



Student Handbook 2026

www.corkenglishcollege.ie | Est. 1978

Excellence in Teaching English since 1978

Welcome

All staff of **Cork English College** would like to welcome you to Cork and Cork English College. We are delighted you have chosen to study with us and we will do our very best to ensure that the time you spend here will be as enjoyable as possible. Our aim is to help you improve your English and we will provide you with the best learning opportunities and personal attention to do just that.

School Opening Hours

Saint Patrick's Bridge Building	08:30-17:30
Saint Patrick's Hill Building	08:30-13:15

The Wi-Fi Code for each building is on the noticeboard in the classrooms

Main Office Tel.: 021 4551522

WhatsApp: +353 87 430 2315

Emergency School Mobile Number: 087 9102516

Your Timetable

Days	Times
Morning Classes	
Monday to Friday	08:40-10:40 11:00-13:00

One-to-One Lessons

The times of One-to-One lessons vary . We will tell you the exact time and days of your lessons on your first day in school.

Your First Day

Welcome Meeting & Meeting	The team will welcome you to CEC and we are available to answer any questions. There will be a short information session on your first day.
Class	You will join your class shortly after 08:40 a.m. If you haven't taken your placement test online, you will take the test at this time and join your class later.
In Class	Your teachers will monitor you during class and confirm that we have placed you in the correct level.
City Tour	There is a city tour for new students @14:00 in the afternoon. This is a good opportunity to see the city with a CEC teacher. You can register for this tour at the welcome meeting.



We want you have the best possible experience so if you need something, please ask us. Come to reception or use CEC Online to send an email. If you are not sure who to ask, please speak to reception.

Asking Questions –Who do I ask?

I want to know more about....	Who to ask?	Where
My level My progress Examinations Study help All academic help	Your teachers The Academic Department	First floor of the main building next to Room 2 Send an email through CEC Online
My accommodation	The Accommodation department Send an email through CEC Online	First Floor of the main building next to Room 2
My booking & invoices (including holiday requests)	Reception Send an email through CEC Online	Ground floor main building
Attendance	Academic Department	Send an email through CEC Online
Immigration letters & documents	Reception Send an email through E-Learning	Ground floor main building
Change my book	The Academic Office	First floor of the main building next to Room 2
Activities	See the activity programme and register via E-Learning - Events Send an email through E-Learning	Sign up through CEC Online for free activities Sign up at reception for paid activities



Non EU students

Non-EU students who need to register with immigration will have a separate meeting in their first week. You will receive a note on your first day telling you when this meeting is. At this meeting you will get information about

- Opening a bank account
- Immigration regulations—attendance and holidays
- Medical Insurance
- Choosing and registering for your end of course exam

We will also answer any questions and help you prepare the documents you need for immigration. If you need help opening a bank account or going to immigration, we will arrange for a member of staff to go with you.

Student Pathway

Levels and changing levels

Classes in CEC follow the Council of Europe's Common European Framework of References for Languages (CEFRL) and we have classes at A2, B1, B1+, B2, B2+, C1, levels. **Please see the level descriptor and level chart for more information.**

For each level the CEFRL describes in detail what a learner can do when they are successful at this level. Students can see these level descriptors on **page 5** of the student handbook. Teachers at CEC use these criteria when they are assessing your English. When you are ready to move to the next level, you will change class **on Monday morning.**

You will receive an email from the academic office with details of your new class on Friday afternoon.

Assessment & Progress

Your teachers discuss your progress regularly. Every week on Friday morning you will have a short **progress test**. This test checks that you have understood the language of that week. The results of the progress tests are recorded on CEC class registers. On Friday morning the teacher will give you feedback on your progress and advice on how to improve your overall level of English.

Speaking Assessments

Every two weeks you will have a speaking assessment task. Your teacher will use this task to assess your English and give you feedback on your speaking progress. Teachers use the CEFRL descriptors to assess your speaking. The results of the speaking assessments are recorded on CEC online.

Student Participation in Class

To assess your English and help you improve your level, the teachers need to **hear your English** and **see your English**.

Speak as much as possible in class. Answer the teacher's questions and ask questions when you want to know something. If you don't like speaking in front of the whole class, speak with your partner when you are doing pair work. Your teacher will walk around the room and listen. If the exercise is difficult, ask the teacher for help. If the exercise is easy, speak as much as possible to show the teacher that it is easy for you. The teacher needs to hear your English to assess your progress.

When you are doing exercises in class, including reading and listening exercises, write the answers. The teacher needs to see your answers to assess if you are correct or not and assess your level and monitor your progress. When students don't write their answers and don't speak in the class, it is difficult for the teachers to know if the level is too easy or too difficult and to give advice to the student about their progress.



CEC Class Levels

C1	You can express yourself fluently and spontaneously, except occasionally, when speaking about a conceptually difficult subject. You can use language flexibly and effectively for social, academic and professional purposes.
B2+	You can converse spontaneously without much sign of restricting what you say. You can reformulate ideas in different ways to ensure people understand exactly what you mean. You can understand standard spoken language even in a noisy environment.
B2	You can communicate with reasonable accuracy and can correct mistakes if they have led to misunderstandings. You can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party.
B1+	You can express yourself relatively easily when talking freely and keep the conversation going effectively without help, despite occasional pauses to plan and correct what I am saying. You can understand straightforward information about everyday study or work related topics, identifying both general messages and specific details, provided people speak clearly in a familiar accent.
B1	You can express yourself reasonably accurately in familiar, predictable situations and deal in a general way with non-routine information. You can deal with most situations likely to arise whilst travelling in an area where the language is spoken. You can produce simple connected text on topics which are familiar or of personal interest.
A2+	You can participate in a longer conversation about familiar topics, but you often need to stop and think or start again in a different way. You can generally communicate the main points of what I want to say, though I some- times have to simplify it.
A2	You can deal with simple, straightforward information and begin to express yourself in familiar contexts. You can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.

When the teachers are assessing your level and your progress, they consider what you ‘can do’ in English. They look at your speaking and pronunciation, how well you understand English (your reading and listening), how well you write, your grammar and vocabulary. For your grammar and vocabulary, the teachers assess how much language you know (range of language) and how correctly you use it (your accuracy). It is a combination of these that determines your level.

Every student is different and has different strengths and weaknesses. Every learner will improve at a different pace. Don’t compare yourself to other learners, concentrate on your own English and on the advice and feedback your teachers give you.

Your lessons are important but you should also practice and use English as much as possible outside the classrooms as well. This will help you improve more quickly.

International Examinations at CEC

The CEC certificate shows when you studied at CEC and your exit level on the CEFR scale. If you need an internationally recognised certificate of your level, for example for an employer or for a university, you will need to take an international exam. **CEC** is an authorised examination centre for the following internationally recognised exams.



IELTS (International English Language Testing System)

<http://ielts cork.com/>



Cambridge Assessment English

<http://www.cambridgeassessment.org.uk/>



TOEIC (Test of English for International Communication)

<https://www.ets.org/toEIC>



Occupational English Test

<https://www.occupationalenglishtest.org/venues/corkenglishcollege-cork/>



Test of Legal English Skills

<https://www.toleslegal.com/>



Trinity College London Integrated Skills Exams

<https://www.trinitycollege.com/>

CEC follows the Common European Framework of Reference for Languages (CEFR) for its class levels. This level scale is intended purely as a guide - please refer to the relevant examination board website for more detailed information on equivalencies and recognition of the qualifications listed.

CEC Level	IELTS	Cambridge	TOEIC	OET	TOLES	TrinityISE
C2 Proficient	9	CPE		450-500		ISE IV
C1+ Advanced Plus	8	CAE				
C1 Advanced	7		945-990	350-440		ISE III
B2+ Upper-Intermediate Plus	6.5	FCE				
B2 Upper-Intermediate	5.5		785-940	300-340	NO CEFR equivalent	ISE II
B1+ Intermediate Plus	4.5	PET				
B1 Intermediate	4		550-780			ISE I
A2+ Pre-Intermediate Plus	3	KET				
A2 Pre-Intermediate	2		225-545			ISE Foundation
A1 Elementary	1		120-220			

Student Feedback

Student feedback is very important. It helps us know if you are happy and how to improve our services.

It is very important that we receive feedback from you in order to maintain the quality and improve standards at Cork English College.

Certificate and Report

On completion of your course you will receive a **CEC** Certificate of attendance with the dates of your course and your exit level.

Course book

CEC uses a course book. Every student needs a course book to follow the lessons and to do their homework.

When you change level, you can change your course book but it must be clean (not written in). Books can be changed in the Academic office.

Course Extension

If you would like to book some more weeks for your course, please speak to reception as soon as possible. When the school is very busy it may not be possible to put you in the same class. **We recommend booking before Thursday to ensure you are in the same class.**

Student Identity Card

Students are given a **CEC** student card on the first morning. Please keep it with you at all times. You do not need to carry your passport to school with you. Your student card can get you a discount in many shops, museums and leisure centres.

Changing your course

CEC offers

- General English courses
- Business English courses
- Exam Preparation courses

You can change from one course to another course if you have the necessary level and depending on availability. To join the Business English class students need to have B2 level. For exam preparation classes the level you need depends on the exam. For more information please speak to your teacher or to the Academic Department.

- One-to-one lessons

CEC also offers One-to-One lessons for specific purposes, for example, if you need to prepare for a job interview or you want to focus on a particular language area. Please speak to reception if you would like to book individual lessons.



Activities

CEC offers a range of activities. Activities take place at lunchtime, in the afternoons and evenings and at the weekend, so you are sure to find something to suit your timetable. You can see activity information on the **noticeboard** in your classroom and on **CEC-Online**. The activities change every week.

On your first day there is a city tour in the afternoon. You can register for this tour at the **welcome meeting**. For all other activities, you need to **register online**. You can do this through CEC Online.

To register for an activity:

1. Log in to your CEC online account
2. Click the **Home Page** button, go to **Calendar** on the top left of the page just under **Home** button
3. Click on the activity you are interested in
4. Sign up by entering your name and phone number

Sample Activities

Afternoon	Cork City Tour, Crawford Art Gallery, UCC & Glucksman Gallery, Fitzgerald's Park and Museum, Cork City Gaol, Blarney Castle, Cobh, Kinsale, FOTA Wildlife Park, Shandon Bells, St Finbarr's Cathedral, Wall climbing, Kayaking, Coffee and chat
Classroom based	Jobs club, Pronunciation Classes, Grammar Clinics, Irish Culture Classes, Writing improvements classes, Speaking Exam Practice Classes
Full Day	Killarney National Park, Bunratty Castle, Inner Ring of Kerry, Cliffs of Moher, Cahir Castle and Mitchelstown caves, Kilkenny Castle, West Cork Bantry & Glengarriff
Evening	Bowling, Cinema Night, Irish Dancing, Pub Night, Craft Brewery Tour, Traditional Irish Music, Escape Games, Live music evenings, Student Party, Sunset River Cruise, Comedy Club



School Rules



Be time on class

If you are more than 20 minutes late for class, you cannot join your lesson.



Please take all materials with you after your lesson



Please speak English at all times



Please turn off the lights if you are the last person to leave the classroom.



Please use your mobile phone respectfully.
If the teacher asks you to put it away, please follow their instructions.



Please recycle. There are no bins in the classrooms, so please take your rubbish out of the classroom with you.



Eat all food and drink in the student common room. You can have water in the classroom but no hot drinks.



There is no chewing gum allowed in the school

Practical Information

Emergency

In case of fire, please see the instructions in the classrooms and follow your teacher's advice. Fire drills are carried out periodically.

If I feel sick or need a doctor what do I do?

Please contact reception to make an appointment for the doctor. If you would like to make your own appointment, the doctors' address is 11/12 Grand Parade, Cork Tel: +353 21 2355784

Mon - Fri 8.30 -5.00 pm by appointment <https://www.grandparademedical.ie/medical-practice-cork/home>

Lunch Rooms

There are coffee machines in the buildings and a number of shops near the school. The Student Lounge is available for you as a lunchroom and the college is located in the city centre, near a wide range of restaurants and shops.

Refreshments and lunchrooms are located on the ground floor.

Security

Cork is a small, friendly city but, as in any city, students should observe the following basic rules:

Do not carry large amounts of money

Do not accept lifts from strangers

Keep to well-lit areas at night and take extra care at night when pubs and clubs close

Always carry your CEC student card

Please be careful when crossing the streets. Remember that in Ireland traffic travels on the left!

Getting Around Cork

By Bus

Bus Éireann operates a city bus service in Cork that connects with hospitals, schools, shopping, tourist attractions and the airport. For bus timetables please visit <http://www.buseireann.ie/>. You can buy a ticket from the driver on the bus but we recommend buying a LEAP card as this is cheaper than paying on the bus. <https://www.leapcard.ie/Home/index.html#>

NB – To buy a student Leap Card, your student ID must be valid for another 6 months from the date of purchase. It is not possible to buy a Student Leap card for less than 6 months.

By Bike

If you want to explore Cork by bicycle you can use the bike share scheme. Coca-Cola Zero® Bikes is a self-service bike rental service. Stations are conveniently located through each city making it easy to get around on a Coca-Cola Zero® Bike. <https://www.bikeshare.ie/cork.html>.

By Taxi

There are a lot of taxis in the city and rates are quite reasonable. The main taxi rank is located on St. Patrick's Street and offers late night services, which you can pick up outside Brown Thomas.

Advice for studying and living in Ireland

Pack clothes for every type of weather. Cork is near the sea and the weather is very changeable, it may be sunny with clear blue skies in the morning and wet and windy at lunchtime. Come prepared: a light rain coat is essential even if it's a sunny day.

Rent a car

If you are over 25 and have time to travel around Ireland, it's a good idea to rent a car. Public transport outside of the big cities is not very frequent. Travelling by car is the best way to see the beautiful Irish countryside. If you don't want to drive or are under 25, check out some private tour bus companies such as Paddywagon.

(<https://www.paddywagontours.com/>)

Irish National Holidays

There are 10 public holidays in Ireland: St. Brigid's Day, St. Patrick's Day (17th of March) and Easter Monday plus May, June, August and October Bank Holiday Mondays and over the Christmas & New Year period. When the school is closed for national holidays, a free activity is organised for that day. Please check the noticeboards for further details. If you are planning a trip in Ireland near a public holiday, book well in advance as accommodation is usually more expensive.

Shopping

There are lots of different supermarkets in Cork city. In the city centre you will find Dunnes, SuperValu and Tesco as well as Lidl. There is also an ALDI supermarket near the city hall. If you are renting a house or apartment, we recommend Dealz for good value household cleaning products.

For traditional Irish food, you should try the English Market. There is also a Farmer's market in Douglas Village every *Saturday* morning from 10am-2pm. Bus 206 or 207 will take you there from the city centre.

Useful Numbers

Cork English College

Main Office Tel.: 021 4551522

(Monday-to Friday 08:30-17:30)

Emergency School Number Mobile: 087 9102516

Main Police Station

Address: Anglesea Street, Cork

Tel.: 021 4313 031

Emergency Services 24 hour number:

Tel: 999 or 112

South Doc (out of hours doctor for urgent medical care) Tel: 1850 335 999

Useful Websites

www.corkgigs.com

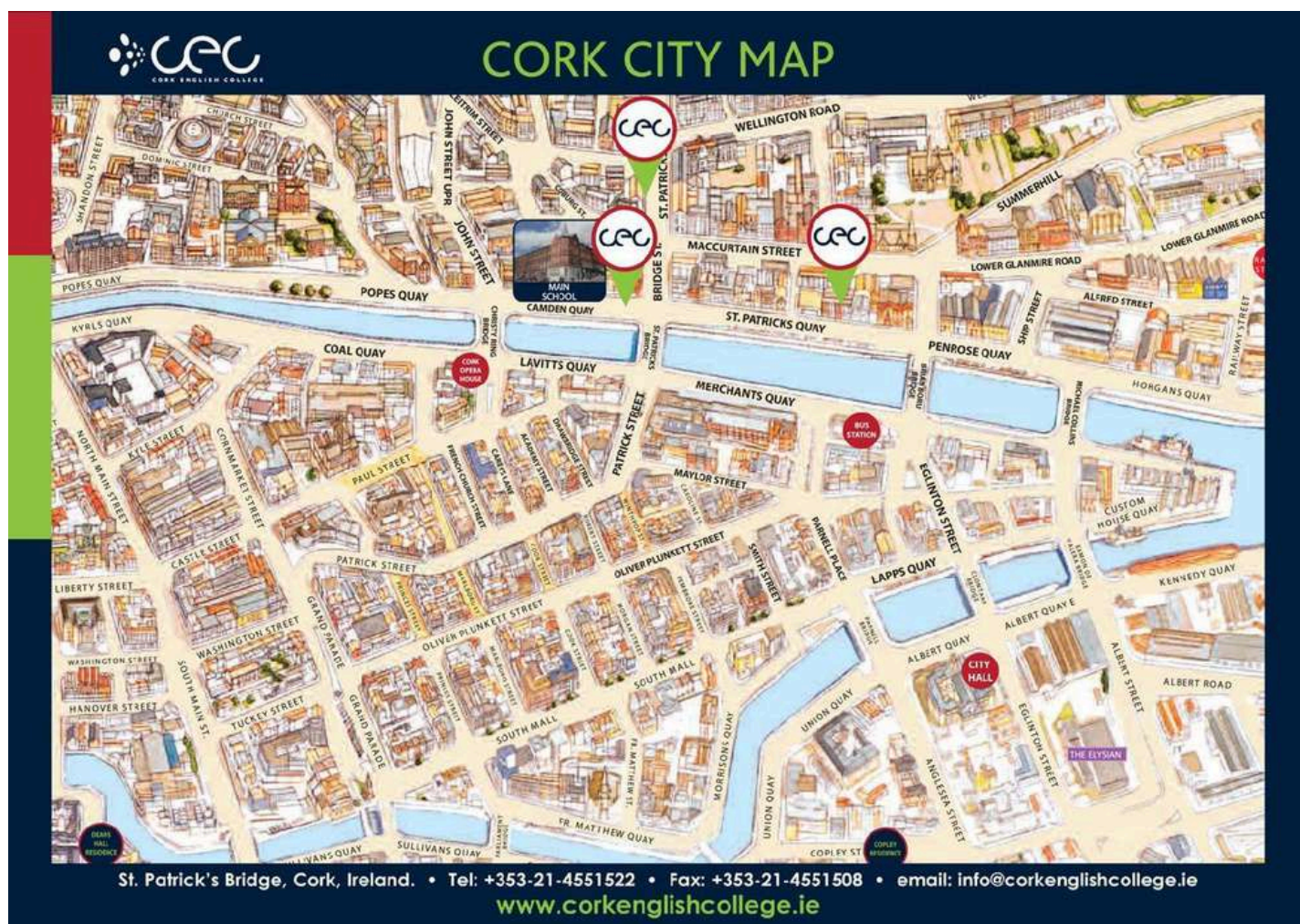
<https://www.corkcity.ie/en/things-to-do/>

www.corkcinemas.com

<https://www.cork-guide.ie>

<https://www.paddywagontours.com/>

<https://www.theleesessions.com/>



Student Complaint and Grievance Policy

At CEC, we want to make sure everyone feels safe and valued. If learners tell us their concerns, it helps us to improve and give the best care and service that we can. Our goal is to give students and staff a positive experience, where they can learn, grow, and reach their goals.

Feedback and Communication

Feedback is very important to us. We encourage students to share their feedback often. Every week, students can fill out a feedback form through the school's Guided E-Learning system and write about their experience and let us know of any problems.

Learners can also talk directly to the right staff member to solve problems quickly. Also see our student handbook for information about how to do this and who to see

How to Make a Complaint: Informal Process

Talk About the Problem: Students should try to solve the problem by talking to the person involved. For example, talk to your teacher about classroom issues or the Accommodation Officer about housing problems.

Response and Help: The person you speak to must reply within 48 hours and try to help solve the problem. Other staff may also help if needed.

What Happens Next:

- If the problem is solved, no further action is needed.
- If the problem is not solved, you can use the formal process or decide not to continue.

How to Make a Complaint: Formal Process

Send Your Complaint in Writing:

- Write your complaint and send it to the Academic Team or the Administration Team. If your complaint is about the Academic Team, send it to Academic Management or the School Director.
- Explain the problem clearly and include any evidence, if possible.
- Send the complaint within five working days after the problem happened.

Investigation:

- The CEC management will look into the complaint or ask a staff member of the relevant department to investigate
- If you make a complaint about another person, the person your complaint is about will be told and asked to give their side of the story.

Decision and Communication:

- The investigator will look at all the evidence.
- The decision will be shared in writing with everyone involved, including the person who made the complaint.

The decision may:

- a. Reject the complaint
- b. Suggest ways to fix the problem
- c. Offer recommendations

Confidentiality

All complaints will be kept private. Information will only be shared with staff who are helping to solve the problem.

All complaints are recorded, checked, and kept securely. This helps us stay responsible and keep improving.

If a student is not happy with the solution to their complaint, they can take the issue to the School Director. The Director will check the problem and make a final decision within five working days. If necessary, an independent procedure will then take place

Key Contacts

Academic: Paul McMahon
Paul@corkenglishcollege.ie

Operations Manager: Micheline Bradley
micheline@corkenglishcollege.ie

Accommodation: Audrey English
Audrey@corkenglishcollege.ie

Director: Marc Cullen
marc@corkenglishcollege.ie

Student Welfare: Niamh Lenehan
niamh@corkenglishcollege.ie



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