



# ES Training DMCC

## Code of Conduct

### ES TRAINING DMCC CODE OF CONDUCT

The following are guidelines to ensure that the experience of all our students is a positive one.

ES Training DMCC staff are all familiar with these guidelines. All staff are required to report to the Director any refusal to comply with the Code of Conduct which may affect any student's safety or enjoyment.

#### At all times

Teachers, staff and other students must be treated with respect at all times.

ES Training DMCC does not accept any responsibility for the loss, damage or theft of any personal belongings, including money or documents not in its direct care.

Students must be careful not to endanger themselves or others in the student residence, at the school or on outside excursions.

Students should familiarize themselves with the rules and regulations of the UAE, and be respectful of local culture.

Bullying (i.e. aggressive or threatening behaviour towards other students or staff, whether verbal or physical) will not be tolerated under any circumstances and could result in expulsion.

Any student prosecuted for an illegal act in the UAE will be immediately expelled from the school, and his/her visa will be cancelled. Any costs resulting from the offence will be covered by the student.

#### In class and at school

- Attendance is compulsory
- Mobile phones must be put on silent during class time
- Smoking is only allowed in designated areas in the building and not permitted within the school's premises
- Chewing gum is not permitted in class
- Food and drink may not be consumed in the classrooms, with the exception of water
- English must be spoken at all times

#### School premises

Students causing accidental or deliberate damage to the school's premises or equipment will be charged the repair or replacement cost in full.

If we are unable to identify the person who has caused damage in a communal area, the cost of the damage will be split between all users of that area.

#### School excursions

As per UAE law, alcohol is only permitted in designated areas and may not be consumed in public. Students participating in school activities are forbidden to carry or consume alcohol during school outings, including transport to and from said activities. Students caught violating this rule could be subject to suspension,

expulsion, and if caught by the police the student or students involved must cover all costs and fines arising from the offence.

Students must be careful not to endanger themselves or others on outside excursions, and the school does not accept responsibility for accidents arising from students' reckless behaviour.

The school does not accept any responsibility for the loss or damage of any personal items brought to excursions unless said items are in its direct care.

Paid excursions which are booked and confirmed by the student are non-refundable.

## **ES TRAINING DMCC TERMS & CONDITIONS**

### **1. Acceptance of enrolment**

We will acknowledge your application within 24 hours (Sunday to Thursday). The School will only issue the confirmation of acceptance upon receipt of full course fees.

### **2. Payment**

Full course and visa fees must be received four weeks before the start of the course to allow time for visa processing. If the payment is received less than four weeks before the start of the course, the school cannot guarantee the visa will be issued in time and the start date may be deferred. Fees can be paid by cash, cheque, credit card or bank transfer. Bank charges for sending and receiving banks are payable by the sender. Payments by credit card are subject to a surcharge of 2.5% for a local card, 3.5% for an international card and AMEX 3.7%.

### **3. Start date**

It may be possible to defer the start date of your course if necessary; however, if the visa has already been issued, the dates of the visa cannot be changed and may not coincide with the start and end of your course.

### **4. Visa**

Student Visitor Visas under the school's sponsorship are single entry, and only available for courses longer than 90 days. The Student Visitor Visa can be automatically extended within the UAE for a further 90 days, for a total overall period of 180 days.

Students shall remain under the school's sponsorship as long as they are enrolled in a full-time study programme, and cannot be sponsored after they have completed their studies.

The Student Visitor Visa is automatically cancelled upon exit of the UAE, and it is the student's responsibility not to exceed the total number of days as per his/her visa. The student shall be liable for any fines arising due to overstaying and/or failure to leave.

The School will endeavour to process short-term Student Visitor Visas within ten working days if the student is outside of the UAE, and within 15 working days if the student is already in the UAE.

Students changing their status from another visa category such as tourist, employment, or employee residence should be mindful of having sufficient time left in their existing visas as they may incur in fines if there are any delays in the issuance of the new visa. Any charges arising from such delays are payable by the student.

Visas for students enrolled in short courses will be processed under the Tourist Visa category and the processing time is five working days.

### **5. Attendance and Punctuality**

Students are legally required to attend their classes and maintain a minimum attendance of 70% per month. Students whose attendance falls below 70% will be given a verbal warning, followed by a written warning.

Students whose attendance continues to be under the required percentage may be reported to immigration.

If a student does not attend class for a period longer than two weeks, and/or has failed to provide a suitable explanation for their continued absence said students may be reported as absconded. Absconded students will have their immigration file blacklisted, and shall incur a 5,000aed fine as well as any additional fines imposed by the immigration office or related authorities.

### Lateness for Class

Students who arrive late for class cause considerable disruption to the learning of other students. The consequences of lateness for the student are:

- If a student arrives more than fifteen minutes after a lesson has started, he/she will be recorded as late for the lesson, and it will be recorded as an 'L' on the attendance sheet. Once the student accumulates three (3) L's, they are recorded as one unexcused absence.

## 6. Courses

Levels start every 6 weeks, but students are permitted to join on-going courses any Sunday. All courses include a free entry assessment prior to arrival, as well as regular biweekly progress tests.

Student progress will be recorded regularly and an academic assessment will be provided together with the completion certificate, at the end of their studies.

## 7. Cancellation

ES Training DMCC defines a full course of study as the initial enrolment period. Extensions are considered new enrolment periods. All refunds will be sent to the account of the ES representative to whom the fees were originally paid, or to the individual from whom ES has received the original direct payment.

If a student's visa application is rejected after payment has been received, all fees, excluding any visa fees and non-refundable fees detailed in the Cancellation Policy below, will be refunded within 60 calendar days. Refunds will be processed according to these terms and conditions.

### Cancellation policy

ES Training DMCC defines "cancellation" as a change occurring before the start date of the first course. All cancellations must be made in writing to our admissions office and the following refund policies apply: Enrolment Fees, Courier Fees, Visa Fees, Administration Fees and Third-party fees (agent commission) are non-refundable.

- **Course refunds before arrival**

Where cancellations are received in writing more than 14 days before the first course start date, 100% of tuition fees will be refunded, except any non-refundable fees as listed above.

- **Accommodation refunds before arrival**

- a) Students cancelling their accommodation less than 14 days before arrival will be charged an amount equal to 1 week of accommodation.
- b) For cancellations less than 48 hours before arrival, an amount equivalent to 2 weeks of accommodation will be charged.

## 8. Withdrawal policy

ES Training DMCC defines withdrawal as the termination of a course after the course has started. Any withdrawal must be made in writing to the School Director, in order to arrange all relevant visa issues and cancellations in time before the student's last day. No tuition fees will be refunded to students who notify ES Training DMCC of their withdrawal after the commencement of their course. Furthermore, courses are neither transferable nor exchangeable for other services such as accommodation and social activities and

withdrawals have a no refund policy.

### Course deferral

- Students who are unable to complete their course due to extenuating circumstances will be offered the option of deferring the remainder of their course for a period of up to 6 months. In this case, the remaining weeks of study will be placed on hold at no extra cost. Any new visa related fees will be payable by the student.
- No deferral option is given to students who are expelled from the school for disciplinary reasons.

## 9. Course materials

Course fees are not inclusive of books and students are required to purchase their own study materials upon arrival. Having the course book, student book, a notebook and a pen are compulsory for all students attending General English and IELTS classes.

## 10. Public holidays

Classes are not given on public holidays, and no refund or compensation is given for lessons missed.

## 11. Discipline

If your conduct is unsatisfactory, you will be subject to the School's disciplinary procedures. These procedures may lead ultimately to expulsion. In the event of expulsion, fees are not refundable and you must cover travel and other costs incurred as a result.

ES Training DMCC Code of Conduct is available at reception, and it is the student's responsibility to familiarize themselves with the school's rules.

## 12. Accommodation

ES Dubai acts as an agent in the arranging and providing of accommodation. Students must agree to the terms and conditions of the accommodation provider selected. No refund is given for early departure, but a charge will be made for any extra nights. Alcohol is prohibited in all student residences and students may only smoke in designated areas.

## 13. Liability

ES Dubai shall not be liable under any circumstance for its failure to provide any services whatsoever if that failure is caused directly or indirectly by circumstances beyond the school's control. Any damage caused by a student to school property, or to a residence, whether intentional or not, will be charged to the student/s responsible. Students in residential accommodation are jointly and severally liable for shared facilities and the school reserves the right to recover costs for damage and exceptional cleaning.

## 14. Holidays

The ES Training DMCC student holiday allowance is as follows:

- Students studying courses under 12 weeks are permitted a maximum of 2 weeks holiday
- Students studying courses of up to 30 weeks are allowed a maximum of 4 weeks holiday
- Students studying courses of 31 weeks or more are allowed a maximum of 8 weeks holiday

All holidays must be booked at least one week in advance, in person, at the reception. Holidays booked by text, WhatsApp or after the commencement date of the holiday will be considered as invalid, and the student's absence will be recorded as unauthorised.

## 15. Employment

ES Training DMCC allows and encourages students to work part-time and in temporary jobs during their spare time to practice their English. The school organizes career days and offers career guidance; however,

the school does not act as a recruitment agency nor does it offer students the guarantee of employment during or after their studies. Furthermore, students are required to comply with the minimum attendance standards and will be discouraged from undertaking any job, which will be counterproductive to their studies.

## 16. Insurance

The visa sponsored by the school includes basic insurance, which ONLY covers medical emergencies, and students are advised to purchase appropriate accident and medical insurance. ES Training DMCC has preferred partners and insurance can be booked through the Admissions Office. Please note that once booked, insurance is non-refundable.

## 17. Jurisdiction

In any dispute arising out of this contract, the parties expressly agree to submit to the jurisdiction of the courts of the UAE having jurisdiction in the matter in question.

## 18. Publicity materials

Permission is given by the student, their parents or guardian with acceptance of these terms and conditions, for the use in ES Dubai's promotional materials of student comments, opinions, images or video, whether produced by ES or by nominated third parties.

### AGREEMENT STATEMENT

I hereby agree to the ES Training DMCC code of conduct and the terms and conditions, and agree that this document supersedes any prior arrangements.

Signature of applicant/Print Name:

Date:

ES Dubai reserves the right to change prices, to cancel or change courses and to amend timetables at any time prior to enrolment and to make additions or amendments to these terms and conditions by giving one month's written notice to all affected parties.

**ES Dubai**  
15th floor, BB1  
Mazaya Business Avenue  
JLT, Dubai, UAE  
+971(0) 4 398 2815  
www.esdubai.com  
marketing@esdubai.com