



Student Handbook

2026

ACADEMIC BRIDGE

DUBLIN, IRELAND

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Welcome to Academic Bridge

Academic Bridge Ltd opened in Dublin in September 2012 to provide high-quality English language education to learners from around the world. Since then, the school has grown from a small, single-site operation with 10 students to over 700. A multi-campus language school serving a large and diverse student body in central Dublin.

As a school we want to become the best and most memorable chain of English schools around the globe. We will do this by providing an unforgettable learning experience for students and deliver the best customer service in the existing market. Students' happiness is our main concern. We believe that if we work together as a team we will be able to reach both the dreams of the students and those of the school.



The mission statement of AB

Our mission is to deliver high-quality English language courses in a welcoming and supportive atmosphere with qualified and passionate teachers to a pluricultural student base. Our aim is to enable our students to develop and improve their English language skills and increase their confidence by providing an immersive learning experience in Ireland.



Respect and Dignity Policy

AB is committed to creating a friendly classroom environment while upholding the dignity and respect of its students. AB will support every student'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 our Staff Handbook which describes our commitment to continuous improvement in study practices.



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



Equality Statement

AB 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 the needs of every student and will strive to help students reach their full potential. We will work tirelessly 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.

Learners' Charter

AB seeks to provide an accessible, high quality service to all. We aim to give each learner the best possible chance of success in the classroom. We are committed to putting the learner first.

Our commitment to each learner is to:

- Support the principles and practices 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 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.

Communication Policy

AB'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 AB'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 AB'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 AB's vision and mission as a student-centered organization in publicity material.
- Communicate information in sufficient detail to students, using appropriate language
- Communicate openly to the communities it serves
- Raise awareness of AB's facilities to students, as well as to the general public.
- Ensure that students are available 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.

Hours of opening

The college opens from:

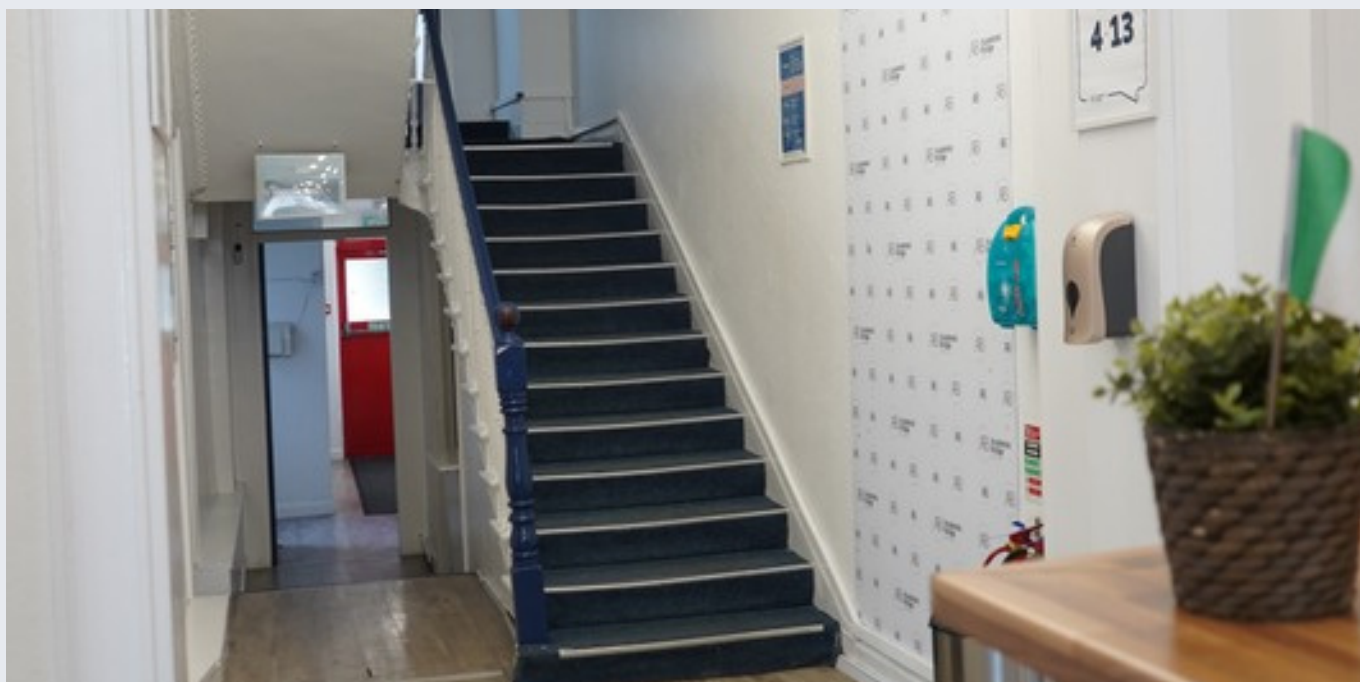
8:30 am to 5:00 pm

Monday to Friday.

Students are welcome to stay in the college during opening hours and may request to use classrooms/ common rooms to study outside timetabled hours.

The administration hours are from 8.30 am to 4.30 pm.

If for any reason these hours change in the future, details will be posted on the College notice boards.



Admission

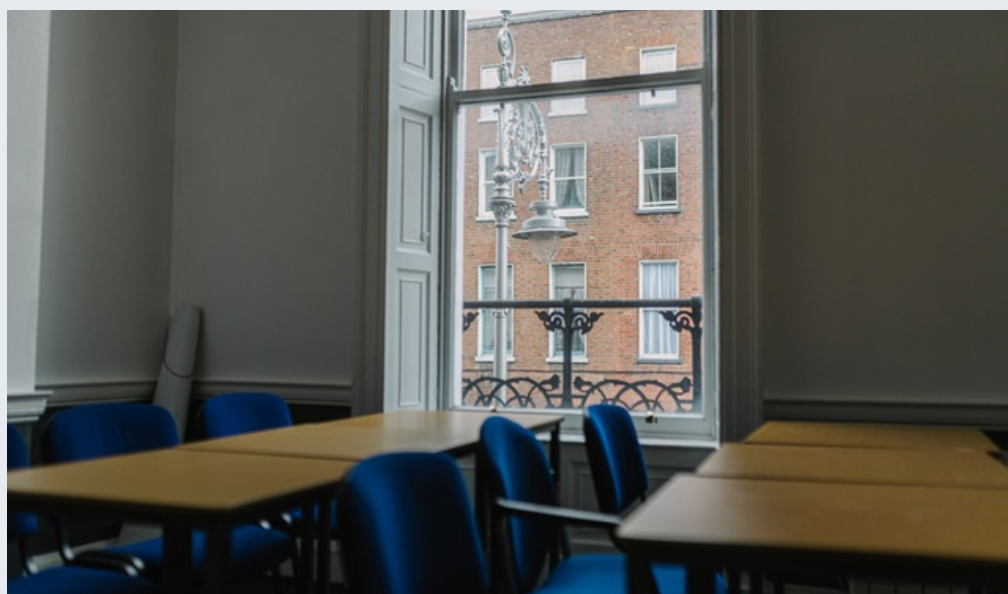
Minimum age

Any student wishing to enrol on a course at Academic Bridge must be at least 18 years old on the date of enrolment and entry into Ireland.

Course start dates

Academic Bridge English School operates a rolling enrolment policy. There are normally two new student intake dates per calendar month, which are outlined in our academic year calendar available on our website. Students have the freedom to select a desired course start date, but must be aware of limited availability of student spaces or course start dates being fully booked and therefore choose an alternative start date. Students remaining in the country after their valid and current student visa has expired and who wish to renew their student visas in Ireland as English Language students will be offered start dates by our sales representatives which must adhere to the Immigration policies regarding student visa renewals and are non-negotiable.

The deadline to start the course at Academic Bridge is 1 year after the first payment, either deposit, first instalment, or full payment, was made by the student. If the students have not used their reserved space and started tuition on one of our courses after 1 year from the first payment, Academic Bridge reserves the right to cancel the place on the course, and no refund will be given.



External Examinations & Recognition

All long-term English language courses of 25 weeks leading to a Stamp 2 student visa must conclude in one of the following externally assessed English language proficiency examinations:

- **TIE** (Test of Interactive English) – currently offered by the school
- **IELTS** (Academic Module)
- **Cambridge** (CAE / CPE)
- **TOEFL iBT**
- **Trinity ISE** (Integrated Skills in English) – once QQI authorisation is in place

This is a mandatory Immigration requirement and is not open to negotiation.

Programme Information & Informed Decision-Making

Programme information — including course purposes, explicit learning outcomes, weekly and term schedules, assessment methods, and available examination options — is fully detailed in this Student Handbook. It is accessible to all students at all times via the school website and is formally introduced and explained during the student induction process. This ensures that learners are fully informed about what their programme entails and can make well-informed decisions prior to and during their studies.

Induction & Examination Choices

During induction, students are specifically informed about the TIE examination currently offered by Academic Bridge. Students are also advised of all alternative recognised exit examinations (listed above) where applicable. Learners are given a clear choice to enrol in a different recognised exam, enabling them to select the examination best suited to their academic or career goals.

Fees & Refund Process

Students are charged for the TIE exam when paying their course fees. This fee is refundable only in the following circumstance:

- Where a student opts to take an alternative recognised examination, the TIE fee will be reimbursed to them, or the alternative exam will be booked directly on their behalf and any price difference will be payable by the student.

To qualify for a refund, students must provide proof of booking and payment for an alternative recognised exam. All external exams must be taken within eight months of the student visa validity and in Ireland. Exams booked outside Ireland do not qualify for a TIE fee refund.

Future Additions

Academic Bridge plans to include the Trinity ISE (Integrated Skills in English) examination once QQI authorisation is in place. The handbook will be updated immediately to reflect any QQI-authorised additions to the school's list of accepted external examinations, along with any associated operational details (entry requirements, scheduling, and fees).

Recognition of Proficiency Examinations

This section explains how each accepted examination is recognised for **higher education entry, employment and career progression, and international portability**. As adult learners, your choice of exit exam should be made with your career goals in mind. Students should always confirm specific score or level requirements directly with the institution or employer they intend to apply to, as individual programmes and professional bodies may set higher or different thresholds.

TIE (Test of Interactive English)

Recognition in Ireland

TIE is recognised in Ireland by ACELS, a service of QQI (Quality and Qualifications Ireland). It is accepted as a valid exit examination for Stamp 2 student visa purposes on the Interim List of Eligible Programmes (ILEP). The TIE certificate is suitable for inclusion in a European Language Portfolio (Europass), and the test has been in operation for approximately 25 years with a strong reputation for integrity and accuracy.

TIE has been designed according to the following principles:

- It provides both formative and summative assessment.
- It follows a task-based approach with learner-generated content.
- It reflects an authentic communicative context with a genuine information-gap between candidate and examiner.
- Assessment follows the Council of Europe Scale of Language Proficiency.
- Assessment feedback describes learners' current abilities and encourages self-evaluation and reflection on learning.
- Preparing for and taking the test is a positive, constructive experience.

Employment & Career Relevance

- TIE is accepted and authenticated by employers in Ireland and is the only Irish Language Proficiency Examination for assessment of English level.
- The certificate is practical for career progression in Ireland, particularly in roles requiring demonstrated English communication skills.
- Employers value TIE's focus on real-world interactive communication.
- TIE is particularly suitable for learners who want to demonstrate practical, communicative English ability for the Irish workplace.

Higher Education Entry

- TIE allows progression to higher education institutions (HEIs), particularly in Ireland.
- Students should confirm directly with their chosen institution whether TIE is accepted for their specific programme.

Worldwide Recognition

- TIE has Hague Convention reciprocal recognition conferred by European countries.
- TIE is recognised by the Greek Government for educational purposes.
- TIE is recognised by the Italian Ministry for Education for credito formativo at secondary school level and is available in various centres in Italy.
- TIE is available across Europe.

Test Format & Grading

Preparation tasks: Candidates carry out an investigation, read a book in English, and follow a news story.

Speaking (30 minutes): Face-to-face interview between an examiner and two candidates. Each candidate presents their investigation and either their book or news story, answers short questions, and interacts with their partner and the examiner.

Writing (60 minutes): Two tasks of approximately 150 words each — one personal response to the book or news story, and one narrative, description, or simple argument on a familiar topic.

Grading: TIE uses a six-level scale (A1–C2) aligned with the CEFR, with "+" levels at A1, A2, B1, B2, and C1. There is no fail grade — performance is measured by what the candidate can do. All examiners are trained, all interviews are recorded for quality assurance, and writing papers are marked by two trained examiners working independently.

Trinity ISE (Integrated Skills in English)

Recognition in Ireland

- Higher Education: Trinity ISE is accepted by a large and growing number of higher education institutions in Ireland.
- Student Visa: The Irish Department of Justice recognises Trinity ISE for student visa applications (levels B1 and B2 / ISE I and ISE II). Trinity ISE is one of five awarding bodies approved to provide English language proficiency exams on the Interim List of Eligible Programmes (ILEP).

Employment & Career Relevance

- Trinity ISE is widely accepted by employers in Ireland and internationally.
- The qualification is designed to demonstrate real-world integrated communication skills, which employers value.
- As a growing qualification with QQI authorisation pending, Trinity ISE will offer adult learners another recognised pathway for both career and academic progression.

Worldwide Recognition

- Trinity ISE is recognised by over 4,600 courses and programmes at universities and institutions worldwide.
- Countries where Trinity ISE is officially recognised include: Ireland, United Kingdom, United States, Canada, Australia, New Zealand, Germany, France, Spain, Italy, Netherlands, Switzerland, Sweden, Poland, India, China, Japan, South Korea, Hong Kong, UAE, and many more (full list available at trinitycollege.com/recognition).
- Trinity ISE is a UK government-approved test for settlement and visa application purposes (when taken at a Trinity SELT Centre).
- Trinity ISE is accepted for university entrance in the UK, Ireland, and beyond.

IELTS

Recognition in Ireland

- Student Visa: IELTS Academic is accepted by Irish Immigration for Stamp 2 student visa applications. The minimum overall score for degree-level programmes is typically 6.0 (no band below 5.5).
- Higher Education: IELTS is accepted by virtually all Irish universities and higher education institutions. Typical entry requirements range from 6.0 to 6.5 overall for undergraduate programmes and 6.5 for postgraduate programmes. Competitive programmes (e.g., Medicine at Trinity College Dublin, Nursing, Journalism) may require 7.0 or higher. Students must check with their specific institution and programme.

Employment & Career Relevance

- IELTS is widely recognised by employers and professional registration bodies worldwide, including in Ireland, the UK, Australia, Canada, New Zealand, and the USA.
- Many professional bodies (e.g., nursing, medicine, engineering, law, accounting) require a specific IELTS score for professional registration and licensing.
- A strong IELTS score (7.0+) is frequently a requirement for skilled migration, work visas, and professional roles in English-speaking countries.
- For adult learners planning to work abroad, IELTS is one of the most portable and widely trusted qualifications.

Worldwide Recognition

- IELTS is accepted by over 11,000 organisations worldwide, including universities, employers, professional bodies, and immigration authorities.
- United Kingdom: Accepted by all UK universities and for UK Visas and Immigration (UKVI).
- Australia & New Zealand: Accepted for university entry and skilled migration visas.
- Canada: Accepted by all Canadian universities and for immigration (Express Entry / Federal Skilled Worker).
- USA: Accepted by over 3,400 US institutions.
- Europe: Widely accepted by universities and employers across Europe.

Cambridge English (C1 Advanced / C2 Proficiency)

Recognition in Ireland

- Higher Education: 100% of Irish universities accept C1 Advanced and C2 Proficiency as proof of English language ability from EU undergraduate students. The majority also accept these qualifications from students outside the EU.
- Student Visa: The Irish Naturalisation and Immigration Service (INIS) accepts C1 Advanced and C2 Proficiency as evidence of English language proficiency for student visa applications and for Student Immigration Permission for English language students from outside the EEA.
- Typical university entry: C1 Advanced (Grade C / Scale 176+) or C2 Proficiency (Grade C / Scale 180+) depending on programme. Competitive programmes may require higher scores.

Employment & Career Relevance

- Cambridge English qualifications are globally recognised by over 25,000 universities, employers, and governments worldwide.
- Employers such as Adidas, BP, Ernst & Young, Hewlett-Packard, Johnson & Johnson, Microsoft, Coca-Cola, Vodafone, Dell, and Nestlé accept and value Cambridge qualifications.
- C1 Advanced and C2 Proficiency are highly respected in professional and corporate environments globally, making them excellent choices for adult learners focused on international careers.
- These qualifications do not expire, which is a significant advantage for career portfolios.

Worldwide Recognition

- C1 Advanced is accepted by every university in the UK, Ireland, Australia, and New Zealand, with growing recognition in Canada and the USA.
- C2 Proficiency is recognised by leading universities worldwide including the University of Oxford and University of Cambridge (UK), University of British Columbia (Canada), University of Melbourne (Australia), and University of Idaho (USA).
- In the UK, C1 Advanced and C2 Proficiency are eligible for UCAS tariff points.
- Accepted for student visa applications in Australia, Ireland, and many other countries.

TOEFL iBT

Recognition in Ireland

- Higher Education: 100% of Irish universities accept TOEFL iBT, including both test-centre and Home Edition versions.
- Student Visa: Irish Immigration accepts both TOEFL iBT Test Centre and TOEFL iBT Home Edition for student visa applications.
- Typical university entry ranges from 79–100 overall, with sectional minimums varying by institution. For example:
 - Trinity College Dublin: typically 88–90 overall
 - University College Dublin: 90 overall (Reading 19, Listening 19, Writing 21, Speaking 19)
 - University College Cork: 90 overall
 - Dublin City University: 90 overall
 - Technological University Dublin: 80 overall
 - Students should check their specific programme requirements.

Employment & Career Relevance

- TOEFL is widely accepted by employers and professional organisations globally, particularly in the USA, Canada, and multinational corporations.
- Many international companies and professional bodies require or prefer TOEFL scores for recruitment and licensing purposes.
- TOEFL's focus on academic English prepares learners for professional communication in international business and academic settings.
- The TOEFL score report provides detailed performance feedback, which is valuable for career planning and demonstrating specific language strengths.

Worldwide Recognition

- TOEFL iBT is accepted by over 12,000 institutions in more than 160 countries.
- TOEFL is the most widely accepted English-language test for study abroad in the USA and Canada.

Certificates

An Academic Bridge end-of-course certificate will be issued to all students successfully completing their courses. In order to receive their certificate, students must have at least 70% of attendance at the end of their course. Any students not meeting this requirement will not be awarded a certificate.



Class timetable changes

Students can request for their class schedule to be changed prior to the start or during their course. This change must be permanent and NO more than one change will be allowed.

Any student wishing to change their schedule from PM classes to AM classes prior to their class start will be charged a flat rate of €400.

Any student wishing to change their schedule from PM classes to AM classes after their course has commenced will be charged a rate of €16 per remaining week of the course.

Students will not be reimbursed for the course price difference in the event of the change from AM to PM schedule.

*All schedule changes prior and after course start are subject to available space in class and must be requested and approved by the academic managers.

Academic Bridge is in no way obliged to accept and grant such requests and students should choose their schedules carefully prior to enrolment.

Application forms

All students must complete the application form sent by our sales representatives with accurate and up-to-date personal details prior to proceeding to further stages of their registration and course enrolment. Any incomplete or inaccurate information provided may result in a delay in issuing of documents requested from the school or even course start date postponement. It is essential that students enter the necessary information carefully and return the form to us in a timely manner.

Placement tests

All students enrolling in a course at Academic Bridge English School are assessed prior to the start of their programme to ensure accurate level placement. Assessment consists of two components: Online Written Placement Test, which evaluates: Grammar, Vocabulary, Writing. The Spoken Fluency Assessment (Speaking Test) Conducted either online or in person prior to the student's start date, evaluates Speaking, and Listening.

Students who have previously completed an English language course in Ireland and are renewing their enrolment may submit a valid English language certificate issued within the past three months. The Academic Team will review the certificate, and where appropriate, renewal students may be exempt from the Speaking Test. Final level placement is determined by Academic Managers based on: Placement test results, Performance in the Speaking Test. Overall observation of the student's communicative competence.

Academic Bridge ensures that all four core language skills are assessed in alignment with CEFR standards before or at the start of the course: Speaking & Listening: Assessed during the Speaking Test (via Zoom or in person), using the CEFR Oral Global Scale. Grammar, Vocabulary & Writing: Assessed through the online written placement test. a diagnostic reading test administered on the student's first day of class.

Admission and enrolment refusals

The following categories of students will not be allowed to start a process of booking a course or enrolling on a course with Academic Bridge:

- Students found to have breached the conditions of their permission to enter or remain in Ireland legally.
- Students attempting to gain admission by misrepresentation, falsification of documents or other fraudulent means.
- Students seeking to renew their English Language courses and student visas with attendance rate lower than 85% in their previous course.
- Students expelled from their English Language school due to not meeting the minimum attendance requirement or breaching other terms and conditions of the institution.
- Students who fail to fulfil the normal admission or enrolment requirements.
- Students who do not pay their tuition fees in full.



Student induction

The in-person new student induction takes place every Friday prior to course start dates. All students who are new to Ireland and to Academic Bridge are strongly encouraged to attend.

All students receive the full induction information before they start their course via email, including an induction video and the Student Handbook, which contains all essential information about courses, procedures, and school operations.

Students who are unable to attend the in-person induction are still required to review all induction materials provided. In such cases, they must sign the Student Handbook to confirm that they have received, read, and understood the induction information.



Academic Calendar



Courses

General English

Academic Bridge runs morning and afternoon General English courses across six different levels of the Common European Framework of Reference for Languages (CEFR):

- **A1 CEFR - Beginner**

- The student can understand and use very basic everyday expressions and simple phrases related to personal needs.
- The student can introduce him/herself and others, and ask and answer simple questions about personal details such as where he/she lives or people he/she knows.
- The student can interact in a very simple way, provided the other person speaks slowly and clearly and is willing to help.

- **A1+ CEFR - Elementary**

- The student can understand simple sentences and commonly used expressions related to everyday situations.
- The student can communicate in basic, familiar contexts using simple language and short exchanges.
- The student can describe basic personal information, daily routines, and immediate needs in simple terms.

- **A2 CEFR - Pre-Intermediate**

- The student can understand sentences and frequently used expressions related to areas of immediate relevance such as work, shopping, and daily life.
- The student can communicate in simple and routine tasks requiring a direct exchange of information on familiar matters.
- The student can describe aspects of his/her background, immediate environment, and basic experiences using simple language.

- **B1 CEFR - Intermediate**

- The student can understand the main points of clear standard input on familiar topics regularly encountered at work, study, or leisure.
- The student can deal with most situations likely to arise while travelling in an area where the language is spoken.
- The student can produce simple connected text on familiar topics and describe experiences, events, and plans with reasons and explanations.

- **B1+ CEFR - Intermediate Plus**

- The student can understand the main ideas of longer texts and discussions on familiar and some unfamiliar topics.
- The student can interact with reasonable fluency and confidence in everyday and work-related situations.
- The student can produce more detailed connected text and express opinions with some supporting detail.

- **B2 CEFR - Upper Intermediate**

- The student can understand the main ideas of complex texts on both concrete and abstract topics, including discussions in his/her field of interest.
- The student can interact with a degree of fluency and spontaneity that makes regular interaction with proficient speakers possible without strain.
- The student can produce clear, detailed text on a wide range of subjects and explain viewpoints, giving advantages and disadvantages of options.

- **C1 CEFR - Advanced**

- The student can understand a wide range of demanding, longer texts and recognise implicit meaning.
- The student can express him/herself fluently and spontaneously with little obvious searching for expressions.
- The student can use language flexibly and effectively for social, academic, and professional purposes.

- **C1+ CEFR - Advanced Plus**

- The student can understand complex and nuanced spoken and written language with a high degree of accuracy.
- The student can express ideas clearly, precisely, and fluently in extended discourse across a wide range of contexts.
- The student can produce well-structured, detailed text using a broad range of vocabulary and cohesive devices.

- **C2 CEFR - Proficiency**

- The student can understand with ease virtually everything heard or read.
- The student can summarise information from different spoken and written sources, reconstructing arguments in a coherent presentation.
- The student can express him/herself spontaneously, very fluently, and precisely, conveying the shades of meaning even in complex situations.

Exam Preparation Classes*

Academic Bridge also prepares students for some of the world's most popular English Language proficiency exams, such as IELTS and Cambridge exams.

- IELTS (Academic Module) - minimum entry level: strong B2 (strong Upper Intermediate) and above.
- CAE - minimum entry level: C1 (Advanced) and above
- CPE - minimum entry level: very strong C1 (Advanced) or C2 (Proficiency)

Academic managers will not allow any students who do not meet the minimum entry level requirement to join exam preparation classes since the lack of ability to follow the complex content of those classes might hinder the progress of the group as a whole and prove counterproductive.

**Due to fluctuations in demand for exam preparation classes at times, Academic Bridge reserves the right to reduce the number of exam preparation classes provided or temporarily suspend them. Every effort will be made to avoid this situation in the best interest of our students.*

Please confirm with our sales representatives whether the exam preparation course of your choice is currently available prior to course purchase.

Course structure

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

General English classes run from 9:00 am-12:10 pm, and 1:00 pm-4:10 pm Monday to Friday; or 9:00 am – 12:55 pm and 1:00 pm-5:00 pm Monday to Thursday.

Break time for morning class is 10:30-10:40 am (Monday to Friday classes) or from 11:00am – 11:10am (Monday to Thursday classes) and for afternoon class 15:00-15:15 pm (Monday-Thursday classes).

Academic Bridge reserves the right to make timetable changes during the year. This may be due to unavoidable circumstances and therefore the school will not be held responsible for any inconvenience caused.



College Facilities

- Most classrooms are equipped with a desktop and monitor.
- Free Internet access (WIFI) is available throughout the buildings.
- Paid photocopying facilities available in the reception/student's lauch.
- Library facilities and canteen; the college has a common-room/library available to all students during opening hours. It contains desks and chairs to eat or study and plenty of novels and other books to enrich students' vocabulary, knowledge of literature and general English skills.

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

Change to your programme of study must be approved by the Director of Studies or Assistant Director of Studies only. Requests may be made by contacting the DOS/ ADOS directly.



Classes

Timetable

Academic Bridge runs classes in the AM and PM shift. Our classes are broken into two sessions with a break in between.

Shift	Class Start Time	Break Time	Class Finish Time
AM (Monday-Friday)	09:00 AM	10:30 AM (10 min)	12:10 PM
AM (Monday-Thursday)	09:00 AM	11:00 AM (10 min)	12:55 PM
PM (Monday-Thursday)	13:00 PM	15:00 PM (15 min)	17:00 PM

Students are advised to check the monthly elective activities calendar which is available on our social media channels and notice boards.

Academic Bridge reserves the right to make timetable changes during the year. This may be due to unavoidable circumstances and therefore the school will not be held responsible for any inconvenience caused.



Class sizes

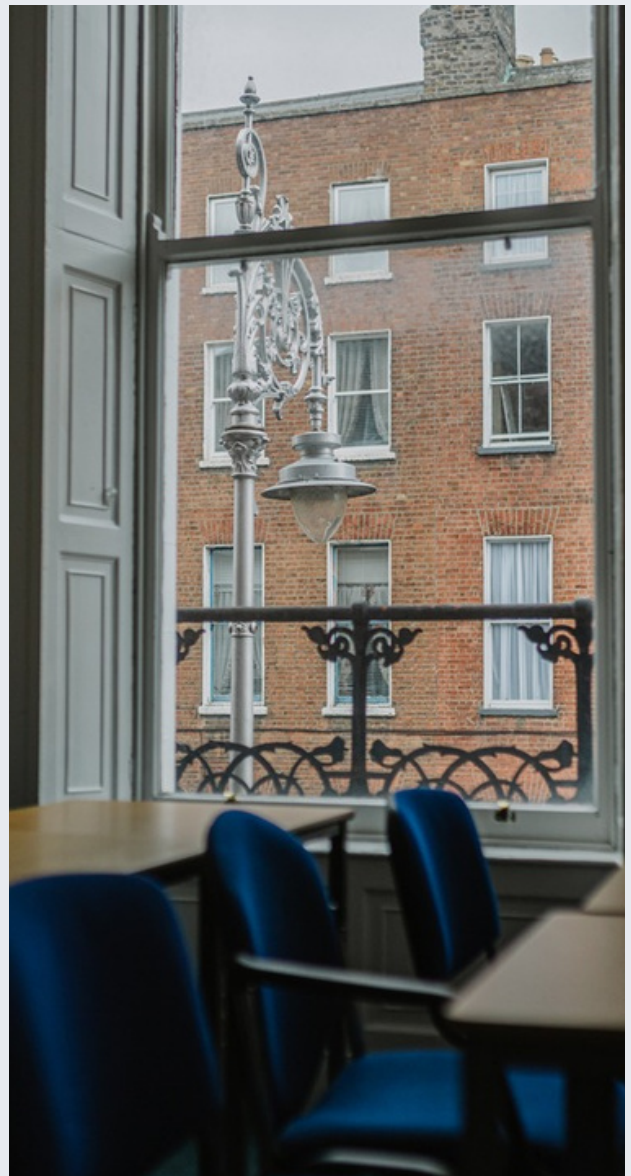
The maximum number of students in each class is 16. Academic Bridge tries to maintain the average class size at 13 students per class and seeks, wherever possible, to ensure a good linguistic mix in the class, i.e. a multicultural classroom and students with a variety of mother tongues.

Class changes

Academic Bridge reserves the right to change the student's class if necessary and in order to accommodate all incoming students, ensure the best learning environment and a varied nationality mix in class.

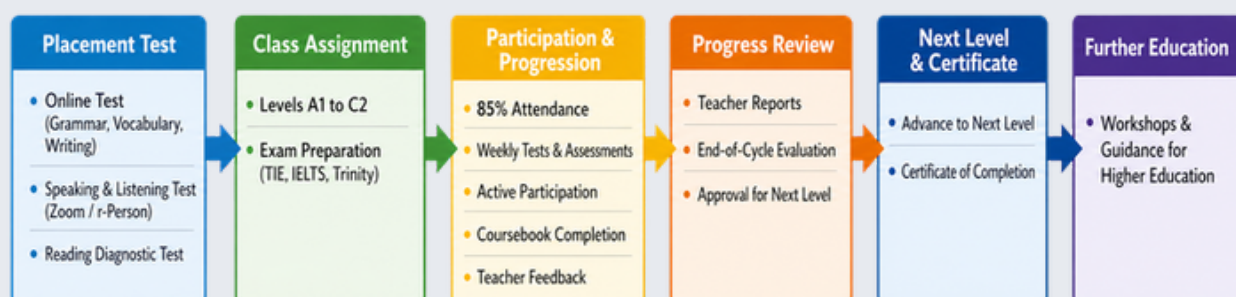
Our school operates on two campuses. All students will be placed in class in either of the two locations based on class space availability and class attendance in the location of students' choice is not guaranteed at any time. However, every effort will be made to accommodate students' request to attend classes at the location which best suits them whenever possible.

Any requests for class change coming from students might not be granted and are subject to evaluation and the validity of any such request and the available space in class.



Assessment and Progression Policy

Student Pathway



The programmes offered by **Academic Bridge Ltd** are periodically assessed to ensure that the needs of learners are met and that the quality of education remains high. Our curriculum is aligned with the **Common European Framework of Reference for Languages (CEFR)** and is annually reviewed to ensure that it reflects current language teaching methodologies and learning outcomes. Assessment at Academic Bridge is designed to support student development through a combination of formative and summative evaluation methods.

Assessment

Students are assessed through a variety of methods that monitor both their ongoing progress and their overall achievement.

Daily Informal Feedback

Teachers provide continuous feedback during lessons through:

- Error correction
- Feedback on speaking activities
- Written assignments
- Classroom participation

This ongoing feedback supports the formative assessment process, helping students develop their communicative competence and improve their language skills throughout the course.



Weekly Quick Tests

Students complete weekly quick tests every Monday, based on the content covered in the previous week from the coursebook. These tests:

- Assess students' understanding of grammar and vocabulary.
- Align across classes of the same level.
- Are recorded by teachers in a shared academic record system.
- Contribute to the student's overall academic performance.

Teachers provide feedback on these tests to help students identify areas that require further improvement.

Weekly Skills Development Assessment

To prepare students for exit examinations such as Test of Interactive English (TIE) or Trinity College London Integrated Skills in English, one core language skill is assessed each week.

Skills assessments take place on the final day of each week and follow the syllabus cycle:

- Week 1: Speaking
- Week 2: Listening
- Week 3: Reading
- Week 4: Writing
- Please refer to the cycle schedule to see the following weeks: **Cycle Schedule 2026**

These assessments help students progressively develop exam-relevant skills while allowing teachers to monitor performance across all language competencies.



Level Progression

At the end of each 12-week cycle, teachers submit progression recommendations to Academic Managers.

To be considered for progression, students are normally expected to meet the following academic indicators:

- Minimum 85% attendance.
- Active participation in class.
- An overall average of at least 85% in weekly quick tests.
- Completion of at least four weeks of skills development assessments with an overall score of 85% or higher.
- Demonstrated effort and engagement throughout the course.
- Completion of assigned coursework.

Students should note that test results alone are not the sole criterion for progression.

Teachers' professional judgement plays a central role and considers:

- Language development.
- Communicative competence.
- Classroom participation.
- Effort and engagement.
- Overall academic performance.

Progression decisions are therefore based on a **holistic evaluation** of each student's performance.

At the end of the cycle, teachers provide **individual written feedback** outlining the student's strengths and areas for improvement. **End-of-cycle report.**

Where appropriate, students may also be recommended to attend academic workshops or arrange a tutorial with an Academic Manager to discuss their progress and receive additional guidance. Students requiring further support may be offered remedial support and an individual action plan to help them achieve the learning outcomes of their course.



Academic Support, Tutorials and Remedial Support

Academic Bridge is committed to supporting students throughout their learning journey. Assessment is not only used to evaluate progress but also to identify areas where additional guidance and support may be beneficial.

Tutorials

Students who would like to discuss their academic progress, assessment results, learning goals or any aspect of their studies may request a tutorial with an Academic Manager. Tutorials are scheduled in advance and provide students with dedicated time to receive individual academic guidance.

Tutorials may be used to discuss:

- Progress towards course learning outcomes.
- Assessment results and teacher feedback.
- Study skills and independent learning strategies.
- Preparation for examinations.
- Progression to the next CEFR level.
- Attendance and academic performance.
- Individual learning goals and action plans.

Where appropriate, teachers may also recommend that a student meets with an Academic Manager for additional academic guidance.



Remedial Support

Following assessments, teachers continuously monitor students' progress. Where a student requires additional support to achieve the learning outcomes of the course, appropriate remedial support will be provided.

Remedial support may include:

- Personalised recommendations from the teacher.
- Additional practice materials and self-study activities.
- Guidance on areas requiring further improvement.
- Referral to relevant academic workshops.
- A tutorial with an Academic Manager to develop an individual improvement plan.

The purpose of remedial support is to help students address identified learning needs and maximise their progress throughout the course.

Academic Workshops

Academic Bridge offers a programme of free lunchtime academic workshops to complement classroom learning and provide students with additional opportunities to develop their English language skills.

Workshops may include:

- Conversation Classes
- TIE Examination Preparation
- CV Writing Workshops
- Interview Skills Workshops
- Phrasal Verbs Workshops
- Useful Vocabulary Workshops
- Grammar and Writing Workshops
- Pronunciation Workshops
- Book Club
- Irish Language and Culture Sessions
- Spanish Language Sessions
- Portuguese Language Sessions
- Other academic, language and cultural workshops throughout the year.

Workshop topics are scheduled according to students' academic needs and interests. Participation is voluntary and free of charge.

Students are informed about tutorials, remedial support and upcoming workshops through their teachers, Academic Managers, school noticeboards, website and the school's communication channels.

Assessment Appeals

If a student disagrees with the progression decision, they may submit an appeal to Academic Management. The appeal will be reviewed by the Director of Studies (DOS) who will conduct a comprehensive investigation.

Appeal Investigation Process

The investigation may include:

- Review of all learner assessments and examinations.
- Verification of test and assessment scores.
- A meeting between the student and the DOS.
- Discussion with the student's teacher.
- Documentation of the concerns raised in the appeal.
- Consideration of any extenuating circumstances affecting the student's performance.



Outcomes

Following the investigation, the DOS will prepare a report outlining the findings. Possible outcomes include:

- Confirmation of the original decision.
- Adjustment of the student's grade.
- Permission for the student to progress to the next level.

The final decision will be communicated to the student by email, and a meeting may be arranged if further clarification is required.

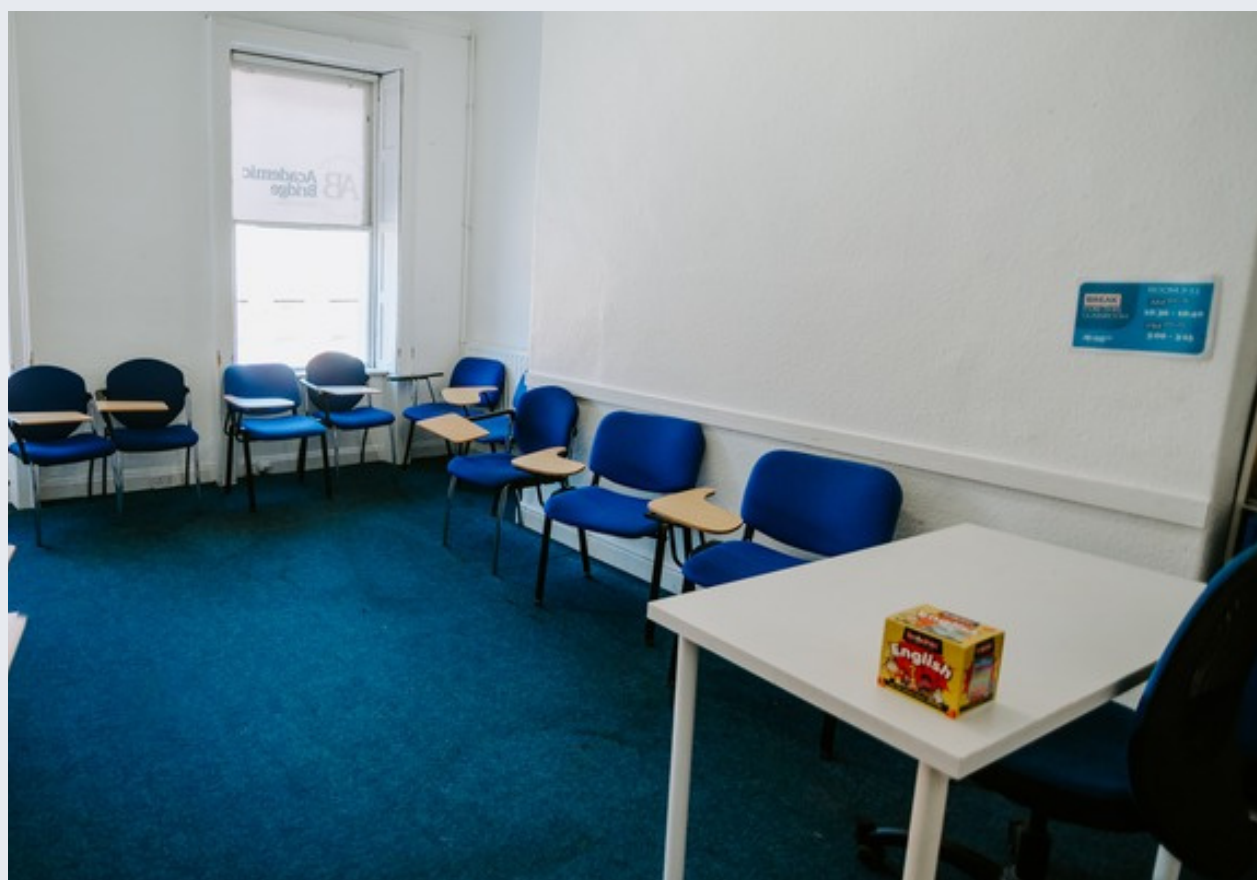
Course Materials and Book Policy

Academic Bridge uses coursebooks published by internationally recognised ELT publishers as the core learning materials for all programmes. The coursebook is an essential learning tool for classroom participation, academic progress, and successful completion of the course.

As stated in the Terms and Conditions of enrolment, eligible students will receive one coursebook as part of their course fee. If a coursebook is not included in the agreed course fee, students are required to purchase the required book from Reception before or at the start of their course.

The use of an official coursebook is a mandatory requirement at Academic Bridge. Photocopies, scanned copies, unofficial PDF versions, or any materials that infringe copyright laws are strictly prohibited and will not be accepted for classroom use. Students attending in-person classes must bring the required coursebook to every lesson.

In accordance with Academic Bridge policies, attendance may not be recorded for students who attend class without the required coursebook.



Book Replacement, Exchange and Resale

Students are responsible for obtaining the required coursebook for their level. If a replacement copy is needed, students may purchase a new book from Reception, buy one from an authorised bookseller, or use a legitimate second-hand copy.

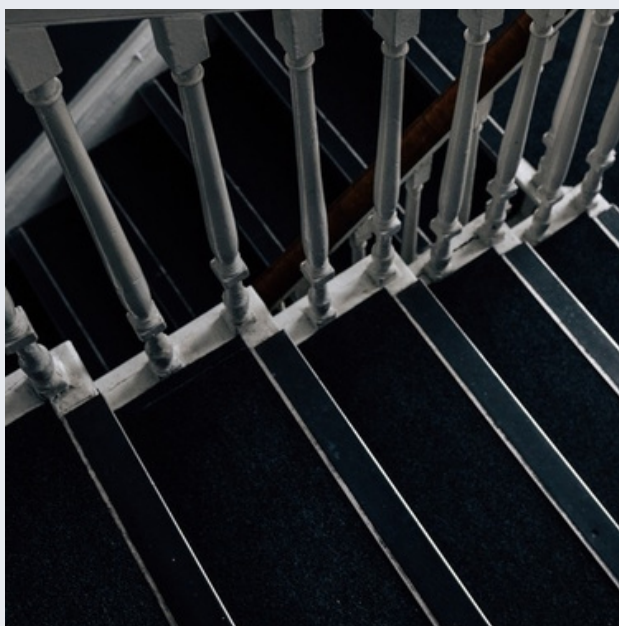
When progressing to a new level, students may return their previous coursebook to Reception and be eligible for a discount on a new book, subject to an assessment of the returned book's condition.

Students progressing to the C2 – Proficiency level will be provided with a coursebook for use during their classes. This coursebook remains the property of Academic Bridge and must be returned at the end of the course. Students who wish to keep the coursebook may purchase it for an additional fee of €50.

To support affordability and sustainability, Academic Bridge facilitates opportunities for students to buy, sell, exchange, and swap coursebooks through designated school channels, including book exchange schemes and student communication groups.

Academic Bridge reserves the right to update book prices, exchange schemes, and related procedures. Students will be informed of any changes through official school communication channels.

This policy supports compliance with copyright legislation, publisher requirements, and QQI quality assurance standards, while ensuring that all students have access to the necessary learning resources to succeed in their studies.



Punctuality

Any student arriving for class more than 10 minutes after the class has started will not be allowed into the classroom and will have to wait until the break time to join the class. This means they will only get attendance for half of their daily class if they stay for the whole duration of the part of the class following the break.

This 10-minute lateness allowance applies only to the first 90-minute session of the daily class. Students cannot arrive late for the second part of their daily classes or extend their breaks for 10 additional minutes. Students will be asked to leave the second 90-minute session if they arrive from the break late.

Holidays

If you are a non-EU/EEA student enrolled on a 25-week course, you are entitled to take 10 weeks of holiday during the validity period of your student visa of eight months (35 weeks).

Academic Bridge closes for two weeks during the Christmas and New Year's period. Those two weeks, if a student is enrolled with us at those times of the year, are taken from their total holiday allowance.

As per Immigration guidelines, holiday periods taken during your course cannot at any point exceed 1/3 of the total tuition weeks elapsed.

At Academic Bridge we practice the following holiday policy:

- Long term students with a Stamp 2 student visa can take a maximum of seven weeks of holidays while they are studying (Christmas holidays included in those ten weeks, if students enrolled at the time) and three weeks of holiday after they have completed 25 weeks of tuition and before their student visa expires.
- Long term students with a Stamp 2 student visa can only take holidays after they have had classes for 8 weeks.
- After 8 weeks in class, students can request a maximum of 2 weeks of holidays, after 9 weeks in class, students can request a maximum of 3 weeks of holidays.
- A maximum of 4 weeks of holidays at one time can be given after completing 12 weeks of classes
- Holidays must be requested on the schools website at least 1 week in advance as possible and an email will be sent directly to the student by an academic manager approving or rejecting the holiday request.
- Please note that holidays must be taken from **Sunday to Saturday**, and will be counted as a **full week**. It is not possible to take individual or spare days—only full weeks will be approved.

Working holidays can only be requested and approved during the months of June, July, August and September, and from 15th December until 15th January, when students can work full-time (40 hours per week) legally.

If a student enters Ireland as a tourist and enrolls on a short term, non-visa course of up to 90 days, holiday allowance policy is the following:

- For courses up to 5 weeks in duration, 1 week of holiday is allowed.
- For courses from 6 and up to 10 weeks in duration, 2 weeks of holiday are allowed.
- For courses of 12 weeks in duration, no holiday is allowed, since the student's maximum length of stay in the country is 12 weeks.

For students from countries with which Ireland has a working holiday visa agreement in place, the total number of holiday weeks equals 1/3 of their course duration.

There is no replacement or compensation for classes that are not conducted when the school is closed for public holidays in Ireland.



Disability

At AB 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 some of the buildings are protected, we are unable to alter the buildings to provide wheelchair access.

Supplementary Admissions & Assessment of Applicants Procedure

The application form, which students must complete when applying for a place at AB, 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 AB.

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.

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 AB 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.

AB 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 locked away in a secure location.

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.



Online Provision

At Academic Bridge, your course will continue without interruption if classes need to move online. **How it works**

We use **Google Classroom** for all lessons, materials, homework, and communication. Live classes take place on **Google Meet**, and you may use tools like Docs and Forms for activities and tests.

Your classes

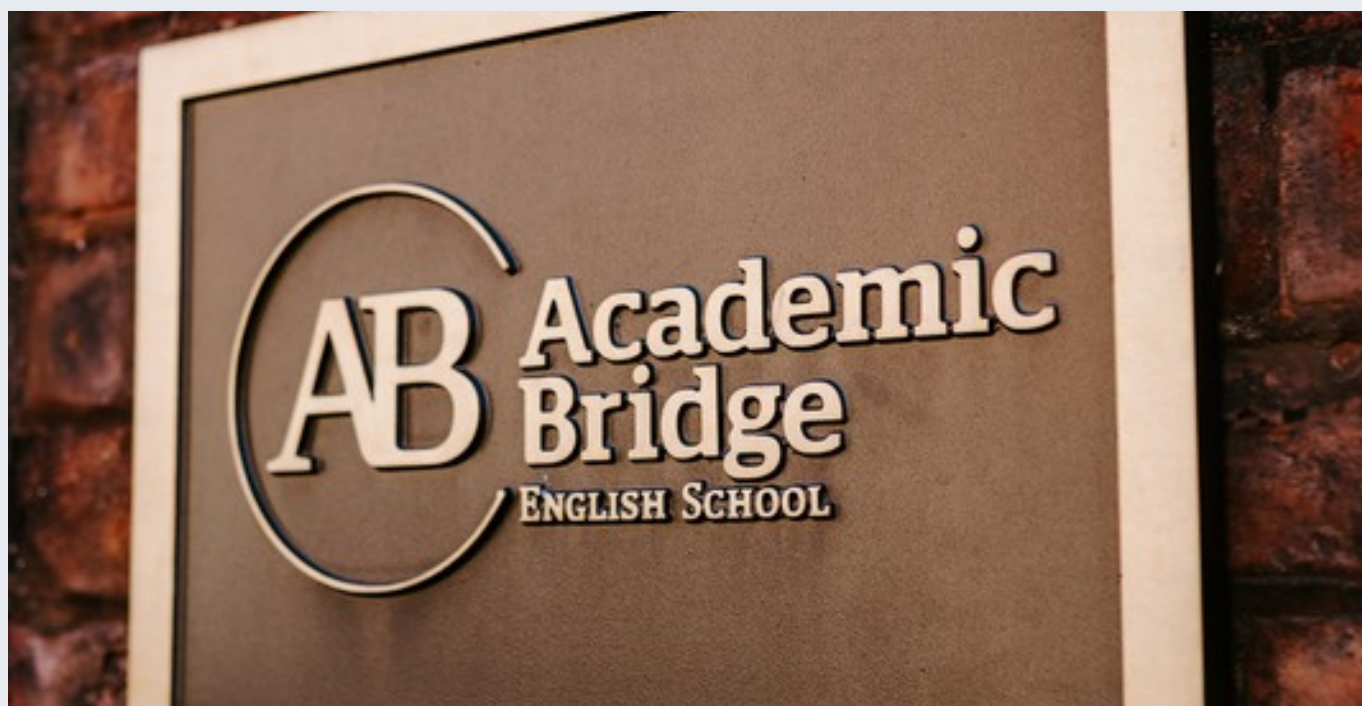
- You will follow your normal timetable.
- Lessons are live and interactive.
- Some classes may be recorded for review.

Homework & Exams

- All work is completed and submitted online.
- Tests and exams are done online in a secure and fair way.

Support

- You can contact the Academic Office by email for help.
- Your teacher and classmates will continue to support you.
- Well-being support is available if needed.



Attendance Policy

To derive maximum benefit from the programme, we advise 100% attendance. It is an AB rule, based on Immigration requirements, that AB Students must maintain an attendance rate at least 85%. Teachers record attendance for each class.

AB monitors and records attendance through our student management system. This is linked to the AB Student Portal and provides personal attendance information to each student individually. Any absenteeism not covered by medical certification will be considered as non-attendance and will be dealt with according to our low attendance policy.

Keep the Academic Office informed if you have problems that will affect your attendance

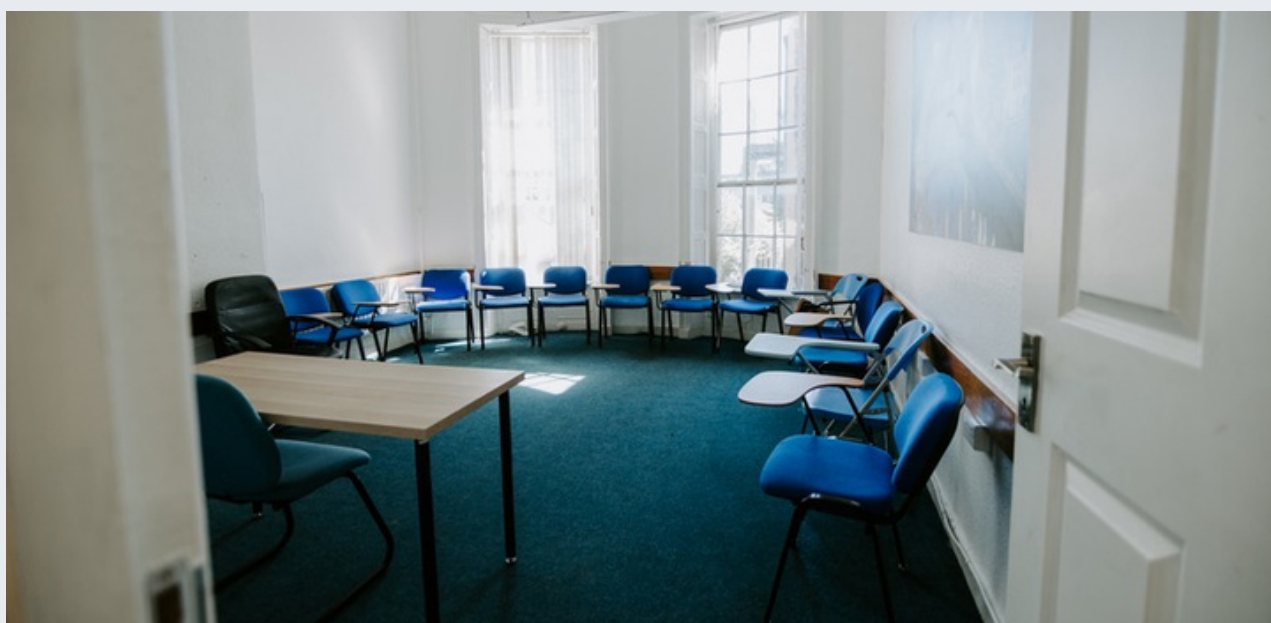
If you are unable to attend class for any reason - or plan to exit the programme early - please inform the Academic Office immediately.

Low Attendance Policy

Maintain an attendance rate of at least 85%.

No unscheduled breaks are permissible except in documented cases of illness or close family bereavement. Should a student's attendance fall below the requirement laid down by AB rules (informed by GNIB requirements), disciplinary action will be taken which could result in their enrolment with AB terminated. Where attendance is a provision of the student's visa, non-attendance may result in the loss of a learner's permission to live and study in Ireland.

A student who arrives more than Ten minutes late will not be allowed into their class and must wait until the break to enter the class. If a student leaves a class early, they will not receive attendance for that class.



Attendance Warning System

- If you do not attend classes for three days consecutively without being excused, you will receive a formal attendance warning. In addition to this, your class registration will be made inactive and your name will be removed from the class list.
- If your attendance remains below 85% for any considerable length of time, you will receive an attendance warning. Attendance warnings request that you come to the Academic Office to speak to the DOS to explain your absence from classes. If your attendance does not improve following an official warning, you will be sent another warning to a maximum of three attendance warnings.
- If a learner receives three official attendance warnings (set by email) and their attendance is below 85%, they may be expelled from AB College. This will happen if the Academic Department is satisfied that every effort has been made by the Academic Team to assist the student and their attendance has not improved.
- If a student feels that their expulsion from AB is unfair, they have the right to request a return to class. This must be done immediately, providing an explanation as to why they have been missing classes. Students are requested to re-submit their medical certificates as part of this process. The Academic Director will consider the appeal based on the following criteria:
 - Students informing the Academic Office in advance of their absence
 - Submission of medical documentation (submitted to AB in a timely fashion)
 - The amount of time that the student has studied and their ability to reach 85% by the end of their course.

The request to return to class should be done by completing the Return to Class online form. This will be considered by the Academic Director and students will receive an answer before the beginning of the next week. Students who are allowed to return to class, will resume their classes from the following Monday (or Tuesday where there is a public holiday.)

In the event that the return to class request is denied, the student has the right to an expulsion appeal. This appeal is considered by AB's Appeals Panel, made up of members of the AB Management Team, not including the Academic Director. The decision of the Expulsion Appeals Panel is final.

An appeal to the Expulsions Appeals Panel can be made by completing the online Expulsion Appeals form. Students will be given an answer on their appeal within 1 weeks. When the expulsion is upheld, the GNIB will be informed.



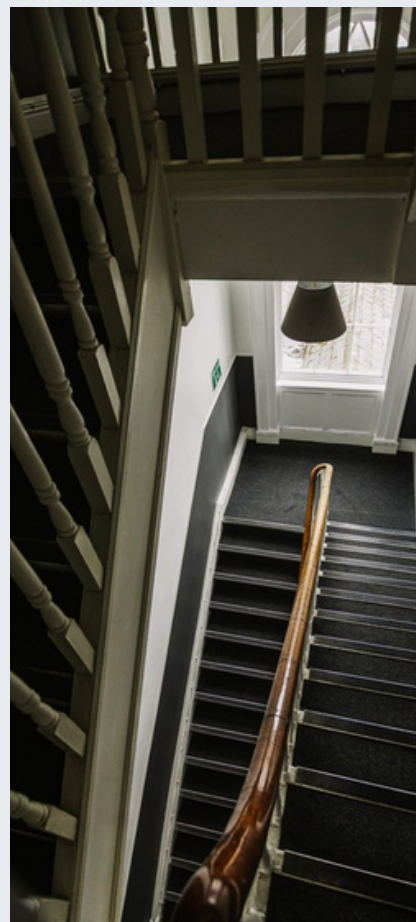
Sickness and Sick Leave

It is important to know that in Ireland we generally go to a GP (General Practitioner) who works from a Medical Centre if you are sick, rather than go directly to the hospital. It is cheaper and faster to go to a GP.

Any student who is sick should contact the school on the first day of their absence due to illness. They can telephone the school on **01 8788616** or email at reception@academicbridge.ie and the information will be passed on to the academic managers. Students can also email the academic managers directly if they have their email addresses and daily inform them of their condition. If the student who is sick has received a certificate from a doctor, a copy or a scan should be emailed to the school on the first day of absence. On the first day of return to classes, students must present the medical note in original to the academic managers and a copy will be kept for the school's records.

Academic Bridge will only accept medical notes in original that are stamped and signed by the doctor, copies will not suffice. The school can only accept medical certificates from doctors in Ireland and in the English language, any certificates from abroad will not be accepted and the same is valid for online medical consultations with foreign healthcare providers. All medical certificates will be checked with the healthcare provider upon receipt in line with the GDPR regulations. Students must refer to the list at reception for the approved clinics and medical centres from which we accept student medical certificates.

Providing a doctor's note might not remove absences for the missed class(es) from the students profile on our system. However, a note will be made that the student was absent due to illness. The reason for this practice is the attempt to avoid situations where medical certificates which are possibly not genuine are used to justify absence from class and the fact that Academic Bridge is not always in the position to ask medical institutions to verify the potentially fraudulent certificates provided. All students experiencing serious medical conditions which require longer absence are advised to talk to academic managers and ask for holidays in order not to lose class content and attendance due to illness..





Students cannot receive attendance and justify class absence by simply emailing or calling the school saying they are unwell and without providing a doctor's note. Any medical documentation found to be fraudulent will result in an official warning and might lead to expulsion from the school.

Should a student's attendance rate fall below 85% at the end of their course and the student is planning to renew their student visa, all original medical certificates should be brought to the visa renewal appointment at the Immigration office or uploaded on the Immigration's renewal website and any questions regarding absence due to illness and possibly lower than expected attendance rate answered directly to the Immigration officials.

Students will not be given any form of compensation or extra tuition time based on the fact that they have lost classes due to illness.

In terms of your attendance, students are not entitled to any undocumented sick leave. Language schools are not entitled to authorize sick leave. While you are in Ireland, the Department of Justice will only recognise doctors who are registered to practice in Ireland as having the authority to confirm your illness so that you can remain enrolled on an International student visa with a low level of attendance.

On the first day of sickness and on each day subsequently, you **MUST** email the Academic Office to inform AB that you will be absent from classes. To confirm your illness you are also requested to submit a doctor's certificate from a doctor who is registered to practice in Ireland.

If your attendance is below 85%, you are required to provide a medical certificate that confirms the exact dates that you were not able to attend classes. Please see this as a requirement not only to look after your health, but also to comply with Immigration regulation.

Please note that AB will only accept medical certificates when:

- You show the original version of the certificate.
- You attended a consultation with the doctor who is registered to practice in Ireland and the medical certificate includes the registration number and contact telephone number of this doctor.
- You provided the certificate in a timely manner.
- You informed the Academic Office of your illness in advance of your absence.

Student Guidelines

Students are required to adhere to the following:

Student Code of Conduct:

At Academic Bridge we aim to maintain a pleasant, relaxed and friendly classroom environment. Inappropriate behaviour exhibited by any student negatively impacts on the learning experience for all the class members. Any form of such behaviour will not be tolerated and may result in a student's removal from the classroom. Repeated inappropriate conduct will result in expulsion from the school.



Inappropriate behaviour includes, but is not limited to:

- Failing to respect the rights of other students to express their viewpoints.
- Talking when the teacher or other students are speaking.
- Overt inattentiveness in class (e.g. sleeping in class, reading material not connected to class content, frequent checking of social media, listening to audio messages on the phone etc.) refusing to participate in class activities.
- Creating excessive noise.
- Eating in class.
- Entering the class late or leaving early, or going in and out of the classroom frequently during class time, also leaving or entering the classroom without the teacher's permission or without informing the teacher.
- Excessive use of mobile phones during class. poor personal hygiene.
- Attending classes under the influence of drugs or alcohol.

Abusive behaviour includes, but is not limited to:

- Physically or verbally assaulting the teacher or other students.
- Appearing to be on the verge of physically or verbally assaulting the teacher or other students damaging classroom furniture or property carrying a weapon.

Upon discovery or report of any instance of the behaviour listed above or other behaviour deemed as unacceptable, student will be contacted by academic managers and further disciplinary actions might follow.

What is considered disruptive behaviour?

Talking without permission, repeatedly interrupting, being late, passing notes, texting, using smartphones/tablets, etc. 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.

AB 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, or around the college. 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.

Participation

As a learner, you are also encouraged to participate in all classes, 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.

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 of 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.

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 with a fraction of the price.

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 on in pen will not be accepted for an exchange, and the student will have to purchase a new book. Similarly, if the book is dirty or wet it will not be taken back in exchange for a new book.



Laptops and tablets

The use of a laptop, tablet or Mobile phone in class to access any electronic version of your English book (e-Book) is not permitted, unless under very specific circumstances which have been communicated to administration beforehand. Online dictionaries may be used, at the discretion of the teacher.

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 must communicate this to your teacher at the beginning of class. If you are using a device such as a translation tool, or an online dictionary, you should ask permission from your teacher.

Online communication

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

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 if this should occur.

Computer and Wi-Fi use

As an AB 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. Under no circumstances can the WIFI be used to download videos/movies or any unlawful material.

Personal Belongings and Valuables at School

AB cannot accept any liability for personal belongings and valuables or other property. As a result, we discourage students from bringing valuables to school.



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.

Offence	1st Occasion	2nd Occasion	3rd Occasion	4th Occasion
Minor misconduct	Formal verbal warning	Formal written warning	Final written warning	Expulsion
Major misconduct	Formal written warning	Formal written warning	Expulsion	
Gross misconduct	Expulsion			

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 issue requires more immediate action.

General Information

School policy

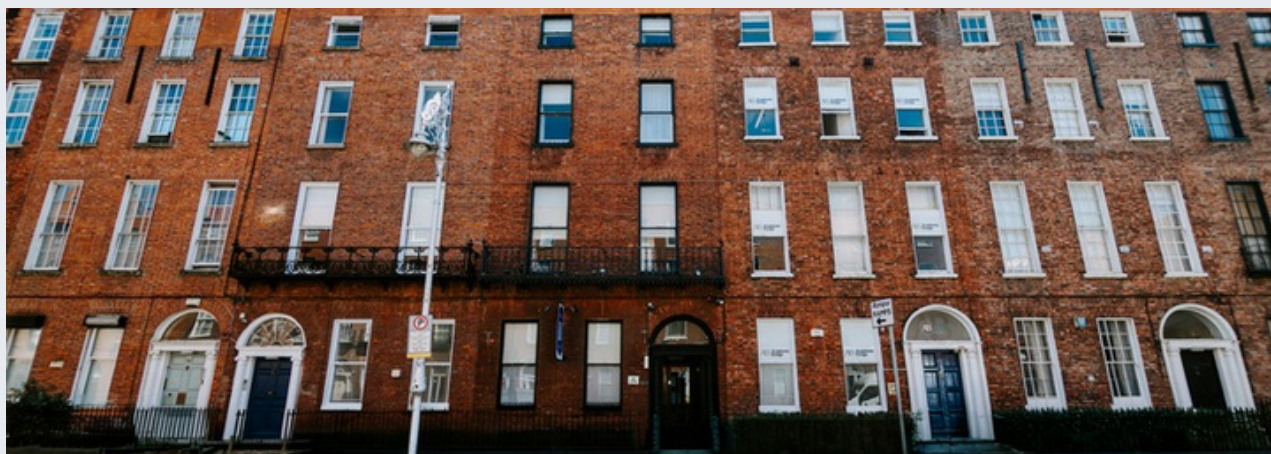
Academic Bridge observes strict guidelines with regards to workplace safety, equality, bullying, harassment and protection of minority rights. Any student found in breach of these guidelines will face disciplinary or/and even legal action against them.

Rights

Academic Bridge organises and hosts a number of extra-curricular and social events, both on the school premises and elsewhere, to enrich the student experience and learning outcomes. During these activities it is normal for photographs, videos and recording to be taken, which may be used and published for promotional purposes. If any student does not wish to be recorded or photographed during these activities they must make this clear during the activity, otherwise the school reserves the right to use these materials for the stated purposes.

Photography and Video Material

By accepting Academic Bridge's terms and conditions, the student accepts that Academic Bridge can freely use all photography, video and sound material created by the school and/or our staff during the programme which contains the student, without asking further approval from the student.



Complaints and Grievances

Academic Bridge – Learner Handbook

We are committed to providing a fair, transparent, and timely process for learners to raise concerns. Complaints are always treated with dignity, impartiality, and confidentiality.

Principles

- **Fairness & Impartiality:** Complaints are investigated objectively by appropriate staff.
- **Confidentiality:** Only those directly involved will be informed.
- **Right to Representation:** A learner may bring a classmate, friend, or agent to meetings.
- **No Retaliation:** Learners will not face negative consequences for making a genuine complaint.
- **Timeliness:** Clear timelines will be followed at each stage.

Types of Complaints Covered

Learners may raise complaints regarding:

- Breaches of Academic Bridge guidelines (e.g., class size, attendance, quality of teaching, QA, etc.)
- Breaches of QQI or TrustEd guidelines
- Breaches of international best practice for English Language Education
- Operational or ethical misconduct
- Discrimination, bullying, harassment, or unfair treatment
- Inaccurate or misleading information about the school or its programs
- Group or systemic issues affecting single or multiple classes
- Breaches of PCN guidelines (as applicable to your institution)

Step-by-Step Complaints Procedure

Stage 1: Informal Resolution (Talk First)

Speak directly to your Teacher (for academic complaints)

Speak to Reception (for non-academic issues such as facilities, finance, or administration)

- Most problems can be solved quickly at this stage.
- The staff member will discuss the issue and suggest solutions.
- A follow-up check will be made within a few days.

Stage 2: Escalation to Academic Management

Contact the Director of Studies (DOS) or Assistant DOS

- A meeting will be arranged with you and the relevant staff member.
- The DOS/ADOS will listen, review the issue, and propose a solution.
- You may bring a friend, classmate, or agent for support.

Stage 3: Formal Written Complaint

Submit a Formal Complaint Form (available from Reception or the website)

- You must provide
 - A clear description of the issue (facts, dates, people involved).
 - Any supporting evidence (emails, documents, etc.).
 - The outcome you are seeking.

Process:

- **Acknowledgement:** Your complaint will be acknowledged within **2 working days**, with a summary of next steps and timeline.
- **Investigation:**
 - A neutral investigator (DOS, senior staff member, or external consultant) will review documents, interview relevant parties, and gather evidence.
 - Target timeframe: **7–10 working days**. If delayed, updates will be provided.
- **Hearing:**
 - Scheduled within **5 working days** of the investigation.
 - Both parties can present evidence, call witnesses, and ask questions.
 - You may bring a colleague or representative for support.
- **Outcome Decision:**
 - Written decision issued within **2 working days** of the hearing, detailing findings, conclusions, and action steps.
 - If more time is needed, all parties will be informed of the revised timeline.

→ If you are not satisfied with the outcome of Stage 3, you may proceed to Stage 4 (Internal Appeal) or Stage 5 (External PCN Procedure).

Stage 4: Internal Appeal

If you are not satisfied with the outcome, you may appeal in writing to the School Director within 7 calendar days of receiving the response.

- An appeal meeting will be arranged within 5 working days.
- The appeal will be reviewed by a manager or standing panel who was not involved in the original decision.
- A final written decision will be issued within 2 working days of the appeal hearing.
- This decision is final.

→ If you are not satisfied with the outcome of Stage 4, you may proceed to Stage 5 (External PCN Procedure).

Stage 5: External Review: Progressive College Network (PCN)

This stage applies to complaints that remain unresolved after completion of the Academic Bridge internal complaints and appeals process.

Students, employees, clients, or stakeholders may escalate the matter to Progressive College Network (PCN), in accordance with the PCN Complaints Procedure.

How to submit:

- A formal complaint should be submitted to PCN using the PCN Complaint Form and sent to info@PCNireland.ie.

PCN Process:

PCN will acknowledge receipt of the complaint and forward it to the designated PCN Ombudsman. The Ombudsman will review the complaint, request any missing information, assess the details provided, and contact the institution for a response where appropriate.

The PCN Ombudsman will review all relevant documentation against the PCN Quality Assurance Charter, QQI TrustEd Ireland guidelines, EAQUALS Code of Practice, and best practice in English language education.

The PCN Ombudsman will issue a report with conclusions and any required actions. The Ombudsman's decision is final.

The full PCN Complaints Procedure is available [here](#).

Summary Flow (Easy Reference)

Stage 1 → Teacher/Reception

Stage 2 → DOS/ADOS

Stage 3 → Formal Complaint (written, investigation, hearing, outcome)

Stage 4 → Intern Appeal to School Director

Stage 5 → External Escalation to PCN (info@pcn.ie)

Record Keeping

- All complaints (informal & formal) are logged confidentially.
- Records are available to learners upon request (subject to data protection).
- PCN will maintain its own records as per their procedure.

Review

This procedure is reviewed annually to ensure compliance with QQI, TrustEd, and best practice in English language education, and to align with PCN objectives and legal requirements.

Academic Integrity Policy

Academic Bridge is committed to upholding the highest standards of academic honesty and fairness. Students are expected to demonstrate integrity in all assessments, including lessons, weekly quick tests, weekly skills development assessments, and examinations. Academic integrity ensures that all evaluation outcomes accurately reflect a student's own abilities and learning.

Academic Misconduct

- Academic misconduct includes, but is not limited to:
- Cheating during exams or tests, including weekly quick tests and skills assessments (e.g., copying, using unauthorised materials, or electronic devices).
- Plagiarism, presenting another person's work, ideas, or words as one's own without proper citation.
- Collusion, inappropriate collaboration on work intended to be completed individually.
- Impersonation, having someone else complete an assessment on a student's behalf.

Procedures for Suspected Misconduct

Cheating During Exams or Tests

1. Teachers or invigilators will confiscate unauthorised materials and document the incident.
2. Students may continue under supervision or be asked to stop the assessment, depending on the situation.
3. The incident will be reported to the Academic Management team.
4. The student will be informed and given the opportunity to provide an explanation.
5. If confirmed, the test or exam may be invalidated, and the student may be required to retake it.

Plagiarism

1. Teachers identify and document suspected plagiarism in written assignments.
2. The case is reported to the Academic Management team
3. The student is notified and may be asked to resubmit the work or complete an alternative assessment.
4. Teachers provide guidance on proper citation and academic writing to prevent recurrence.

Collusion or Impersonation

Confirmed cases may result in invalidated assessments, academic warnings, or further disciplinary action depending on severity.

Exam and Test Management

- At Academic Bridge, we take care to ensure that all tests and assessments are managed fairly and securely. Weekly tests and skills assessments are safely stored by Academic Management.
- Teachers receive exam materials shortly before each assessment and return them afterward, helping to maintain consistency and integrity. Access to all assessment materials is limited to authorised staff only, ensuring a fair and confidential process for everyone.

Impact on Progression

We encourage all students to complete their work honestly and to the best of their ability. Academic misconduct may have an impact on:

- Weekly test and skills assessment results.
- End-of-cycle progression recommendations.
- Eligibility to sit external exams (such as TIE or Trinity exams).

When making decisions about progression, we look at each student as a whole. This includes attendance, participation, test results, skills assessments, and overall engagement in class. Our aim is to support every student in making steady and meaningful progress.

Copyright Compliance Policy

Academic Bridge respects intellectual property rights and complies with copyright law. All staff and students are expected to use materials responsibly to support learning and teaching while avoiding infringement.

Use of Copyrighted Materials

Staff and students may only use copyrighted materials when:

- Permission has been granted by the copyright holder.
- The material is used under a valid licence.
- The use falls within permitted educational purposes.

Copyrighted materials include, but are not limited to:

- Coursebooks and textbooks.
- Photocopies and scanned resources.
- Online articles, videos, and multimedia content.
- Teacher-created materials and assessments.

Student Responsibilities

Students must:

- Not copy, distribute, or publish course materials without permission.
- Respect the intellectual property of textbooks, online resources, and other materials.
- Use materials only for study and assessments within Academic Bridge.

Compliance

Violations may result in:

- Warnings.
- Loss of access to school resources.
- Academic or disciplinary action.

College Contact Details

Main Building:

Academic Bridge

33 Gardiner Place, Dublin 1. D01 W625

Phone: +353-1878 8616

Email: info@academicbridge.ie

www.academicbridge.ie



Getting to Academic Bridge (Gardiner Campus)

Address: 33 Gardiner Place, Rotunda, Dublin 1, D01 W625

Academic Bridge is located in Dublin city centre and is easily accessible by public transport, walking, or cycling.

By Bus

Several Dublin Bus routes stop within a short walking distance (2–5 minutes) of the school. The most convenient stops are **Mountjoy Square** and **Parnell Square East**.

Common routes serving this area include: 7, 7A, 7B, 7D, 7E, 13, 16, 27, 33, 41 (and variants). These routes connect the school with major student areas such as UCD, DCU, Drumcondra, and Rathmines.

By LUAS (Tram)

The nearest LUAS stop is Dominick (Green Line), approximately a 7-minute walk from the school.

This is a convenient option for students travelling from areas such as Broombridge, the city centre south, and Sandyford.

By Train (DART / Commuter Rail)

The closest train station is **Drumcondra Station**, located approximately a 4-minute walk from the school.

This is ideal for students travelling from North Dublin or commuter towns on the Maynooth line.

Walking

Due to its central location, the school is within walking distance from many key areas:

- 7 minutes from O'Connell Street.
- 15–20 minutes from Trinity College.
- 10–15 minutes from various student accommodations.

By Bicycle

Cycling is a popular option among students. Dublin city centre is relatively flat, and there are bicycle parking facilities and Dublin Bikes stations nearby.

By Taxi

Taxis and ride-sharing services (e.g. Free Now) are widely available. This option is faster but more expensive.

Student Advice

Students are encouraged to use public transport and plan their journey in advance. For real-time routes and schedules, you can use apps such as Google Maps or Transport for Ireland.

2nd Building Address:

Academic Bridge

31 Gardiner Place, Dublin 1. D01 EY47

Phone: +353-1878 8616

Email: info@academicbridge.ie

www.academicbridge.ie



Getting to Academic Bridge (Gardiner Campus)

Address: 31 Gardiner Place, Rotunda, Dublin 1, D01 EY47

Academic Bridge is located in Dublin city centre and is easily accessible by public transport, walking, or cycling.

By Bus

Several Dublin Bus routes stop within a short walking distance (2–5 minutes) of the school. The most convenient stops are **Mountjoy Square** and **Parnell Square East**.

Common routes serving this area include: 7, 7A, 7B, 7D, 7E, 13, 16, 27, 33, 41 (and variants). These routes connect the school with major student areas such as UCD, DCU, Drumcondra, and Rathmines.

By LUAS (Tram)

The nearest LUAS stop is Dominick (Green Line), approximately a 7-minute walk from the school.

This is a convenient option for students travelling from areas such as Broombridge, the city centre south, and Sandyford.

By Train (DART / Commuter Rail)

The closest train station is **Drumcondra Station**, located approximately a 4-minute walk from the school.

This is ideal for students travelling from North Dublin or commuter towns on the Maynooth line.

Walking

Due to its central location, the school is within walking distance from many key areas:

- 7 minutes from O'Connell Street.
- 15–20 minutes from Trinity College.
- 10–15 minutes from various student accommodations.

By Bicycle

Cycling is a popular option among students. Dublin city centre is relatively flat, and there are bicycle parking facilities and Dublin Bikes stations nearby.

By Taxi

Taxis and ride-sharing services (e.g. Free Now) are widely available. This option is faster but more expensive.

Student Advice

Students are encouraged to use public transport and plan their journey in advance. For real-time routes and schedules, you can use apps such as Google Maps or Transport for Ireland.

3rd Building Address:

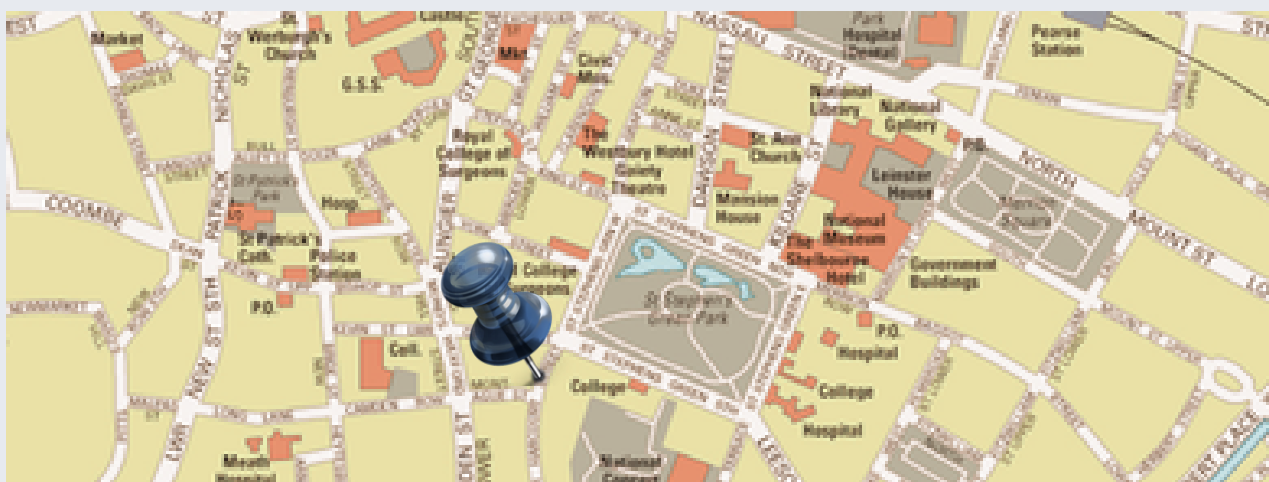
Academic Bridge

11 Harcourt Street, Dublin 2. D02 WR96

Phone: +353-1878 8616

Email: info@academicbridge.ie

www.academicbridge.ie



Getting to Academic Bridge (Harcourt Campus)

Address: 11 Harcourt Street, Dublin 2, D02 WR96

The Harcourt Campus is centrally located and well connected by public transport, making it easy to reach from all parts of Dublin.

By Bus

Several Dublin Bus routes stop within a short walking distance (3–7 minutes) of the school. Nearby stops include Harcourt Street, Camden Street, and Stephen's Green.

Common routes serving this area include: 9, 11, 16, 41, 46A, 145 (and others depending on your location).

These routes connect the campus with key student areas such as UCD, DCU, Rathmines, and Drumcondra.

By LUAS (Tram)

The nearest LUAS stop is Harcourt (Green Line), located approximately 1 minute walk from the school.

This is one of the most convenient ways to travel, especially for students coming from:

- Sandyford / Dundrum.
- Ranelagh / Charlemont.
- Broombridge.

By Train (DART / Commuter Rail)

The closest major stations are:

- Tara Street Station (approx. 15-minute walk).
- Pearse Station (approx. 20-minute walk).
- Students can also take the LUAS from Connolly Station to Harcourt.

Walking

The Harcourt Campus is within walking distance from many central locations:

- 5 minutes from St Stephen's Green.
- 10 minutes from Grafton Street.
- 15–20 minutes from Trinity College

By Bicycle

Cycling is a popular option. There are bike parking areas and Dublin Bikes stations available near the campus.

By Taxi

Taxis and ride-sharing services (e.g. Free Now) are widely available throughout the city.

Student Advice

Students are encouraged to plan their journey in advance using apps such as Google Maps or Transport for Ireland, and to allow extra time during peak hours.

Emergency Support Contacts

Your safety and wellbeing are very important to us at Academic Bridge. Please take a moment to read the information below so you know who to contact if you need help.

At School

School Welfare Officer

If you have any personal, academic, or wellbeing concerns, you can speak to our Welfare Officer. We are here to support you.

-Student Welfare Manager: matheus.correa@academicbridge.ie

-Student Support Officers:

- renata.baca@academicbridge.ie
- bruna.passara@academicbridge.ie
- eduarda.santana@academicbridge.ie

Local Garda (Police) Stations

- Near Gardiner Campus: [Store Street Garda Station](#).
- Near Harcourt Campus: [Kevin Street Garda Station](#).

You can contact the Gardai if you feel unsafe, lose something, or need help in an emergency.

Doctor (GP) / Health Centres.

If you feel unwell, you can visit a local doctor (GP). Our reception team can help you find a clinic.

Mental Health Support.

- Health Service Executive (HSE) provides free or low-cost mental health services.
- Samaritans (24/7 support): 116 123

You can talk to someone anytime if you are feeling stressed, anxious, or need emotional support.

Emergency Services.

- Call 112 or 999 (Ambulance, Police, Fire Brigade)



Appendix: Students Acknowledgement

Receipt of Handbook

I, the undersigned, confirm that I have received, read, and understood the Academic Bridge Students Handbook (2026). I agree to abide by the policies and professional standards outlined herein.

Name: _____

Date: _____

Signature: _____



DUBLIN, IRELAND
