



HANDSTUDENBOOK

1. Welcome to ICOT

Hello and thank you for choosing ICOT!

We hope that you will enjoy your time here, make new friends, and learn a lot of English.

Here at ICOT, we do our best to provide good quality classes with well-trained and qualified teachers, and we encourage every student to learn while having fun. You'll improve your grammar, vocabulary and pronunciation, while practising everything you need to communicate in English.

This is what other students have said about ICOT. We hope you'll agree with them!

"In the beginning, I didn't expect anything more than a conversational class, but after a few weeks passed, I realised that I was getting much better English skills! In class every day, we read an article and discussed it, and our teacher corrected when we made grammar mistakes. That was useful. It was the best class, I think!" – Past student Shuei Park

"ICOT is a unique school with many great teachers. When I am in class I feel like I am surrounded by family – I will definitely miss these days!" – Jamal Doggah

"The best thing about ICOT is the class timing and participation. The teachers made it easier for us to learn, by creating the right environment and by asking if there was anything specific that we needed to focus on – for example, if we needed to be given more writing tasks. The same with the speaking, reading and listening. I have always loved the idea of doing such things" – Past student Mohammed Ridha

In the following pages, you'll find some answers to questions that many students have. We hope it will answer your questions too. If you can't find the answer here, then please ask any staff member at ICOT and we will be happy to help you!

Table of Contents

1. Welcome to ICOT	1
2. The mission statement of ICOT is to aim for excellence centred around three areas:	4
3. Respect and Dignity Policy	4
4. Equality Statement	4
5. Learners' Charter	5
6. Communication Policy	5
7. Student Handbook in Brief	6
8. College Contact Details	6
9. Study Visa Requirements	7
10. Hours of opening	7
11. College Facilities	7
12. Course structure	7
13. College Reception and Administration	7
14. Arriving at ICOT College	8
15. Induction	8
16. Health Insurance	8
17. Change of Address or Personal Information	8
18. Refund Policy	8
19. Non-arrival of students	9
20. Holiday Policy	9
21. Management of classes and maintenance of students' records	10
22. Disability	10
22.1 Supplementary Admissions & Assessment of Applicants Procedure	10
23. Student Support	11
24. Timetables	11
25. Attendance Policy	11
26. Student Guidelines	12
26.1 Student Code of Conduct:	12
26.2 ICOT Staff	13
26.3 Participation	13
26.4 Note taking	13
26.5 Student Book	13
26.6 Laptops and tablets	13
26.7 Mobiles Phones	13
26.8 Online communication	14

2. The mission statement of ICOT is to aim for excellence centred around three areas:

1. *A Student-centred College through:*
 - Staff working in partnership with students to improve the quality of the students' experience, with students involved in decision-making at every level.
 - Fostering the students' personal and intellectual growth so that they may identify and build upon their strengths, overcome their weaknesses, and become well prepared for life beyond the College.
 - Promoting access for all who can benefit from completing the courses offered by the college.
2. *A Quality-focused College through:*
 - Offering the highest quality education.
 - Offering courses that are both application-focused and relevant to industry
3. *An Innovative College through:*
 - Promoting collaborations with industry and commerce.
 - Developing collaborative agreements with key educational partners.
 - Meeting student expectations through obtaining regular feedback to establish that our programmes and facilities are satisfactory.
 - Meeting student needs through regular evaluation of our programmes.
 - Continually exploring alternative modes of delivery and assessment.

3. Respect and Dignity Policy

ICOT is committed to creating an environment for study which upholds the dignity and respect of the individual and which supports every individual's right to study in an environment which is free from any form of harassment, intimidation or bullying. This is in line with our policy and strategy as set out in the Staff Handbook describing our commitment to continuous improvement in study practices.

ICOT recognises the right of every individual to such an environment and requires all members of staff and those working on behalf of ICOT to recognise their responsibilities in this regard. Every student in ICOT is entitled to be treated with dignity and respect by our employees. Equally, all students in ICOT are expected to support the principles of dignity and respect in relation to their study.

4. Equality Statement

ICOT works from an ethos of equality, fairness and justice for all students in this college. We will work towards elimination of barriers preventing active participation and involvement of students in the College. We recognise individual needs and potential of people to reach their full potential. We will strive to promote equality under the nine

grounds of the equality legislation.

Nine grounds of Equality: Race, Age, Gender, Family Status, Sexual Orientation, Disability, Marital Status, Religious Belief and Membership of Traveller Community.

5. Learners' Charter

ICOT seeks to provide an accessible, high quality service. We aim to give each learner the best possible chance of success with their learning. We are committed to putting the learner first.

Our commitment to each learner is to:

- Support the principles and practice of our Equality Statement
- Provide accurate impartial information to enable them to make an informed choice of courses
- Ensure that course enrolment is handled fairly and efficiently
- Offer high quality and enjoyable adult learning opportunities
- Provide a high quality learning experience
- Advise them on learning resources to support their studies
- Ensure that classes start and end on time and where practicable, and notify learners of any unavoidable changes
- Comply with Health and Safety requirements
- Make reasonable adjustments to provide additional support when required
- Provide a safe and welcoming environment
- Explain how learners are assessed
- Advise learners regularly on their progress
- Treat them with consideration and respect
- Give them both formal and informal opportunities to express their views and opinion
- Deal with complaints fairly and in confidence
- Provide access to an appropriate appeals procedure
- Be responsive to any concerns raised by learners
- Provide access to information and advice
- Provide students with feedback
- Continually improve our service for students

6. Communication Policy

ICOT's philosophy is to make communication a priority, ensuring it is an embedded part of our working practice. It is our policy to have an effective exchange of information with students. We believe that to be effective, we must facilitate the circulation of information and feedback. Therefore, we commit to providing access to relevant, accurate, and up-to-date information to all students, thereby enabling them to make informed choices.

Our aim is to ensure a high level of awareness of ICOT's role, vision and mission, and

its place in the communities and regions that it serves. This also includes international communities, and we intend to achieve this in the following ways:

- Communicate ICOT's achievements and performance effectively to the wider public, celebrating its successes and reaffirming its vision of providing higher education that promotes student employability.
- Reinforce ICOT's vision and mission as a student – centred organisation in publicity material.
- Communicate information in sufficient detail to students, using appropriate language
- Communicate openly to the communities it serves
- Raise awareness off ICOT's facilities to students, as well as to the general public.
- Ensure that students are available of to give feedback on their individual and collective experiences of programmes and services. The feedback mechanisms will allow students of diverse backgrounds to give feedback on issues of particular concern to them.
- Students can give feedback by completing feedback surveys (which are handed out in class from time to time), by putting their comments in the suggestion box, or by email, text, phone, or one-to-one meetings.

7. Student Handbook in Brief

The purpose of this Handbook is to guide you with a summary of the important information that you need to know as a student at ICOT. It is your responsibility to ensure that you are familiar with the contents of this guide and all other relevant College documentation.

8. College Contact Details

Address of Dublin Unit, Main Building:
International College of Technology (ICOT)
28 Westmoreland Street,
Dublin 2.
Phone: +353-16718450
Email: info@icot.ie
Web: www.icot.ie

Address of Dublin Unit, Capel Building:
International College of Technology (ICOT)
88 Capel Street,
Dublin 1.
Phone: +353-16798797
Whatsapp: +353-899657145

Address of Cork Unit:
International College of Technology (ICOT)
The Arch, 11 Drinan Street,
Cork.
Phone: +353-214570263
Email: infocork@icot.ie

9. Study Visa Requirements

As a full time non-EU/EEA student, you are required to attend a minimum of 15 hours of classes per week at ICOT. College facilities may be used for study and research purposes outside of those 15 hours, as available, to further facilitate the student.

Under the student visa program you are allowed to work a maximum of twenty hours per week whilst you are studying. Students are reminded that it may be necessary from time to time to alter time-tables. The College is not liable for any financial loss suffered if such changes impinge upon established work arrangements.

- You may work longer hours during the academic holidays only.
- You must inform the College beforehand if you use the College name or individual staff members as a reference.

10. Hours of opening

The College opens from 8:30 am to 5:00 pm Monday to Friday. Students are welcome to stay in the college during opening hours and may request to use classrooms to study outside timetabled hours. They are sometimes locked when not in use, so ask in reception for them to be opened for you. The Administration hours are also from 8:30 am to 5:00 pm. If for any reason these hours change in the future, details will be posted on the College notice boards.

11. College Facilities

- Most classrooms equipped with desktop and Television.
- Free Internet access available (wireless throughout the building)
- Paid Photocopying facilities available in the reception
- Library Facilities and Canteen; the College has a common-room/library available to all students during opening hours. It contains desk and chairs to eat or study and plenty of novels and other books to enrich students' vocabulary, knowledge of literature and general English skills.

12. Course structure

English languages courses run for a total of 15 hours per week.

General English classes run from 9:00-12:15 and 1:00-4:15 Monday to Friday.

Break time for morning class is 10:30-10:45 am and for afternoon class is 2:30-2:45 pm.

13. College Reception and Administration

Our reception and the Administration officer are on the ground floor and will provide students with the following:

- Letters as requested a minimum of 3 working days in advance of any expected collection, unless otherwise stated Details are sent to Irish Naturalisation and Immigration Service (INIS) on Fridays.
- Holiday must be requested at least 3 days in advance, and can only be granted after 8 weeks study and with a minimum of 80% attendance.

14. Arriving at ICOT College

Students should arrive at ICOT at the time allocated to them on the Monday of the course commencement. At times, another address may be used for reasons of capacity, but students will be notified in advance if they must go to this address.

15. Induction

Students of English Language take a placement test on their arrival in the college, and fill out the necessary forms to apply for their letters.

The induction process usually takes place on Friday afternoon, during which students will be assisted with the necessary requirements for their stay, including opening a bank account, school's rules and regulations, assisting for health insurance process and registering for a PPS number etc.

16. Health Insurance

It is a requirement of their Study Visa for non-EU students to take out private health insurance. For non-EU students who do not have current Health Insurance arrangements in place, ICOT will arrange student medical cover with O'Discroll O'Neill. These policies cover emergency medical expenses, emergency travel, and repatriation expenses, and are compliant with the applicable visa regulations.

17. Change of Address or Personal Information

Students are required to advise the college administration directly and immediately of the following changes:

- Address
- Phone number
- E-mail address

18. Refund Policy

Courses are payable in advance of course commencement. No booking can be guaranteed until payment is received with the form. ICOT College Grounds for a refund or partial refund of fees:

a) Irish Study Visa extension refusal (for students who are not successful in obtaining their visa). Any application for a refund must be made in writing and must be accompanied by both a copy of the rejection letter from the INIS and a copy of their stamped passport. Please note: the rejection letter issued by the INIS will be evaluated by the College in order to assess grounds for any refund. All original letters issued by the College along with the student's IRP card must be returned to ICOT College administration before any refund can be considered.

b) Illness or disability suffered after the student's enrolment has been confirmed. In any such instance, a doctor's certificate would be required to confirm.

c) Upon arrival in Dublin, should any student be refused access into Ireland for any reason, any application for a refund must be made in writing and be accompanied by both a copy of the rejection letter from the INIS and a copy of their stamped passport. Please note: the rejection letter issued by the INIS will be evaluated by the College in order to assess grounds for any refund.

i) A refund will only be granted in respect of fees which have been paid for the most recent year in which (a), (b) or (c) occurs. There is no automatic right to a refund of fees if at any time a student changes his/her mind about studying at ICOT College.

ii) After course commencement, any student wishing to submit a refund request for any reasons as specifically detailed above (a, b or c) will be required to have achieved a minimum attendance of 85% in accordance with INIS student visa requirements at the time of request.

iii) If a student withdraws after course commencement no refund will be given.

iv) All course cancellations must be made in writing using the Academy's "Tuition fees Refund" form before course commencement date.

v) Students that are found to have provided incorrect information, resulting in their visa being refused, shall be exempt from any form of refund.

vi) Please note an Administration fee of €300, plus €150 for health insurance fee (if already applied) and plus €150 for learner protection (if already applied), will be deducted from all refunds given.

vii) If you miss your flight or it is delayed you must notify the school or your agent in advance, otherwise the transfer will not be refunded.

viii) Also, if you give up or stop staying at the accommodation during the period booked, a refund will not be given.

ix) If the refund is applicable, it must be requested online through the Refund Form.

19. Non-arrival of students

If any student does not contact the College within four weeks of their course commencing, giving good reason for their non-arrival, their enrolment will be cancelled without further warning, and the INIS will be informed of their non-arrival. In this instance, the student will not be entitled to a refund.

20. Holiday Policy

Students are allowed to take a holiday after studying for at least 8 weeks and with at least 80% attendance. Students can take up to 1/3 of the time that they have already studied.

For example, after 9 weeks students can have 3 weeks holiday, and after 12 weeks, they can have 4 weeks holiday. Holidays must be booked at least 3 days in advance and will depend on their attendance.

Holidays may be granted outside these conditions in cases of extenuating circumstances. In that case students should provide proof. This does not include Christmas holidays when the school shuts for four weeks and Easter holidays when the school is closed for 1 week. Student holiday periods from 1st January 2015 – understanding the new rules.

Changes coming in from January under a new government policy will standardise the holiday periods in which international students can work for all types of course – from English Language to PhD. Students on English programmes in particular have been used to very flexible holiday periods in the past and will need to consider what the changes will mean.

From 01 September 2016, non-EU/EEA International Students will be able to work full-time (up to 40 hours per week) during two periods of the year only – reflecting the traditional summer and winter college holidays:

- Summer break: 1st June – 30th September (4 months)
- Winter break: 15th December – 15th January (1 month)

21. Management of classes and maintenance of students' records

The management of English language classes is facilitated by the Director of Studies. The College maintains both hard and soft copies of student records. The customised student management system used administratively at ICOT also enables management to keep and maintain a student database which includes, but is not limited to admission details, class attendance, performance records, financial transactions, statistical reports etc.

ICOT retains all pertinent information in soft copy (digital) formats relating to learners on password-protected secure servers. Servers are backed up daily, and an off-site backup is regularly maintained. Typically, a hard copy print out will be kept in a secure location, and that ensures that the information can be locked away. This copy is a mechanism to ensure access to event that external accreditation bodies require samples for review. A digital record of the file number is also created with the name of the learner, year of enrolment, year of completion, and programme name for ease of indexing and cross-referencing.

22. Disability

At ICOT we are committed to ensuring that the necessary accommodations are put in place to ensure that students with disabilities and/or specific learning difficulties can participate fully in the academic and social curricula of the College. However, as the building is in a conservation area, we are unable to alter the building to provide wheelchair access and are legally exempt from this requirement.

22.1 Supplementary Admissions & Assessment of Applicants Procedure

The application form, which students must complete when applying for a place at ICOT, gives students the opportunity to disclose any disabilities and/or learning difficulties may impact their academic progress and ascertain the necessary accommodations that will need to be put in place to ensure that the needs of students with disabilities and/or learning difficulties can be met by ICOT.

All applications will be reviewed on an individual basis by management and recommendations made based on consideration of all of the information provided by the applicant.

23. Student Support

All our Student Support team is committed to providing you with assistance during your whole experience abroad. You will be assisted from the moment you leave your country until the moment you get your certificate.

In addition, we provide a free service of CV/ Career Guidance to all students. For more information and book an appointment email to studentsupport@icot.ie

24. Timetables

Student timetable information is advised on your first day via email. You can also re-clarify this information in reception.

Due to the possibility of unforeseen circumstances before or during your programme, timetables may change from time to time throughout the year. While every effort would be made to avoid such action been taken, should any alterations be deemed necessary, the College would not be liable under any circumstances and therefore no compensation or form of refund would be given.

Classes start as per timetable, unless otherwise arranged in advance. Students should arrive on time and ready to work, i.e. sitting at a desk with pen and notebook out, mobiles off/silent.

Students arriving more than 15 minutes late will not receive attendance for that half of class and may not be allowed entry to the class, as it interrupts the class and students will miss part of the lesson. Such students may have to wait until a break in the lesson, or for the next lesson, to join the class. Arriving 15 minutes late is only permitted for the first class students must arrive punctually for the second half.

25. Attendance Policy

- All students are required to maintain an attendance rate of 85%. This can only be achieved by missing no more than 18 days or 36 classes throughout the course of 25 weeks.
- Students who miss any 2 days or any 4 classes in any given week will be removed from the attendance list and sent a warning letter. Attendance will continue to decrease as long as a student is off the list and does not return.
- When any student receives a warning letter, he/she must fill in the Request Form on the ICOT website (www.icot.ie – go to Students and choose Request Form) and apply for “Return to Class”. The student concerned will then be returned to the list and contacted to inform him/her of this, and must return to class on the appointed day.
- Any student who does not fill in the Request Form within a week of being removed from the list will receive a second warning letter.
- Likewise, a second offence will result in a second warning letter.
- After three warning letters have been received, the next offence will result in expulsion. Please note that ICOT College is not obliged to send three warning letters prior to expulsion. Students who are proved not to be genuine students, or who engage in abusive behaviour, may be expelled without notice.
- European students and others not on student visas are also expected to attend fully, even though they are not bound by INIS rules, and may be removed from the list or expelled for non-attendance. All students of ICOT College are treated alike. Non-attendance is disruptive to the class and to the learning process.
- Classes start at 9:00 am and 1:00 pm. Students should do their best to arrive at these times as they will not receive attendance for the first half of class if they arrive more than 15 minutes late. Students arriving up to 15 minutes late must not disturb the class as they enter.
- Classes end at 12:15 pm and 4:15 pm. Anyone leaving early will not receive attendance for the second half of the class. If there is an emergency, students may request permission from the Director of Studies to leave up to 15 minutes early. Work will not be accepted as a reason to leave early. Nobody may leave more than 15 minutes early without losing attendance for that half of the class.
- Students missing class due to illness must produce medical certificates as proof. Without this proof, it will be classed as an unauthorised absence, and warnings will be sent. Medical certificates cannot and do not replace attendance, but are used to justify low attendance to the College and to INIS.
- Students are expected to willingly and actively take part in any and all classroom activities, to speak English at all times, and to respect their teacher and classmates. Students who do not comply with these rules may be asked to leave the classroom with the loss of attendance for that half of class.
- Any student found to be tampering with the attendance list on behalf of themselves or any other student may be expelled without prior warning.
- No member of staff may accept or request money or gifts in exchange for falsifying attendance. Any such request should be reported to the management immediately.

- Any student whose name is not on the attendance list must go to the Reception office immediately and may not sign the list. At any circumstances, signing at the bottom of the attendance list is prohibited.
- Students may not leave the classroom for significant lengths of time during the class. The teacher may remove his or her attendance for absences of more than 15 minutes.

26. Student Guidelines

Students are required to adhere to the following:

26.1 Student Code of Conduct:

As a student of ICOT College, you are bound by the Learner Code of Conduct, which outlines the behavioural standards expected of all ICOT College students. In broad terms, this Code states that all learners are expected to;

- be considerate to the needs of fellow students, staff and any authorized visitors to the College
- not engage in any conduct which is intended to, or is likely to, disrupts teaching, learning, study, extra activities, meetings, examinations, administration or other activities undertaken by or within the College or organized as part of its approved activities.
- respect the property of the College and not to use it for unapproved purposes.

In any academic community students, Faculty members, and other staff have responsibility for maintaining an appropriate learning environment and treating each other with understanding, dignity and respect.

What is considered disruptive behaviour?

Talking without permission, repeatedly interrupting, being late, passing notes, texting, using smart phones/tablets, etc. without permission, making personal insults, using inappropriate language, physical threats or actions, and refusal to comply with the school or staff direction.

Any student found being disrespectful during class may be asked to leave the class and so may lose their attendance for that period. All such incidents will be reported to management and may be recorded on the student’s file. Students continuously found to be disruptive or abusive in class could ultimately find themselves being expelled from the college and reported to INIS.

26.2 ICOT Staff

Although teachers and staff are there to help students, please ensure you communicate courteously and respectfully any problems/issues you may be having in class, around the college or administratively. Students using foul or abusive language/behaviour will not be tolerated. Disciplinary action will be taken where necessary, which may result in the expulsion of the student.

26.3 Participation

As a learner, you are also encouraged to participate in all class, presentations, workshops and any other classes timetabled for your programme of study. The time spent in the classroom is a critical part of your learning experience. It is here that the core ideas, theories and methods of class content are introduced. The teachers are the cornerstone of your learning, and it is in class that topics are introduced.

26.4 Note taking

While the study book is available, you should also take notes in class. We advise you to reappraise your notes that evening or at least within 24 hours your class. We recommend that you use the notes as a way to engage with the class readings, your notes are the starting point of your independent study to learn English.

26.5 Student Book

Students are encouraged to keep the course book in good condition. When you are changing to a different level, you just need to exchange your current book for the one at your new level free of charge.

Note: If you decide to write your book, we recommend using pencil ONLY. When changing the book to a new level, all notes written on the book must be erased.

Books that have been written in using pen will not be acceptable for an exchange, and the student will have to purchase a new book

26.6 Laptops and tablets

The usage of a laptop, tablet or Mobile phone in class to access any electronic version of your English book (e-Book) is not permitted.

26.7 Mobiles Phones

These devices should be either turned off or on airplane mode during class and be kept in your bag or a pocket and not on the desk as they may distract you or others. If you are expecting an urgent call, you may discuss this with your teacher prior to the commencement of your class to see if a special dispensation can be made. If you are using a device as a translation tool, you should ask permission from your teacher.

26.8 Online communication

You should not initiate or respond to a text, email, call or any social media activity during class.

26.9 Recording in the class not permitted

Recording of the teacher/class is not permitted. Any recording cannot be uploaded to any social media or online platform. The student will face disciplinary procedure in case this may occur.

26.10 Computer and Wi-Fi use

As an ICOT College student you must employ the Wi-Fi network and computing resources as tools to conduct your coursework in an efficient, ethical and lawful way and adhere to the guidelines outlined in the policy.

26.11 Personal Belongings and Valuables at School

ICOT College cannot accept any liability for personal belongings and valuables or other student owned property, if these items were to become lost, stolen, or broken. As a result, we discourage students from bringing valuables to school.

27. Disciplinary Procedures

- Where a student's conduct or standard of performance is called into question, the Director of Studies (DOS) will arrange for the matter to be investigated. The student will have the opportunity to state their case.
- If, following the preliminary investigation, the DOS considers that disciplinary action is necessary, they shall arrange for this to be undertaken in accordance with the following procedures.
- The issue will be escalated to the appropriate stage as described below. It is not necessary to work sequentially through the stages if the perceived seriousness of the case suggests immediate elevation to specific stage.

OFFENCE	1 st	2 nd	3 rd	4 th
Minor Misconduct	Formal verbal warning	Formal written warning	Final written warning	Expulsion
Major Misconduct	Formal written warning	Final written warning	Expulsion	
Gross Misconduct	Expulsion			



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