SCHOOL RULES & CODE OF CONDUCT

The International School of English aims to provide quality education in an enjoyable and safe environment. To create a positive learning environment for all students, we ask everyone to follow these rules:

1. English Only Policy
We wish to offer our students the most fulfilling and enriching learning experience. For this reason, only English should be spoken on the school premises and on excursions. This helps develop language skills and ensures that all students, regardless of nationality or native language, can participate equally.

2. Attendance and Punctuality
Morning classes start at 09.00 and afternoon classes start at 13.00. You must be on time. Attendance will not be given if you arrive more than 15 minutes late or leave class more than 15 minutes early. Consistent late arrival or early departure of up to 15 minutes will also result in attendance not being granted. Please do not ask your teacher to mark attendance in these cases. Leaving the classroom during the lesson for an extended period of time (more than 15 minutes) will result in no attendance being recorded for that period.

3. Mobile Phone Use
To fully benefit from your classes, mobile phones should not be used during lessons, as they distract both you and others. Please keep your phone in your bag and check messages during breaks only. Phones may be used exceptionally for class-related purposes (e.g. presentations, research tasks, or dictionary use).

4. Students are required to come to class with all the required equipment and materials: including a notebook (or electronic notebook), pens/pencils and any other stationery which they need.

5. Respect is a foundation of ISE: students are asked to respect classmates, teachers and all those who work in the establishment. This includes being aware of and sensitive to cultural differences between the varied groups of people in the school, as well as making polite and mannered electronic communication with the school.

6. Personal belongings: students are responsible for all personal belongings which they bring onto the premises. Students are strongly recommended to be vigilant with the whereabouts of their possessions.

7. Cleanliness: students are required to leave classrooms, student common areas, toilets and kitchens in the way that they found it. Put all rubbish in bins, return all material to where they previously were, and take all personal belongings with them when they leave the school premises.

8. Smoking, vaping, IQOS, and similar activities are prohibited inside the school and at the front entrance.

9. ISE keeps a record of your attendance. If you are on a student visa, your attendance must be at least 85%. Please see Attendance Rules for more information.

10. Students attending ISE are expected to treat their fellow students, and ISE staff members with respect and courtesy at all times. This is expected when students are on the school premises, and when on a school excursion. No form of verbal, physical abuse or bullying will be tolerated. Discrimination against any race, gender, nationality, sexual orientation or age will also not be accepted.

11. Other unacceptable behaviour not accepted by ISE includes: selling, distributing and/or being under the effect of drugs or alcohol on the school premises or on an excursion; wilful damage to school property; filming or photographing a student or staff member without their consent; theft of school property; accessing, storing and/or sharing any offensive material which is offensive, pornographic or threatening in any way.

UNACCEPTABLE CONDUCT

ISE will take the necessary disciplinary action against any student found breaking the above stated rules regarding accepted behaviour whilst on the school premises, or on an excursion. In a situation where a student's behaviour is unacceptable, ISE reserves the right to take disciplinary action. If a student exhibits abusive or aggressive behaviour during class time, the teacher can ask this student to leave the class. The teacher will then inform the Director of Studies immediately and the incident will be logged. The student will then be asked to attend a meeting with the Director of Studies and the Director of Operations. Depending on the severity of the behaviour, the Director of Operations will issue a formal warning, a suspension, or in cases of severe misconduct, the student could be expelled and the police informed when the behaviour is criminal.

DISCIPLINARY APPEALS PROCEDURE

A student's Appeal Form must be completed by the student within 7 days should the student wish to appeal against the decision. In such cases, the appeal is considered using ISE's Complaints Policy and Procedure.

VISA REGULATIONS

The International School of English is registered with all the official organisations connected to immigration and English-teaching standards. Studying with ISE means that your necessary documentation will be accepted, provided that you meet the visa requirements, which are your own responsibility and not the responsibility of ISE.
When travelling, a valid passport (not identity card) and IRP (GNIB) Card are necessary. Students travelling to Northern Ireland should also bring the above-mentioned documents with them, and may have to apply for a UK visa in advance - students should research this if applicable.

ATTENDANCE RULES

Attendance is naturally an important part of your education, in order to learn you have to attend class. Being present and on time is respectful to your fellow students, your teacher and, of course, yourself. Attendance is also mandatory

In accordance with ILEP policy, AY (visa) students are required to arrive on time for their class. Students who arrive late will not be given attendance. A grace period of a couple of minutes is granted for students. In exceptional circumstances, students who arrive less than 15 minutes late may be granted attendance as long as a reasonable excuse is provided. Attendance may not be granted for exceptional reasons more than once in a week. Furthermore, arriving late will disrupt your class, your teacher and your fellow students.

Students are not permitted to leave class early or to be absent from class for longer than 15 minutes, this includes returning from the 15 minute break in the middle of the class.

Attendance is taken twice per class, in the first half and the second half of the class. Students are encouraged to come to one period of the class if they are unable to attend the other, as this will greatly affect their attendance.

Your attendance must always be 85% or more, according to Irish law. If your attendance falls below 75% in the first 6 weeks, ISE must tell GNIB. Attaining 85% or more attendance is crucial for visa renewal, further study, an additional visa or a re-entry visa.

Your attendance percentage changes and is updated every week. Your attendance is the number of hours you have attended class divided by the total number of hours of class.

Students who are residents of EU/EEA countries should be punctual for their classes, however, the above ILEP regulations do not apply to them.

ABSENTEEISM POLICY

Students who are absent due to illness must present a medical certificate to the Centre Students who are absent due to illness must present a medical certificate to the Centre Manager as justification for attendance. Medical certificates cannot be accepted for historical illnesses and must be submitted within one week of returning to class; certificates submitted after this period will not be accepted.

Attendance is only excused for the following reasons:
- Medical (including COVID-19)
- A bank appointment
- A GNIB appointment

All activities connected to personal employment are not accepted as excuses.

Students are entitled to 8 weeks' holidays during their 33-week course. Holidays are scheduled at the beginning of the course by completing the Holiday Form. Once scheduled, they can only be changed in exceptional emergency circumstances. Students can only take 33% of the holidays which they have accrued during their course (e.g. a student who has studied for 12 weeks can take a holiday of 4 weeks). The minimum request for holidays is 4 weeks; no holiday of shorter duration is allowed.

ATTENDANCE OBLIGATION

Non - EU/EEA students who hold a student-work visa must have an attendance rate of 85% or more. In order to apply for a renewal of your visa at the Garda National Immigration Bureau (GNIB), you must reach this level of attendance. If you require letters for your GNIB/IRP, please contact the Centre Manager at ISE or make a request with the Student Request Form (https://iseireland.ie/student-request-form).

NON-ATTENDANCE PROCEDURE ON A STUDENT VISA

If a student does not comply with attendance regulations, the following procedure will be enforced.

• First warning: Issued when attendance falls below 85%.

• Second warning: Issued if there is no improvement after first warning.

• Suspension from class: If no improvement or continual absences from class.

• Expulsion from the school and notification to IRP: If the student can no longer reach 85% attendance at course completion, has failed to improve after warnings, has missed 2 weeks or more of class without explanation or has not provided medical documentation to explain absences.

ACADEMIC CALENDAR

ISE is open throughout the calendar year, except for a two-week closure during the Christmas period. Students (and staff) are entitled to two weeks' holidays (10 school days) for the Christmas break.

The academic year at ISE is divided into four semesters: winter, spring, summer and autumn. Each semester spans 12 or 13 weeks.

ISE observes Irish public holidays, during which students do not have classes. There is no day off on Good Friday.
In 2026, the public holidays observed by ISE are as follows:

Ireland Public Holidays – 2026

- **New Year's Day** – 1 January
- **St Brigid's Day** – 2 February
- **St Patrick's Day** – 17 March
- **Easter Monday** – 6 April
- **May Day** – 4 May
- **June Bank Holiday** – 1 June
- **August Bank Holiday** – 3 August
- **October Bank Holiday** – 26 October
- **Christmas Day** – 25 December
- **St Stephen's Day** – 26 December

School Christmas Break

- **Last day of classes:** 18 December 2026
- **School closed:** 19 December 2026 – 3 January 2027
- **Classes resume:** 4 January 2027

TUTORIALS DATES 2026 | 16 February - 6 April - 25 May - 13 July
31 August - 19 October - 7 December

SOCIAL PROGRAMME

ISE's Social Activities Team devises exciting social events for you to enjoy every month. Some events take place in the school, others are off campus, and some are even trips which ISE also offers. Here are a non-exhaustive list of activities offered by ISE:

- Quiz Night/ Pub Quiz
- Movie Club
- Music Club
- Boardgames & Chess Club
- Culture/Book Club
- Bring-a-dish Day
- Christmas Party
- Halloween Party

- Summer Party
- Saint Patrick's Day Party
- Pumpkin-Carving Activity
- Student Trip Choir
- Jobs Club
- Trinity Exam Preparation Classes
- Remedial Classes (for extra study)

KEYS TO SUCCESS

01 Speak English as much as possible. ISE is an English speaking zone so you must speak English on school premises (in class, in the canteen, everywhere).

02 Participate fully in your classes. Your rate of progress depends on the effort you put in.

03 Remember that making mistakes is a significant part of learning. Don't be discouraged when you make a mistake, keep trying!

04 Maintain a positive attitude towards the customs and culture of your host country. Although things may be done differently at home, keeping an open mind will help you settle in more quickly.

05 Take responsibility for your own learning. Don't depend on your teacher, he/she is only your facilitator – your guide. Just attending class is not enough – you also need to study in your free time. You need to review what you have done in class and do extra study. Read the local newspaper, watch the news, join a club, keep a diary of your time in Dublin, speak English outside of the class, access learning English websites. There is so much you can do! It really is up to you to make the most of your experience in Dublin.

TERMS & CONDITIONS

Upon receipt of your completed booking form, you will receive confirmation of your enrolment and chosen course.

Fees must be paid 4 weeks before the start date of your course.

Payment can be made by:

1. Credit card (Mastercard or Visa)

2. TransferMate online: https://iseireland.transfermateeducation.com

3. By bank transfer to our account:

Name of Bank:	**AIB BANK**
Address:	**Main Street, Leixlip, Co. Kildare**
Account Name:	**The Kildare International School of English Ltd**
NSC:	**93 36 35**
Account No:	**29813040**
BIC or SWIFT Code:	**AIBKIE2D**
Iban No:	**IE38AIBK93363529813040**

If payment is being made by Bank Transfer, you must enclose photocopies of transfers when sending your completed registration form.

Please ensure that the total amount sent is free of all charges from the remitting and beneficiary banks, and that the student's name is quoted on accompanying documents.

ISE REFUND POLICY

Q.1. What happens if I decide not to start my course after my arrival in Ireland?

A.1. Once a Non-EEA student arrives in Ireland and has their passport stamped by the Garda National Immigration Bureau (IRP) at the port of entry they are deemed to be a student at ISE and no refund will be made.
Equally, if a student has received their Visa from an Irish Embassy abroad, they are also deemed to be an ISE student and no refund will be made.

Should a prospective student be refused a student visa, ISE will refund 100% of the fees. Such refunds are subject to ISE receiving all original copies of ISE's enrolment plus the original letter of refusal from the appropriate Immigration authority 14 days prior to a student's arrival date. If evidence is not supplied within this time frame, then a cancellation fee equivalent to 1 week's full accommodation and tuition fees will apply.

Q.2. What happens if my Visa is denied because of false or misleading information on my application form?

A.2. Should a Visa application be refused because of false or misleading information said student will NOT be entitled to a refund.
It is up to the student to make sure all information submitted is correct.

Q.3. My classes have already started – can I get a refund?

A.3. NO: Once classes have commenced no refunds are made for missed classes or early withdrawal from a course. (See next question).

Q.4. What happens if I cannot complete my course due to an unplanned event?

A.4. Should an unplanned event occur, upon receipt of proof, credit will be given for the outstanding paid weeks and will be valid for a period of 6 months from the first missed day.

Q.5. What happens if my course schedule changes?

A.5. This is not expected to occur, however, ISE reserves the right to alter dates in order to facilitate or improve the provision of any course / associated examinations. Should such a change be deemed necessary it will not affect the student's terms and conditions and therefore no refund will be made.

OPENING A BANK ACCOUNT

At the bank, you will be asked for:

1. A letter of introduction from the school

2. Your passport

3. Proof of address in Ireland (Medical Insurance Certificate – you can request this document from our Centre Manager – it will take about 3 working days to arrive)

Please email our Centre Manager at: cmd@iseireland.ie if you need help.

Dublin
AIB 61 Richmond St S, Saint Kevin's, Dublin 2, D02 H282.

REGISTERING YOUR IMMIGRATION PERMISSION

If you are from a country outside the European Union or Switzerland, and come to Ireland to work, study, live or join family for more than 90 days, you must register with your local immigration office. The fee for this card is 300 euros and must be paid by credit/debit card.

IRISH RESIDENCE PERMIT (IRP)

The Irish Residence Permit (IRP) is your registration certificate. You will be given an IRP whenever you register with immigration. Your IRP is a very important document and you must carry it with you at all times.

INSTRUCTIONS FOR BOOKING AND ATTENDING YOUR IRP REGISTRATION - IRELAND

GENERAL INFORMATION

Appointments must be booked via the Irish Immigration website:
https://burghquayregistrationoffice.inis.gov.ie

Appointments are limited and are generally released every Tuesday at 10:00 am (Irish time). It is strongly recommended that students access the website a few minutes in advance and have all required information ready in order to complete the booking quickly.

Students may only book their appointment after arriving in Ireland and must have an active Irish phone number, as appointment confirmation is completed via email and SMS.

STEP-BY-STEP APPOINTMENT BOOKING

1. Create an account on the immigration website

- Access: https://burghquayregistrationoffice.inis.gov.ie
- Click "Register" to create an account
- Enter your full name, a valid email address, and create a password
- Confirm the details and click "Create Account"
- Check your email and confirm your registration by clicking the link provided

2. Log in and book your appointment

- Return to the website and click "Login"
- Enter your email and password
- Select "Book Appointment"
- Choose "First Time Registration"
- Enter your passport details exactly as shown on the document
- Select an available date and time, then confirm your appointment

3. Upload passport (if requested)

- In some cases, the system may request an upload of a digital copy of your passport (photo page)
- Upload the file in PDF, JPEG or PNG format

4. Confirm by email and SMS

- After booking, you will receive an email and an SMS containing a confirmation code
- Enter this code on the website to complete the booking process

5. Save your confirmation

- Once confirmed, a confirmation page will be displayed
- Click "Download Confirmation" and save the document
- A copy will also be sent to your email address

ON THE DAY OF YOUR APPOINTMENT

Students must attend the Burgh Quay Registration Office at least 15 minutes before their scheduled appointment time, bringing all original documents.

Address:
Burgh Quay Registration Office
13–14 Burgh Quay, Dublin

The IRP registration fee is €300, payable on the day by debit or credit card.

REQUIRED DOCUMENTS

- Passport valid for at least 6 months beyond the end of the course
- Letter from the school confirming:
  - Full payment of the course
  - A 25-week course duration
  - A minimum of 15 hours of tuition per week
- Proof of address in Ireland
- A health insurance policy is generally accepted, provided it:
  - Is issued by a government-approved provider
  - Displays the student's current Irish address
- Proof of funds
  - From 30 June 2025, the required amount is €6,665
  - Until 29 June 2025, the required amount is €4,680
- Proof may be provided via:
  - An Irish bank account in the student's name, or
  - An international bank account, provided:
    - Funds are available in euros
    - The statement is recent, legible, in the student's name and includes all pages
    - If the statement is not in an official EU language, a certified English translation may be required

- Proof of health insurance
  - Government-backed insurance (e.g. Medicover) or an approved private policy
  - Must include:
    - Student's full name
    - Coverage dates
    - Validity for the entire duration of stay
- Appointment confirmation document

AFTER THE APPOINTMENT

The IRP card (formerly GNIB) will be sent by post to the address provided during registration.
Estimated delivery time: up to 10 working days.

IMPORTANT NOTICE

Irish immigration regulations are subject to change. Students should always refer to the official website for the most up-to-date information:
https://burghquayregistrationoffice.inis.gov.ie

ISE Ireland is not responsible for immigration rule changes that occur after the publication of these guidelines.

WORK

Non-EEA students who are permitted to reside in Ireland on a Stamp 2 are allowed to avail of a work concession. From 1 September 2016 students holding a valid immigration stamp 2 are only permitted to work 40 hours during the months of June, July, August and September and from 15 December to 15 January. At all other times students holding Immigration permission **Stamp 2 will be limited to working 20 hours per week**.

HOLIDAY POLICY

FOR NON-EU/EEA STUDENTS AND WORKING HOLIDAY VISA HOLDERS (AY)

From 1st November 2021 the following procedures will be in place regarding students who are subject to immigration requirements:

- Non EU/EEA students registered on an ILEP programme (25 weeks or more) have permission to remain in Ireland for up to 33 weeks.

- The number of weeks holiday a student can take will depend on the length of a student's course within the 33-week period.

- **All holidays must be scheduled and agreed in advance of registration at the GNIB (Garda National Immigration Bureau).**
  Possible Holiday form scenarios:

  ISE Scenario 1: 25[study]+8[holiday] default
  (also ISE course breakdown default unless a holiday form is submitted in week 1 of student course).
  ISE Scenario 2: 13[study] + 4[holiday] + 12[study] + 4[holiday].
  ISE Scenario 3*: 33[study].
  *only stamp 2/2A (Japanese student)

- Students cannot take holidays within the first 8 weeks of their programme. Holidays cannot exceed one third of the programme time already elapsed.
- Once a timetable has been submitted to GNIBat the GNIB/visa meeting no changes are permitted.

- No unscheduled breaks will be permitted except in clearly defined special circumstances such as:
  * Serious illness or serious illness of close family, documented.
  * Hospitalisation, documented.
  * Close family bereavement, documented.

  Please note these are legal requirements.

  The nominated ISE staff member for holiday and course breaks issues is: DOS.

ILEP DOCUMENT

e. 'Holidays and breaks: No unscheduled breaks will be permissible except in documented cases of illness or close family bereavement. Circumstances where such requests may be considered must be clearly outlined and available to students. The criteria for accepting or refusing a request must be documented and include the decision-making process. The name(s) of the responsible person(s) must be documented and publicly available. Student holidays and breaks must comply with INIS / ILEP requirements.'

As of November 14th, 2022, ISE Waterford no longer uses a holiday form. Students are informed during induction that holidays must be set by the end of the first week of study, via the Student Area or by email to dosw@iseireland.ie.

If no holiday is scheduled within the first week, the default arrangement applies: holidays are taken at the end of the course. In cases of emergency, holiday requests may be submitted to dosw@iseireland.ie.

ISE Ireland fully observes INIS / ILEP regulations, with courses set by default to 25 weeks of study plus holiday entitlement, unless amended during the student's first week.

[1] (33 weeks = 25 weeks of study + 8-10 weeks of holiday as per INIS/ ILEP)
[2] ILEP or Interim List of Eligible Programmes for Student Immigration Permission document

Student Requests

Trinity ISE I + Trinity ISE II (Morning)
8 month(s) active

Please let us know your holiday plan

Schedule	Type	Start	End
#1	Class	15 Sep, 2025	13 May, 2026

IRELAND
PUBLIC HOLIDAYS – 2026

- **New Year's Day** – 1 January
- **St Brigid's Day** – 2 February
- **St Patrick's Day** – 17 March
- **Easter Monday** – 6 April
- **May Day** – 4 May
- **June Bank Holiday** – 1 June
- **August Bank Holiday** – 3 August
- **October Bank Holiday** – 26 October
- **Christmas Day** – 25 December
- **St Stephen's Day** – 26 December

SCHOOL
CHRISTMAS BREAK

- **Last day of classes:** 18 December 2026
- **School closed:** 19 December 2026 – 3 January 2027
- **Classes resume:** 4 January 2027

85% ATTENDANCE

Non-EEA students who require a student visa MUST attend at least 85% of classes. This is required by the IRP. ISE monitors student attendance carefully and has the following procedure for students who do not attend 85%:

NON-ATTENDANCE PROCEDURE ON A STUDENT VISA:

If a student does not comply with attendance regulations, the following procedure will be enforced.

- First warning: Issued when attendance falls below 85%.
- Second warning: Issued if there is no improvement after first warning.
- Suspension from class: If no improvement or continual absences from class.
- Expulsion from the school and notification to IRP: If the student can no longer reach 85% attendance at course completion, has failed to improve after warnings, has missed 2 weeks or more of class without explanation or has not provided medical documentation to explain absences.

Please note: Students on a Student Visa must inform IRP of any change of address

ISE CHILD SAFETY POLICY

The majority of our students are over the age of 18, however, non-visa students can attend ISE from the age of 16 years old for short term courses (up to 12 weeks). Please be aware therefore that it is possible that fellow students in your class may be under 18 years of age.

COMPLAINTS POLICY

The International School of English welcomes feedback from students. We take informal and formal complaints seriously and follow a standard school procedure when dealing with them. We will respond to your complaints promptly and courteously.

We acknowledge written complaints within 48 hours of receipt.
We address complaints immediately, opening an investigation that will include: meeting with the claimant, witnesses etc. and investigating the issue in detail.

Students have the right to make a complaint about any aspect of their programme as per their visa regulations and the ISE school policy. Students can come forward with complaints or grievances on any of the following aspects of the service provision or product at ISE:

- Administration and Admissions
- Academic Programme or Staff
- Facilities, Maintenance and Services
- Operations and Management
- Booking and Sales
- Social Events (Activities and Excursions)
- Accommodation and Host Family
- Other Ancillary Services

ISE STUDENT COMPLAINT RESOLUTION PROCEDURE

- The student's first point of contact regarding any general grievance is Centre Manager (CM).

- The first point of contact related to an academic grievance or teaching staff grievance is the Assistant Academic Manager.

1) The CM/SLO meets with the student(s) to
   a) Listen and record the content and nature of the grievance(s)/complaint(s)/issue(s)
   b) Outline policy on handling complaints to the student(s)
   c) Identify specific details of the complaint(s)
   d) Resolve any straightforward matters if possible

2) In cases where the CM/SLO cannot directly resolve the issue, they identify the appropriate member of the management team with responsibility for that area and forward the complaint onto them.

3) The relevant manager/staff member will investigate the issue and decide on the course of action to follow. This will involve liaising with other members of staff that may be involved in the complaint and working with them to find a satisfactory, preferably positive, solution to the issue.

4) The relevant manager/staff member will meet the student to propose a solution to the issue as early as reasonably possible, but not later than five working days after the complaint is recorded. If Steps 1. to 4. above fail to resolve the issues and (the) student(s) report continuing dissatisfaction then the manager/staff member will ask the student(s) to record their complaint in writing and the complaint will be forwarded to the Director of Studies.

5) The Director of Studies will:

   a) Meet with the student(s) and/or members of staff involved
   b) Review the progress on the proposed solutions and its appropriacy
   c) Determine future action if necessary
   d) The Director of Studies' decision is final.

6) If the complaint is not related to academic matters and you are unhappy with the response to your complaint, you can contact ISE's Director of Operations: Darragh Price (darragh@iseireland.ie) with details of your complaint.

ACADEMIC READING TIPS

Reading is a skill that can be very difficult to improve without proper practice. One reason for this could be that as a student you simply don't read enough in your own language. Another reason might be that you don't know what techniques to use when doing each task in the exam.

There are many little tricks that you should think about when preparing for and doing each of the reading questions in **Cambridge or IELTS or Trinity Exams.**

1. USING GRADED READERS

One reason that some students don't like to read in English is because they find English novels too complicated with too much unknown vocabulary. Choose to read a graded reader instead.

What is a graded reader? Well, they are books based on the original novel and the language is adapted to different levels. What's more, they can include activities at the back of the book related to each chapter to help you understand the context and language of the text better.

After reading the book you could then also watch the movie and compare the stories. Was the movie true to the story? English-language graded readers can truly make reading more enjoyable, so taking advantage of them will really help you with your reading.

2. HOW TO GUESS THE MEANING OF WORDS YOU DON'T KNOW?

So what happens when you don't understand a word and you can't use your dictionary to look it up?

Here are a few tricks that can help you to do this:

A. Use the picture clues if provided

B. Break down the word

Let's have a look at the following sentence: The book was _unputdownable._ I loved it.

It contains a word that you have not seen before 'unputdownable". So let's break it down to see if we can understand it better.

Prefix: Un = not + Phrasal Verb: Put down = to leave something down + Suffix: -able = not able to be
So if we put it all together we can see that she was not able to put down the book because she loved it.

C. Relate it to a word you know

When you don't recognise it, try to think of a word that looks similar.
For example: The movie was absolutely disastrous.

Can you think of another word that has a similar word form to disastrous?
If you got 'disaster' then you are correct.

D. Keep reading or re-read the sentence

Make sure to read the whole sentence to get the meaning of the word or even the following sentence to see if it contains any information about what the word is about.

For example: John never really _got on_ with Jane. They were always fighting and arguing about stupid things.

We can see that the people probably weren't very friendly with each other, so "get on" could mean that they didn't have a good relationship, which it does.

Remember, though, guessing the meaning of words from their context is generally difficult. Don't forget, also, at best it will be an educated guess so you need to stay open-minded to the actual meaning.

3. USE THE PROCESS OF ELIMINATION FOR MULTIPLE CHOICE TASKS

When you have too many options, a little trick to help you get to the answer is to use the process of **elimination.**

We recommend that you make sure which answer it is not first, and cross it out so you are left with fewer options. You can use this technique even in the listening and Use of English parts of the First and Advanced exam as well as IELTS.

4. HOW TO IMPROVE YOUR MULTIPLE MATCHING TASK

One reason why this causes problems for students is usually that they don't know **what to look for** in order to answer it better. What this part of the exam is usually testing you on is the use of **pronouns** (e.g., this, these, it, he, him, their etc), and also **contrasting language** (e.g., however, but, although etc.).

If we look at the gap in the example below, we can see that they are talking about how a logo was designed. After the gap we can see "The three arrows in it look like strips of folded-over paper. What is 'it'? Well if we look at our options we can see that 'it' refers to the image in answer B.

The problem with the design I'd done earlier was that it seemed flat, two-dimensional. So when I sat down to enter the competition, I thought back to a field trip in elementary school to a newspaper office where we'd been shown how paper was fed over rollers as it was printed. **38** The three arrows in it look like strips of folded-over paper. I drew them in pencil, and then traced over everything in black ink. These days, with computer graphics packages, it's rare that designs are quite so plain.

A Still, I'd hate to think that my life's work is defined by it.

B I used what I'd seen to create the image.

C I'm no expert on recycling but I can certainly see its value.

GENERAL EXAM SPEAKING TIPS

One of the biggest mistakes that some students make is that they're not fully prepared for the exam. Another mistake is that students try to sit the exam, long before they are ready. You need to adopt the techniques that will help you get good marks in the exam.

Let us set out our top tips for preparing for the speaking exams. We strongly recommend you look at them and incorporate them into your preparation for the exam.

Get familiar with what you have to do

You really need to ask yourself how much do you know about the speaking paper and have a long hard think about exactly what language you'll need to do each part of the speaking exam.

You should identify what the examiners are looking for in each part to get the band score you have targeted, and then focus on producing these while preparing and practising for your upcoming exam.

Here's a breakdown of the IELTS exam.

Part 1 ● 4-5 minutes A conversation between the interlocutor (The person asking you the questions) and each candidate.

Part 2 ● 3-4 minutes An individual 'long turn' for each candidate, followed by a response from the second candidate (the content will be both visual and written including spoken instructions).

Part 3 ● 4-5 minutes A two-way conversation between the candidates (the content will be written, with spoken instructions).

You can find some more information on each part and the marking criteria in the IELTS Handbook (https://vuonlen089.files.wordpress.com/2013/02/ielts-handbook-2007.pdf).

Here's a breakdown of the FCE exam:

Part 1 ● A conversation between the interlocutor (the person asking you the questions) and each candidate.

Part 2 ● An individual 'long turn' for each candidate, followed by a response from the second candidate (the content will be both visual and written including spoken instructions)

Part 3 ● A two-way conversation between the candidates (the content will be written, with spoken instructions)

Part 4 ● A discussion on topics to Part 3 (the questions will be spoken)

You can find more information on how to do each part in the Cambridge First Handbook https://www.cambridgeenglish.org/exams-and-tests/qualifications/schools/offer-cambridge-english-qualifications.

EXAM DAY TIPS
COMPUTER-BASED EXAMS

COMPUTER-BASED EXAMS

BEFORE THE EXAM

Register for the Online Results Service (https://candidates.cambridgeenglish.org) using your Candidate ID and Candidate Reference Number from your Confirmation of Entry.

Check the date, time and address of your exam. Your centre will send you this information.

Check with your centre if there is food or drink available at the venue or nearby. You may need to bring your own refreshments.

Find out how to get to the venue and ensure you arrive before the start time of the exam. Follow the directions to the exam room or ask at reception.

You cannot bring your mobile phone/ electronic items inside the exam room. Your centre will tell you if they can store your electronic items securely. If they can't, you should consider leaving your electronic items at home.

If you have any questions, contact your centre before the exam day.

WHAT TO BRING TO THE EXAM

Bring your identification (ID), for example a passport or national ID card. It must be the original document with your photo and it must be valid on the day of your exam.

Do not bring food or drink to your desk in the exam room (apart from a clear plastic bottle of water).

You cannot have your personal belongings at your desk or keep your mobile phone/ electronic items inside the exam room.

ON THE EXAM DAY

Your centre will tell you where to put your personal belongings and mobile phone/ electronic items. **You are not allowed to access these for the the duration of the exam.** There is a timer on your screen.

Your centre will take your photo on the test day for B2 First, C1 Advanced and C2 Proficiency exams and in some cases will note your passport or ID number in our systems. These steps are very important if you want to use your result for immigration or higher education purposes in future. If you are taking C1 Advanced in Asia, Australasia or Africa your centre must upload a test day photo or you will not receive a result.

Listen carefully to the instructions which the invigilator will read out and **make sure you follow the instructions on your screen**. If you have any questions, need help or want to leave the room, **raise your hand to ask for help.**

Do not talk to other people, or try to see what they are typing.

For your Listening test, raise your hand immediately if you cannot hear the recording.

AT THE END OF EACH TEST

If you have used paper for notes, leave the paper on your desk; do not take it out of the exam room.
Stay in your seat until the invigilator tells you to leave the room.

If you have any questions or problems, **tell the invigilator immediately**.

Remember you **will not be able to access** your mobile phone/electronic items during the breaks.

If you have registered for the Online Results Service, we will email you when your result is available.

EXAM DAY TIPS
PAPER-BASED EXAMS

(Not including Pre A1 Starters, A1 Movers and A2 Flyers)

PAPER-BASED EXAMS

BEFORE THE EXAM

Register for the Online Results Service (https://candidates.cambridgeenglish.org) using your Candidate ID and Candidate Reference Number from your Confirmation of Entry.

Check the date, time and address of your exam. Your centre will send you this information.

Check with your centre if there is food or drink available at the venue or nearby. You may need to bring your own refreshments.

Find out how to get to the venue and ensure you arrive before the start time of the exam. Follow the directions to the exam room or ask at reception.

You cannot bring your mobile phone/electronic items inside the exam room. Your centre will tell you if they can store your electronic items securely. If they can't, you should consider leaving your electronic items at home.

If you have any questions, contact your centre before the exam day.

WHAT TO BRING TO THE EXAM

Bring your identification (ID), for example a passport or national ID card. It must be the original document with your photo and it must be valid on the day of your exam.

Bring pens (black or dark blue), pencils (B or HB) and erasers. Your centre will give you extra pens and pencils if you need them.

Do not bring food or drink to your desk in the exam room (apart from a clear plastic bottle of water).

You cannot have your personal belongings at your desk or keep your mobile phone/ electronic items inside the exam room.

ON THE EXAM DAY

Your centre will tell you where to put your personal belongings and mobile phone/ electronic items. **You are not allowed to access these for the the duration of the exam.** There is a timer on your screen.

Your centre will take your photo on the test day for B2 First, C1 Advanced and C2 Proficiency exams and in some cases will note your passport or ID number in our systems. These steps are very important if you want to use your result for immigration or higher education purposes in future. If you are taking C1 Advanced in Asia, Australasia or Africa your centre must upload a test day photo or you will not receive a result.

Listen carefully to the instructions which the invigilator will read out and **make sure you follow the instructions on your screen**. If you have any questions, need help or want to leave the room, **raise your hand to ask for help.**

Do not talk to other people, or try to see what they are typing.

For your Listening test, raise your hand immediately if you cannot hear the recording.

AT THE END OF EACH TEST

Stop writing immediately when the invigilator tells you.

Give all papers to the invigilator, including question papers, answer sheets, notes, etc.

Stay in your seat until the invigilator tells you to leave the room.

If you have any questions or problems, **tell the invigilator immediately.**

Remember you **will not be able to access** your mobile phone/electronic items during the breaks.

If you have registered for the Online Results
Service, we will email you when your result is available.

For more information on our exams, go to cambridgeenglish.org

GOOD LUCK WITH YOUR EXAM!

SELF-STUDY TIPS

USEFUL WEBSITES

www.cambridgeenglish.org/learning-english/activities-for-learners - lots of short activities (5-15 minutes) which can be done on a phone. Three different levels Basic (A1-A2+) Independent (B1-B2), Proficient (C1 - C1+).

https://learnenglish.britishcouncil.org - great resources for self-study covering all areas. Everything is separated by level A1-C1. You can find activities to practise skills (reading, writing, speaking and listening) and also get level specific information for grammar and vocabulary.

www.bbc.co.uk/learningenglish - another fantastic resource for students. This site has a very good pronunciation section 'The Sounds of English' with videos and explanations to help you improve your pronunciation. They also have lots of different podcasts for English learners - just click the 'more' section at the top of the page to find them all.

OTHER IDEAS

Keep a 'learning journal' - every day, write down a summary of what you learned in class. What was new? What was the most interesting thing? What do you think you need to practise more?

Read in English - Choose to read something that's interesting to you- blogs, magazines, books, whatever you like.

If you're worried it will be too difficult, choose a book or article you've already read in your own language. 'Young Adult' fiction is also a great place to start -try The Hunger Games or To All the Boys I've Loved Before.
Don't worry if you don't understand all of the words, even native speakers don't always understand every word they read all the time!

Put English everywhere - It can be difficult to find time to study, put your new vocabulary words on your bedroom wall or beside the mirror in your bathroom and study the vocabulary while you brush your teeth or fix your hair.

PUBLIC TRANSPORT IN DUBLIN

How can I get around?

There are several means of public transport in Dublin. You can travel by bus, by tram (Luas), by train (Dart), by bike or on foot.

1. Dublin Bus: www.dublinbus.ie
Dublin Bus operates the public service network in the Dublin area. You can find timetable information on the website. To travel by bus, you must pay the exact fare in cash (the driver cannot accept notes or give change), or you can pay with your Student Leap card or a pre-paid ticket.

What's a Student Leap card?

The Student Leap card a National ID and discount card which offers discount on buses, the Luas and the Dart. For more information: www.studentleapcard.ie

2. The LUAS (tram): www.luas.ie

The Luas is a tram which serves different areas of Dublin. There are currently two lines: a Green line and a Red line.
You can travel by Luas to reach ISE's Camden Street premises. Please travel on the Green line and get off at Stephen's Green or Camden St.

3. The DART (train): www.irishrail.ie/about-us/dart-commuter

The Dart is a quick and easy way to get in and out of Dublin city centre if you live near to the coast of the Irish Sea on the north or south side of the city. The train line runs from Greystones (Co.Wicklow) to Howth (North County Dublin).

4. Dublin Bikes: www.dublinbikes.ie

Dublin bikes is a bike rental service. You can find the bike stands all over Dublin city. For more information, please see the website.

5. Dublin Waterford Rail Fares. https://www.irishrail.ie.

The student can also choose to travel by train, which is slightly more expensive but offers a very pleasant experience, due to the wonderful landscape seen throughout the route. By booking online in advance, the student gets a 10% discount.

HEALTH

HOSPITALS

St. Vincent's University Hospital
Elm Park, Dublin 4
Dublin 8
01 221 4000

St James's Hospital
P.O. Box 580, James' Street, Dublin 8
01 410 3000

DOCTORS

Harcourt Health
35 Upper Camden Street, Dublin 2
01 475 9544
http://harcourthealth.ie/index.php

Grafton Medical Practice
34 Grafton Street, Dublin 2
01 6712122
www.graftonmedical.ie

DENTISTS

Harcourt Dental Clinic
14 Harcourt Street, Dublin 2
01 475 1313
http://harcourtdentalclinic.ie/

Anne's Lane Dental Practice
2 Anne's Lane, Dublin 2
01 671 8581
http://anneslane.com/

LEISURE CENTRES

Sports and Fitness Markievicz
Townsend Street, Dublin 2
01 222 6130
www.dublincity.ie/main-menu-services-recreation-culture-sports-facilities-leisure-centres-leisure-centre-locations-8

Swan Leisure
Rathmines Square, Lower Rathmines Road, Rathmines, Dublin 6
01 4967908
www.swanleisure.ie/

LIBRARIES

Central Library Dublin
www.dublincity.ie/central-library
Ilac Centre, Henry Street, Dublin 1
01 873 4333

Pearse Library
www.dublincity.ie/pearse-street-library
138 – 144 Pearse Street, Dublin 2
01 6733888

DUBLIN GARDA STATION
Address: Pearse Street, Dublin 2
Telephone: **01 666 9000**

EMERGENCY NUMBER
GARDA (POLICE)
999 OR 112

PLACES OF INTEREST IN DUBLIN

We recommend that you visit the Dublin Tourism Centre (Suffolk Street, Dublin 2) to get advice on things to do and see in Dublin.
www.tourist-information-dublin.co.uk/dublin-tourism-centre-suffolk-street.htm

Here are some of the places we recommend visiting:

- DUBLIN CASTLE
- THE GUINNESS STOREHOUSE
- TRINITY COLLEGE
- KILMAINHAM GAOL
- PHOENIX PARK

ISE organises trips to places of interest in Dublin for you to enjoy during class time with your teacher and classmates, and outside of class time with students from other classes. There is so much to see and do in Dublin!

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STUDENT AREA