

FAQ's

FREQUENTLY
ASKED
QUESTIONS



In this document we go through the most common requests you might need at some point during your course. Please, **read on carefully** and if you have any questions, please do not hesitate to **contact your student advisor**.

FINISHING DATE (End Of Your Course)

- You must request this via the **NED Training Centre App**.
- You will receive an **e-mail within 24hrs** with the information requested.

HOLIDAYS

- You must request holidays via the **NED Training Centre App**.
- Remember to check the calendar to see when Bank Holidays occur and check how many weeks of holidays you are entitled to.
- **You can only take 4 weeks of holidays** after the first 8 weeks and before the last 4 weeks of your course. Any holidays left in your course will be the weeks before your visa expires.
- **You can only request full weeks from Monday to Friday**, not individual days.



CHANGE OF CLASS/LEVEL

- If you want to **change your class to the same level and time**, you must talk to the **Academic Director**.
- If you want to **change to a higher level**, you need to talk to your teacher about making the change.
- If you want to **change to a lower level**, must talk with the **Academic Director**.
- If you want to **change to morning classes**, you have to talk with the **Registrar**. In addition, you must pay the **Administration Fee** in full; payment in instalments is not permitted. This change is always subject to availability.





STUDENTS MISSING CLASSES, ARRIVING LATE/LEAVING EARLY (FOR WHATEVER REASON)

- If you are absent from class and don't have a **Medical Certificate/Doctor's Note/Sick Note**, you will be marked as absent.
- If you miss class because you have a **GNIB Appointment/PPS Appointment/Embassy Appointment** you must send an e-mail to nedadmin@ned.ie with information about the appointment and the absence will be discounted.

END OF COURSE CERTIFICATE

- Please request your end of course certificate through the **NED Training Centre website** (www.ned.ie).
- End of Course Certificates are only presented **to long term students** who have completed their course with **good attendance** and have registered for their **final exam**.
- End of Course Certificates are presented to **all students attending short term courses**.

WARNINGS



Regarding the **Irish Immigration Rules** and the **Terms and Conditions** that you signed when you paid for your English Course, students enrolled at NED Training Centre need to maintain a **minimum attendance of 85%**.

To help you understand our school rules, we are going to explain briefly how the attendance process works.

You will start receiving warnings once you start missing classes. This means that you can start receiving warnings even though your attendance is higher than 85%. Please note that we need to start sending you warnings before your attendance goes below 85%. We warn you so that you can make changes to improve your attendance. To send a warning after your attendance has dropped below 85% would not benefit you.



Once your attendance is under 85%, you can be expelled from the school.



Therefore, we encourage you to have the **highest possible attendance, at least 95% of attendance per week**. That way, you won't have anything to worry about.

If you miss class regularly, you can also receive warnings. Absences do not need to be consecutive (i.e two or three days in a row). Missing classes in the space of a few weeks can incur warnings.

**There are no exceptions
regarding the rules listed here**



www.ned.ie | nedadmin@ned.ie