

Newcastle International School of English



Student Handbook 2011/2012

'Welcome'

Hello and welcome to the Newcastle International School of English. We thank you for choosing to study with us and hope your stay will be an enjoyable one.

The staff based at our school are here to support you in every way and I am confident that they will make your stay here as comfortable and pleasurable as possible.

The purpose of this handbook is to provide you with information about our school and also assist you with any queries' you may have about coming to the U.K to study.

It is our aim to lead this school towards;

- Becoming a world class English Language centre.
- Developing our teaching staffs ability so that they can facilitate learning of the highest quality.
- Continually contribute to the economic, social and cultural development of the North East of England.

Joanna Chung – Operations Manager

Contact address and telephone numbers:

Registration office for enquiries and enrolment

Newcastle International School of English

Saville House

5 Saville Place

Newcastle upon Tyne, NE1 8DQ.

Registration No. 06864193

Tel: +44(0)191 2605333

Fax: +44(0)191 580 0332

Email: www.newcastle-ise.com

Emergency Contact number: 07515013323

(Available 24 hours)

About Newcastle International School of English

Established in 2009 this English language school is based in the heart of a bustling unique multi - ethnic metropolis.

We believe that every student has different needs and reasons for studying English. Our priority to you the student is to find the most effective method of teaching so that you can enjoy learning English at a pace that suits you best.

We know how hard it can be as a new student in a strange town to find your way around, so we have a number of staff here who as part of your induction process will take you on a tour of the City of Newcastle.

We hope you will find studying with us a unique experience and we also offer activities for after your studies have finished. Trips and excursions take place regularly and it is a great way to make friends and socialise with other students here at the school.

Feedback from our current and also previous students shows that not only do we look after you academically but you will also have fun socially!!



'I'm Sonia from Spain, studying in Newcastle upon Tyne has been brilliant; I have made lots of friends whilst preparing for my IELTS exam, the staff at Newcastle ISE have been a great support to me'.



'Hi I'm Sultan from Saudi. I had a great time studying at Newcastle International School of

English'. The teachers are really helpful'.
'Newcastle is a great place to study'.

We are a school which has quality of teaching,
equality of opportunity and enjoyment for all....

We hope to see you soon but if you wish to call us
and speak to a member of staff please do so.

+44 (0)191 2605333

Or you can email us at www.newcastle-ise.com

How to get to: Newcastle International School of
English.

By bus/rail

As we are located in the city centre getting to our
school could not be easier. We are within walking
distance of many of the main transport links. The
nearest Metro stations to us are Haymarket and
Monument; both are only a few minutes' walk to
Newcastle International School of English.

There are park and ride facilities also at Callerton
Parkway, Kingston Park and Regent Park stations.

For bus routes, timetables and all travel information see www.nexus.org.uk

Parking

There is a car park directly opposite the school, along with various multi storey car parks throughout the town centre.

If you chose to cycle you will find off street cycle spaces in most multi storey car parks and also in the main shopping areas (Northumberland Street)

For a full list of details contact www.newcastle.gov.uk/parking

About you

Registration

When applying for a course at Newcastle International School of English, we recommend that you make sure the following requirements are met:

- Application form is filled out and signed.
- We have a copy of your passport and visa.

Once your application has been submitted we will send you an offer letter and an invoice with the full amount of your course costs. Once we have received payment we will then send you your acceptance letter which will contain all the relevant details of the course you have enrolled upon.

When all paperwork is completed and all details are confirmed you will be given a course start date.

Essential documents you will need to bring with you.

Your Passport	
Any visa documents you will need	
Your acceptance letter	
Insurance details (travel, medical, personal)	
Enough money or travellers checks to see you through the first two weeks	
Accommodation details	
Any medication to cover the first month of your stay and your medical details	
Proof of tuition and living expenses	
Certificate of health insurance	
Documents that your Country or Embassy say you will need	
Certificate of academic qualifications if you intend to study further in the UK	

Please check these details off so you know you have all relevant documentation with you.

Important: Travel Information.

If you are bringing electrical equipment with you such as a camera or laptop or other valuable

items please remember to keep a record of their serial numbers.

Make copies of traveller's cheque numbers and any insurance policy details.

Keep all recorded details in a safe place.

It is advisable that you do not bring with you valuable items such as jewellery, but if you do wish to you should make sure you have a safe place to keep them as well as money and other important documents.

Make a plan of how you will transfer your money and pay your tuition fees.

When packing please remember that your transport provider may have a weight limit on what you can carry.

Please also bear in mind that British weather can be very unpredictable and it can be especially cold in the winter months, so please bring warm clothing.

Before you arrive

Immigration requirements must be met to enable you to leave your country to come to the U.K for study.

You must ensure that if you need a visa to enter the U.K you have applied to the British Embassy in your own country. This process can be lengthy, so make sure you have applied in good time for your application to be processed.

You can make a visa application at a visa processing centre, through your nearest British Diplomatic post, if you follow this link it can guide you to your nearest centre.

www.ukvisas.gov.uk/en/howtoapply/wheretosapply

You will require a number of documents for your application, so make sure that all the documents required are included in your visa application pack, failure to do so will prolong your visa application.

The UKBA website is helpful in assisting you with any queries you may have concerning your visa application. www.ukba.homeoffice.gov.uk

Make sure that you have enough savings or a sponsor that you can rely on to cover the cost of your living expenses and tuition fees.

Living expenses would include things like: - accommodation, travel, food, social activities and pocket money.

Tuition fees will be paid before the course starts.

Make sure that your accommodation is confirmed

If you require the school to help you in finding accommodation we will do all that we can to assist you with this.

We have a list of home stay providers who work with the school but you must notify us as soon as possible so that we can work with the home stay providers to assess their availability for you.

If you have secured your own accommodation please let the school know and your address as soon as possible.

Travel Insurance (Health and Personal Effects)

It is very important that you are insured. Please make sure that you check before you travel!!!

Health Insurance

It is most important that you are covered by insurance for any medical treatment; you may fall ill and if you have insurance your medical costs will be covered. In order to be treated in the U.K you must have this type of insurance. Students from EU countries however can benefit from E111 medical insurance which can be obtained in their own country before departure.

Personal Effects

As we have stated previously it is essential that if you are bringing any valuable items such as electronic equipment you must make a record of the serial numbers on each individual item, you could also use an ultra violet light pen to

personalise your items with a unique number. This makes it easier for the police to track your items if they are lost or stolen.

Remember: to make a note of your passport number and your bank and credit card details.

Transferring money to the U.K

It is advisable not to put all the money you are travelling with in one place. Make sure that it is stored in various places whilst you are travelling, also try not to bring too much money with you, it is safer to transfer your money once you are settled in the U.K.

Paying for your tuition fees

It is safer to transfer your tuition fees into our bank account before you travel, as we have stated above it is not advisable to carry too much money whilst travelling.

Baggage allowance

Before you pack please make sure you know your travel providers maximum weight allowance. Most airlines allow for extra baggage but at a high cost.

Medication

Please bring to the U.K one month's supply of your usual medication, it is possible once you are here to register with a local doctor. We are fortunate to have a medical centre in the local vicinity, but time must be allowed to register and make an appointment.

You must also check your vaccination status to make sure that your immunisations are up to date, especially MMR, Tetanus and Meningitis.

Once you are here

Once you are here in the U.K, you will need to inform and register in certain places that are compulsory and voluntary.

Police Registration (only applicable for certain countries)

If you are a non EU citizen you will need to go to your local police station to inform them that you have arrived in the U.K and register your address with them. This is a legal requirement of your visa. A member of staff can assist you with directions to your local police station.

Dentist

Once you have settled in, a member of staff will help you find the nearest dental clinic to your home so that you can register with a dentist.

Doctor

Once you have settled in we will also help you find a doctors surgery which is close to your home address, there is also a doctors surgery very close to our school. It is important to register with a doctor so that you can receive treatment and medication if you need it promptly.

Opening a bank account

We will be happy to provide you with a letter to open a bank account to confirm that you are a student at our school. There is a legal requirement however that if you are an international student you will need to be studying for at least six months before you can open an account.

What to expect as a student

Our prime goal is to provide our students with the best service possible. We expect our students to fully participate and engage with all the different activities that we offer. Students who fully engage with the school have a more rewarding experience.

It is crucial that you attend all of the classes that have been scheduled for you and comply with the rules of the school. We are here to help you improve but we can only achieve this if you dedicate yourself to your studies and work hard.

Special attention is paid to the attendance of our students who have Non EU visas; this is in line with the U.K Border Agencies requirements.

We are a school which is committed to valuing and celebrating diversity, we do not tolerate any kind of discrimination within our school and consequences apply to any student who exhibits any discriminatory type of behaviour.

When you register with our organisation you must agree to comply with our rules and regulations. A breach of these rules may result in your placement here being cancelled without refund.

We strongly recommend that you take time to familiarise yourself with our policies. (They can be found in the appendixes at the end of this document).

As a member of our school you automatically become a member of the wider community. You must make sure that you behave in a manner that is acceptable at all times. You must respect the laws that govern the U.K and familiarise yourself with them also.

Anti social behaviour is a serious offence and will not be tolerated at Newcastle International School of English.

International students

If you have any immigration queries we can provide phone numbers of people who can give you immigration advice. Make sure you have all relevant information that you need before you make your call as this will make processing your enquiry much easier. You can also check the UKBA website for any immigration queries.

www.UKBA.homeoffice.gov.uk

As a member of our school you automatically become a member of a wider local community.

You need to make sure that you obey the rules of the UK. You can achieve this by simply placing rubbish in litter bins, not making too much noise that could disturb others or simply obeying road rules whilst driving.

Newcastle upon Tyne is quite famous for its night life. We believe that having fun is an important part of everyone's life. However, we strongly advise that you drink sensibly and respect other people's privacy and under no conditions cause any trouble or get involved in acts of violence, Antisocial behaviour is a serious offence and will not be tolerated at NISE.

Academic Structure and Assessment

The academic structure of our school is underpinned by our policies and procedures. Initially all students will take a placement test as part of our enrolment procedure. This will help place you in the most suitable class according to your ability.

We have systems for monitoring our students once they have enrolled with us; this is the 'Monitoring Student's Progress' procedure. It will

allow you to be assessed continuously so that we can monitor your ability in the class which you have been placed into.

It may be necessary at your discretion to either move up or down a level depending on how you are finding the class in which you have been placed.

When you have completed your course you will be awarded with an internal certificate which we produce for you at the school, if you have registered for an external exam through our awarding body EDI you will also be awarded a certificate approximately six weeks after your exam.

Plagiarism and referencing

Newcastle International School of English values the work of others and complies with the ethical rules which govern the educational world. It is unacceptable educational behaviour to pass the ideas of another as your own work. We do not tolerate plagiarising ideas of authentic authors and this may lead to exclusion from the school. Please familiarise yourself with our Academic Misconduct Procedure which is attached to the appendix at the end of this document.

We follow the Harvard Referencing System guidelines; this is applicable for our students who are enrolled on IELTS courses. Universities in the U.K use this system of referencing so it is a good idea to familiarise yourself with this referencing style. Try typing 'Harvard Referencing' into your search engine and you should retrieve results which can help you understand this method.

Facilities and Support

Library

On your induction day, we will take you to the Newcastle City Library, which is a one minute walk from our school. It will be possible to enrol you there as a member and you will be able you loan their resources to assist you with your studies, they also have other facilities you can use such as loaning out books, DVD's and free internet usage once you are a member.

I.T Room

We have in our I.T suite ten computers which students can use for their own private studies and also for their personal use. You will be able to use the computers to access your personal emails and

chat online also, as long as the sites visited are appropriate and not illegal. Please refer to our I.T policy which is included in the appendix at the end of this document to see our guidelines.

Inappropriate internet usage may result in exclusion without refund from the school.

Policies

Data Protection Statement

At Newcastle International School of English we are committed to storing any data that is collected concerning our students in a secure way. We believe that confidentiality is a prime principle that should be followed and we uphold our data protection policy at all times.

The information we collect on your behalf will only be shared with other members of staff if necessary. We however have to state that if at any time it is deemed necessary to share your personal information with a third party we reserve the right to do so.

Fee refund policy

Cancellation Policy – before course date

If you wish to cancel your intended study here with us at Newcastle International School of English, we require that we are given at least two week's notice. All fees will be refunded, less the administration fee (£50.00GBP).

Student Health and Safety

It is the responsibility of Newcastle International School of English to ensure the health and safety of all staff, students and visitors. It is a legal requirement that the school should provide a safe environment and ensure that all safe working practices are followed. Everyone connected to the school has an equal responsibility to ensure they take care of themselves and others.

The school will always endeavor to achieve excellence in all areas including health and safety.

Students are required to comply with the school's Health and Safety Policy. All students are to be responsible for their own personal safety and any others who may be affected by their actions in regards to health and safety, students will be made aware of health and safety procedures relevant to particular activities at their induction.

Fire Evacuation Procedure

This is to ensure safe evacuation of the school in the event of a fire or other emergency.

Emergency Alarms

In the event of the sounding of the alarm (bell) all persons should evacuate the buildings following the procedures set out below.

Action to be taken by Students

Leave the building by the nearest designated emergency exit in accordance with the instructions given by staff, closing doors as directed.

Do not re-enter unless advised by a **known** member of staff.

Do not attempt to take your belongings, leave everything behind.

During an evacuation procedure you must report to the designated assembly point. Do not go any area which is not an assembly point and do not leave the assembly point unless authorised by a **known** member of staff.

Tell a member of staff If you are concerned that another student has not been able to evacuate the building please advise of that person's last known location.

First Aid

If you require first aid treatment, see the person responsible, they will arrange for first aid treatment to be administered. Only a suitably qualified person should give first aid treatment.

Accident Reporting

Always report all accidents, no matter how minor, whether it is on the school premises or out on an arranged activity, be sure to fill in an accident report form. You should report all accidents to your academic supervisor as soon as possible.

Smoke Free Policy

This policy has been developed to protect all employees, students and visitors from exposure to second-hand smoke and to comply with the Health Act 2006. The School does not encourage smoking, and those who do, smoke at their own risk.

All students and employees have a right to work and study in a smoke free environment. To ensure that smoke does not enter a building from outside and that people entering or exiting the premises are not exposed to second-hand smoke, it is prohibited in and around the entrances and open windows of the building.

It is the policy of the School that all our workplaces are smoke free.

Behaviour

Whilst on the school's premises students are expected to behave in a responsible manner. Students should stay out of areas of the school where they are not authorised to be.

Safe Use of Computers

At the induction stage guidance on the safe usage of computers will be given to you and you should follow this guidance at all times.

Plan a time table so that your computer usage is no longer than 3 hours a day.

You should not use computers for more than a 90 minute period without a 15 minute break.

Try to have shorter sessions where possible, ideally 30 minutes followed by 5 minutes break or 60 minutes followed by 10 minutes break.

The computers should be used for educational purposes. Students do have access to email and chat facilities, but must operate within the law and not access any sites which are inappropriate.

Safety Matters for International Students

You may have concerns about safety or have questions about personal and home safety or using public transport. This is the case for many international students, especially if it will be your first time living and studying away from home.

The British Council has a safety guide specifically for international students, covering Safety at home, Personal Safety, registering with the police and more. To access this information follow the link below.

www.educationuk.org/downloads/safety_1st.pdf

Out of School Disclaimer

Whilst students are on our premises at Newcastle International School of English, Saville House, 5 Saville Place they are covered by our Employers Liability Insurance.

We ask all parents/carers to explicitly state to their children that when they are on an excursion outside of the school that they must behave in a manner that does not pose a risk to themselves or others.

They must agree to stick with the group and not wander off on their own.

They must listen to and take direction from the member of staff who accompanies them on the excursion.

Any child who does not adhere to these rules will not be allowed to go on any further excursions.

We would ask all parents/carers to emphasise these rules for their child's own safety and protection.

We take no responsibility for any student who has put him/herself in danger or others in danger whilst on any excursion.

Newcastle International School of English

Complaints Procedure (Summary)

Every student has the right to complain if they are not happy with a teacher, another student or even the course.

- You can talk to your teacher, student welfare or a member of admin.
- Your complaint will be held in private from other members of staff.
- If you complain against an academic decision, an appeal will be dealt with first.
- If the complaint is about another student's behaviour, this will be dealt with by our school behaviour policy. (Disciplinary Procedures)
- If the complaint is about a teacher, this will be dealt with by our staff behaviour policy. (Staff Disciplinary Procedures)
- If the complaint is untrue the complainant may be subject to disciplinary proceedings on the grounds that they have harmed or tried to harm the schools good reputation.

We will try to sort out any problem informally. We will make sure that you are happy with the outcome.

If you are not happy with this outcome, you can follow the next procedure.

A complaint will be logged in writing to the Director of the School.

It will list everything about the complaint, you must include your name and address, any documents and dates, locations and witnesses if there are any.

You should explain if you have made a complaint before using our informal procedure. It will also be helpful if you tell us what outcome you would want.

The Director of the school will let you know in writing within 5 working days that they have your complaint. We will resolve the complaint within 28 working days.

There will be a meeting between you and the Director of the School to discuss the matter.

A written record of the meeting will be recorded, the Director will notify you of the result of your complaint, and this will include any action taken.

If you are not happy with the results you are entitled to appeal, it must be stated which part you are not happy with.

If you are still not happy with the outcome we request that you make an external complaint to our accreditation bodies, ABLIS or British Council through their own procedures. You can find their Complaints Procedures at:

www.ablsaccreditation.co.uk/

www.britishcouncil.org/

Student Anti-Harassment and Bullying Policy

At Newcastle International School of English we aim to provide a learning environment free from harassment and bullying on any level at all times.

Harassment and bullying can lead to student suffering a level of distress which can lead to poor attendance, poor quality of work, lack of confidence and other problems.

If there are any complaints brought forward we aim deal with them quickly, and with sensitivity.

All complaints will be dealt with the strictest confidentiality.

If Harassment or bullying is proven action will taken.

Newcastle International School of English

Internal Student Complaints Procedure (Full)

1. Newcastle International School of English – Commitment regarding complaints:

1.1 We want our students to be provided with the best quality service, therefore we encourage our students to bring forward any complaints.

1.2 When raising a complaint, students must have made sure that they have behaved according to our school regulations.

1.3 We aim to handle any complaint in a way which:

- Encourages informal settlement
- Is fair to all
- Treats complaints seriously and with understanding
- Is dealt with quickly and effectively
- Helps the school learn from each experience

1.4 Every effort will be made to make sure your complaint is dealt with immediately, and with fairness to all sides.

2. Before a complaint is made:

2.1 If you are considering making a complaint, or need help with further information, you can seek

help from the following people:

- Your Tutor
- Student Welfare Officer
- Member of Administration

3. How to make a complaint:

3.1 This procedure will help you understand what areas can be complained about.

3.2 The following list gives examples of the type of complaint covered by this procedure:

- Misinformation about academic programmes
- Poor teaching or supervision
- Not enough facilities
- The behaviour of a member of staff
- The behaviour of another student

4. Informal Complaint Stage:

4.1 Wherever possible, issues of concern should be raised immediately with the member of staff who is responsible or, alternatively, with one of the support services such as those listed below, with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.

- Your Tutor
- Student welfare officer
- Member of Administration

4.2 The Informal Stage will generally be an oral process and a written record will not be made, but any staff involved will be encouraged to share the experience where the effectiveness of the school or their section could benefit.

4.3 If you are still not satisfied with the response to your complaint, you should use stage 1 of the formal procedure outlined below (section 6).

5. Complaint Process and Results:

- a. You will be asked to tell us what type of action you are seeking. Such actions might include: change in practice, compensation, or

disciplinary action against a student and/or a member of staff.

- b. The school will ensure that the complaint result will be treated confidentially; only sections of the school that are related to the complaint will be informed.
- c. If a complaint refers to matters or allegations that are, or that become, the subject of an appeal against an academic decision, the academic appeal will be completed before final completion of the student complaint.
- d. If a complaint raises allegations of inappropriate behaviour by another student, these allegations will be referred to the Disciplinary Procedures. Referral of these allegations to the Disciplinary Procedures will be the final outcome of the Complaints Procedure. Details of the consideration or outcomes of any disciplinary proceedings will not be reported to the original complainant.
- e. If a complaint results in allegations about the conduct of a member of

staff, these allegations will be referred to the Schools Staff Disciplinary Procedures. Referral of these allegations to the Disciplinary Procedures will be the final outcome of the Complaints Procedure. Details of the consideration or outcomes of any Disciplinary proceedings will not be reported to the original complainant.

- f. Anyone making unwarranted and unsubstantiated allegations concerning the conduct or reputation of members of staff may be subject to disciplinary proceedings on the grounds that they have harmed, or attempted to harm, the good order and discipline of the school and/or brought the school, its staff or students into disrepute.

6. STAGE 1 Complaint: SCHOOL-LEVEL

6.1 There will be occasions, where the above process is inappropriate to deal with a complaint and a formal complaint will have to be logged. In this case, you should write to the Operations Manager or Director of Studies, making it clear that you are raising a formal complaint.

6.2 The complaint must be specific and documentation of all relevant details must be clearly written. Such details include:

- your name and address
- any relevant documentation
- dates, locations, and witnesses as appropriate

You should also detail any previous unsuccessful attempts at an informal resolution. Finally, you must state what remedy you seek or what reasonable steps you would like to be taken to resolve the complaint.

6.3 You should expect to receive an acknowledgement from the Operations Manager or Director of Studies of your written complaint within five working days. It is our aim that most complaints under Stage 1 should be resolved within 28 working days. You will be informed if there is likely to be any delay in the process.

6.4 A meeting will be arranged between you and the Operations Manager or Director of Studies or other appropriate authority to discuss the matter. You may, if you wish, be accompanied by a fellow student or past or present member of staff acting as a friend. A written record of the proceedings will be made by the Operations

Manager or Director of Studies who will also take responsibility for arranging the meeting.

6.5 A written record of the meeting will be made by the Operations Manager or Director of Studies. You will then be notified in writing of the result of your complaint and the reasons for the decision. Where the result of the complaint includes consequent action or recommendations, the Operations Manager or Director of Studies of the section concerned shall notify the appropriate person(s) internal or external to the school, without undue delay.

6.6 If you are not happy with the results, you are entitled to appeal. During the appeal, students must indicate which part of the results they are not happy with and what outcome they require.

6.7 If an appeal is not successful, an external complaint will be made. This can be made to our Accreditation bodies ABLIS or British Council through their own procedures. You can find their Complaints Procedure at:

www.ablissaccreditation.co.uk/

www.britishcouncil.org/

Disciplinary Procedure

The disciplinary procedure has been put in place at the Newcastle International School of English in order to emphasize that the standards of conduct are adhered to as well as to monitor and ensure consistency of treatment across the school in relational to every person involved within the organisation.

1. This procedure is applicable to all staff, students and visitors who breach the rules stated in the document Disciplinary Rules.
2. Breach of any of the rules listed in the document Disciplinary Rules will result in disciplinary sanctions after the investigation is carried out.
3. The Disciplinary Procedure consists of three parts which are:
 - a. Investigation
 - b. Formal disciplinary procedure

c. Appeal

4. All complaints must be investigated before any disciplinary action is taken.
5. The investigation will be carried out by the Managing Director.
6. Fraud, theft and assault will normally be reported to the police.
7. During the investigation time, the Managing Director will obtain and gather as much information as possible regarding that particular issue including interviews with complainants as well as witnesses. Any complaint and statement should be made in a written form, with the name of the complainant and the date. The complainant will be informed that those documents will be passed on to the person accused.
8. The person who is accused will be informed of the fact that the investigation is taking place and of the alleged charges.

This will give that person the possibility to respond to the allegation.

9. The person may be asked to attend an interview or respond in writing to the allegation.
10. After the investigation is finished there will be three possible courses of action:
 - a. Following an investigation no evidence is found. A formal letter will be sent to all parties involved.
 - b. An informal approach will be taken if the offence is of minor nature. By informal approach we mean:
 - i. Informal advice
 - ii. Informal coaching
 - iii. Informal counseling

These actions are not part of the formal disciplinary procedure. However, in case a similar situation takes place again the formal disciplinary procedure will apply.

c. Commencement of the Formal Disciplinary Procedure if the alleged misconduct is of a serious nature, the offence is repeated, or the accused person does not agree to an informal approach.

11. Formal Disciplinary Procedure should commence at the earliest convenient date. The panel will consist of Managing Director and Director of Studies.
12. A letter will be sent to the person accused, informing him/her about the date, place and time of the hearing as well as allegations. Furthermore, information about the possible consequences of being found guilty will be included in the document.
13. The letter will be created by the Managing Director.
14. Accused person of the alleged misconduct may bring witnesses as well as other

relevant evidence. However, the panel should be informed about the presence of any witnesses as well as evidence brought prior to the hearing.

15. The procedure:

- a. Managing Director will present allegations to all parties interested
- b. The panel will have the opportunity to ask questions concerning the allegations
- c. All evidence will be presented
- d. Final statement will be welcomed from all parties involved
- e. Within the next three working days, the panel will decide if the allegations are proven and what steps need to be taken.
- f. All parties will be informed about the final decision as well as about the consequences in person (after three

working days) and in a written form
(within ten working days).

16. The consequences may be as follows:

- a. Verbal warning – applies to minor offences and infringements of the disciplinary rules; a written notice will be composed for the record of the school
- b. Written warning – applies to more serious offences or if the minor ones continue to be committed. It will contain the explanation of consequences if there is no improvement of conduct.
- c. Final warning – applies to very serious offences or if there has not been any improvement on the minor ones identified and addressed before.
- d. Dismissal – applies to very serious offences which have already been addressed before but nothing has been

changed. In case of employees committing gross misconduct, dismissal will result in an immediate termination of the contract without notice or payment. If the dismissal is the result of misconduct (not gross misconduct), termination of contract will be with notice and payment.

17. Anybody against whom the allegation was proven, has right to appeal.

18. An appeal can be raised on the grounds relating to the severity of the penalty, new evidence coming to light, irregularities during the investigation or unfairness of the judgement.

19. Request for an appeal should be made in a written form and submitted at least ten working days before the date. It should also include details of new evidence as well as names of new witnesses.

20. Appeal procedure:

- a. Appeler will give his statement and present new evidence.
- b. Panel will ask questions.
- c. Final statement will be given by all parties involved.
- d. Within five working days, the panel will decide on their final decision which will be forwarded to all the parties involved.
- e. This decision will be final and there will be no right to appeal.