



INFORMATION PACK

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THE NW ACADEMY

The NW Academy is located in Derry (also known as Londonderry) which is in the North West of Ireland (Northern Ireland). Derry is the fourth largest city in Ireland and has a population of 125,000 people. It is situated 2 miles from the border with the Republic of Ireland, and 75 miles from Belfast.

The NW Academy has been a hosting organisation for over ten years and has hosted participants from all over Europe and the rest of the world. We provide a ‘one-stop shop’ for all of our participants, handling every component of the project. We look after the arrival, induction, language, accommodation, travel, social programme, food allowances, work placements (when applicable) and airport transfers.

There are a variety of English language courses on offer at the NW Academy. All courses include a variety of teaching techniques which will allow participants to learn and improve their English in a supportive and relaxed learning environment. The NW Academy aims to create the best possible experience for all our participants and this is reflected in the participant-centred approach that we adopt. We aim to provide our participants with an excellent English language learning experience which allows them to practise and develop their English in an authentic and communicative context.

The NW Academy offers the best support and supervision possible for all our participants, during their stay in Northern Ireland. You will find that NW Academy staff are extremely friendly and helpful and that they will offer participants advice, help and support. We realise how important it is for participants to enjoy their time here and to make the most of their experience.

At the end of the programme we present all our participants with a certificate of achievement for the successful completion of their language and/or work experience elements (if applicable).



Photos of the premises

KEY INFORMATION

ACCESSIBILITY

Airports

City of Derry airport is situated 5 miles from the city centre and takes approximately 10 minutes to travel to by bus or car, from Letterkenny it takes 30 minutes. We can arrange transport for participants or provide information. City of Derry offers daily direct flights to London Southend, Liverpool, Manchester and Scotland which in turn service many European cities.

Belfast International Airport is located 60 miles southeast of Derry and 75 miles southeast of Letterkenny and takes approximately 90 minutes to travel to by bus or car and respectively 120 minutes. Participants can travel to Derry by a special bus called the “Airporter” which runs all year and has frequent services. This airport is serviced by all major worldwide airlines. (www.airporter.co.uk)

Belfast City Airport (George Best Airport) is located 75 miles southeast of Derry and takes approximately 120 minutes to travel to by bus or car. The ‘Airporter’ bus also services this airport.

Dublin airport is located 145 miles south of Derry in the Republic of Ireland and 145 miles south of Letterkenny. The journey from Dublin to Derry/Letterkenny takes approximately 3 hours by bus or car. We can arrange pick up for groups of participants, or provide information on transport for individual participants. This airport is serviced by all major worldwide airlines.

ACCOMMODATION

The NW Academy has dedicated staff members who organise and look after our accommodation. We own and manage our own properties and can also provide home stay accommodation with a local Irish home stay provider. Additionally, we can provide university campus rooms (seasonal) or rentals. The NW Academy requires participant accommodation information at least 4 weeks prior to arrival.

Changes to accommodation arrangements cannot be made on arrival of the group. All arrangements must be made before the arrival of the group. For this purpose, please

ask the participants to carefully complete the accommodation form and give us preferences on who they wish to share the room with.

The NW Academy offers double room, triple room and quadruple room accommodation. NW Academy offers the opportunity to book single rooms. This has to be specified at the time of the booking and agreed with the Accommodation department who will check the availability of single rooms. Different rates apply for single and double rooms.

ACCOMMODATION – HOME STAY

Home stay accommodation means that participants live with an Irish home stay provider, as a member of the household to eat, sleep and relax with them. We have an excellent relationship with many home stay providers who live in close proximity to the school.

All of our home stay providers are selected after meeting high criteria restrictions and are chosen because they are interested in hosting international participants. We take special care in the recruitment and selection of our providers as it is paramount to the participant's experience. Participants find it very beneficial as it is a means of getting to know Irish culture and a great way of practising English. Home Stay accommodation is compulsory for all participants aged 18 and under; however, it is also suitable for participants of all ages.

All our home stay providers have completed thorough background checks of their suitability to work with children and vulnerable adults, and they are all inspected on a regular basis.

ACCOMMODATION – RESIDENTIAL

NW Academy Residential Accommodation is owned, maintained and managed by us and so participants have round the clock support.

Facilities in our Accommodation can include: Bedroom – single or shared, shared bathroom or en-suite, living and dining room equipped with TV and DVD player, kitchen equipped with fridge and cooking equipment (kettle and toaster). Participants have free WIFI internet, central heating and access to washing machines iron and



ironing boards. Some accommodations have outside garden area. Bed linen is provided but participants must bring their own towels.

All bedrooms are cleaned prior to participant arrivals; however, it is up to the participants to keep communal areas clean and tidy. Our residential accommodation is based in Derry, which serves both our Derry and Letterkenny locations.

ACCREDITATION

The NW Academy is recognised as an English Language school for the teaching of English.

We are ISO 9001:2015 and British Council accredited and they assess and monitor the standards of management, resources, premises, teaching and welfare at the school to ensure a high-quality service.

We are a registered University of Cambridge, Trinity and TOEIC test centre and are members of English UK, Education UK, Derry Chamber of Commerce and Derry Visitor & Convention Bureau.

We also have a very close working partnership with the North West Regional College and the University of Ulster.

ANTI BULLYING POLICY

The NW Academy has a strict Anti-bullying policy – see appendices

ARRIVALS

Participants are advised to arrive in Derry during the weekend so as they can begin school at the start of the week (Monday)

It is important that arrival details are decided by the participant and the NW Academy prior to booking flights and that all details are sent 4 weeks in advance.

Transfers from all airports mentioned previously can be arranged from NW Academy.

A member of staff or the home stay provider will meet the participant on arrival to Derry City/Letterkenny and will take the participant to their accommodation. On arrival, participants will be provided with a welcome pack, keys and logistical information. Participants will receive a meet and greet from the NW Academy or home stay provider at all times throughout the year.



In the event of extenuating circumstances, meeting arrangements will be made prior to arrival.

Key points to remember prior to arrival

- 1) Communication of potential arrival period should be done at least 3 months before the group arrival (if possible).
- 2) Flights should not be booked unless confirmation of availability has been received from us.
- 3) Induction day will be held on Mondays only. Please take this into account when booking flights.

ATTENDANCE

It is the responsibility of the participant to inform the NW Academy if they are going to be absent from any of the project components for any reason. A record will be kept of each participant's attendance. Participants who are late for class will not be admitted and this will be noted as absenteeism. The attendance procedures are outlined and detailed in the participant handbook which is given to all participants on arrival. Please see appendices or a copy of the attendance and lateness policy

BOOKINGS

Bookings must be made at least 4 weeks in advance of participant's arrival. Late bookings will be accepted at the discretion of the NW Academy.

CERTIFICATION

At the end of the project, NW Academy will provide the participants with a certificate of achievement. A minimum of 100% of attendance on the project is required to obtain the certificate.

CHECK LIST –FOR PARTICIPANTS *APPENDICES*

Please see the appendices section for a participant checklist.

CLASS SIZE AND NATIONALITIES

Although the maximum class size is 16, we try to keep to an average of 10-12 participants. However, the size of the class will ultimately depend on the current number of participants enrolled on courses and the language level of participants. We try to mix participants of different nationalities into each class but this will always depend on the level of the participants. Often participants of the same nationality are at the same level so will be in the same class. The main thing is that you focus on the lessons and try to improve your English as much as possible. Please remember to always speak English when you are in class.

CLOTHING

Participants are advised to bring warm clothes, a good rain coat, an umbrella and walking shoes. We also advise participants to dress in layers of clothing in order to be prepared for daily increases or decreases in temperature

CODE OF CONDUCT

During participant's stay at the NW Academy, they must abide by the school's code of conduct. Below is a list of participant responsibilities

- Attend
- Be punctual
- Work hard
- Meet deadlines
- Act sensibly
- Respect others
- Be responsible

COMMUNICATION

Negotiation of the terms and conditions of the projects must be done by email only. Phone calls are not the preferred option, unless it is an emergency.

COMPLAINTS PROCEDURE

If participants have any complaints about any aspects of their stay, they should inform NW Academy staff at once. The NW Academy staff will aim to deal with any problems straight away. We need participants to communicate with us because otherwise we remain unaware of any issues.

If participants have problems concerning any aspect of their stay, they should inform the staff member who is responsible for that particular aspect. Once participants do this, if they remain unsatisfied, they should then approach NW Academy Managers who will help rectify the situation. If the participant is still unhappy, the complaint will be forwarded to the Managing Director of the NW Academy.

COURSE AVAILABILITY AND CANCELLATION

Every attempt will be made to provide the chosen course; in the event of insufficient applications for a particular course, the school reserves the right to offer an alternative course of the same value.

COURSE INFORMATION

The NW Academy offers a range of English programmes which are available to meet the needs of learners at all levels. Our team of native speaking tutors have excellent experience and provide stimulating classes in a relaxed environment. Classes allow participants to develop practical communication skills with emphasis on writing, speaking, reading, listening, speaking, pronunciation and grammar. Class content includes grammar, vocabulary, colloquial English and idioms.

During the course, participants can expect

- Course materials
- Use of the participant library
- Free Wi-Fi and use of school computers
- Progress reports (for participants studying 8 weeks of more)
- Help and advice with further study
- Free use of language learning software
- Homework tasks corrected by their tutor

- End of course report
- Leaving certificate showing participants final level and attendance record

For a full list of courses available, please see the NW Academy prospectus

CURRENCY / MONEY

The currency in N. Ireland is pounds sterling (GBP) and it is advisable that participants bring this tender. Euros are accepted in some stores and can be converted at the Bureau de Change which is located in the city centre. The NW Academy sets an exchange rate which may be different to the bank rate of the day, and can change with inflation. Please contact your project manager for more information on currency rates.

DEPARTURES

Departure information is provided for all participants usually at the participant's final monitoring meeting. Logistic information and advice are provided and any transport needed can be booked by the NW Academy

DERRY

The city of Derry, also known as Londonderry, is situated on the banks of the River Foyle in the North West of Ireland. Derry is the fourth largest city in Ireland with a population of over 125,000. (Repetition – see Page 4) Derry was also nominated the first ever UK City of Culture for 2013. Additionally, there is a college and university located in the city so it is the perfect destination for international participants.

The city is located in one of Northern Ireland's most beautiful regions. There are a variety of festivals and special events organised in the city throughout the year so participants will have the experience of a lifetime. The city is also located close to the Atlantic Ocean where participants can visit some of the most beautiful beaches in Ireland.

The most visibly striking feature of the city is the historic city walls. Derry is the only completely Walled City in the British Isles and is one of the finest examples of all the

walled cities in Europe. Here participants can expect many warm greetings from people who are noted worldwide for their friendly hospitality.

DISABLED PARTICIPANTS & VISITORS

We are committed to providing equality of opportunity through the best possible level of support to disabled participants and visitors. Once a participant has decided to study at the NW Academy, please let us know any specific needs they have which we can discuss and facilitate.

DISCRIMINATION POLICY

The NW Academy has a firm commitment to equal opportunities and as such will not tolerate harassment, bullying or discrimination of any kind. If any participant is subjected to any form of racial discrimination or harassment, then they must report this to the NW Academy. We will support and assist participants who feel they have been discriminated against.

DOCUMENTS

Participants' documents should be sent by email to the person responsible for the project at least 4-6 weeks before the participants' arrival.

The documents to be provided are:

- Europass Curriculum Vitae, Motivational letter (if required by the project)
- Group Booking form
- Health form:

All students **must** disclose any pre-existing medical conditions, including, but not limited to, physical, mental, or psychological health concerns, prior to their participation in any programme, activity, or service provided by NWA. This disclosure ensures that appropriate accommodations can be considered and necessary precautions can be taken to safeguard the well-being of all students. Failure to disclose relevant medical information may limit NWA's ability to provide necessary support and may also result in increased risk to the student. In such cases, NWA shall not be held responsible, or liable, for any injuries, health

complications, or other adverse outcomes that may arise due to the lack of disclosure. By participating in NWA programmes, students acknowledge their responsibility to provide accurate and complete medical information and accept any associated risks should they choose not to do so.

- Criminal record clearance (Participants who do not provide this may find that it affects their choice of Work Placement as it is compulsory for all social roles) (if required by the project)

Please ask participants to complete all forms fully and correctly.

DROP IN SERVICE

We offer a “drop-in service” from 1.30-2.30pm every Wednesday in our Derry office. All departments are available at this time to talk about what you want to know. *Remember that we are always available if you have a problem or concern and you can come to us at any time; Please sign in at Reception and request your department.

EMERGENCIES/ EMERGENCY CONTACT

The NW Academy offers 24-hour emergency support. The contact number is: **+44(0)7593882977**. We are available at all times for any emergency that you may have. Please remember to call 999 if you need the emergency services.

In the case of an emergency, participants should call the emergency number which is shown on their participant ID cards. This number is also in the participant handbook, as are the local police and hospital phone numbers.

ENGLISH LANGUAGE TEACHING DEPARTMENT

The short placement test that participants complete prior to arrival allows the English language department to assign participants to a class of the correct level. The test is necessary for us to identify the class the participant will sit in and the work placement he/she can undertake. Teaching at the NW Academy is communicative in style and relies on participant participation. A range of teaching styles and techniques are used at the NW Academy. Participants are encouraged to develop self-study outside of class hours.

All teachers have completed thorough background checks of their suitability to work with children and vulnerable adults.

ESSENTIAL ITEMS

Essential items that students will need for their stay include the following: towels; hair appliances; plug adapters; EHIC health cards; current medication to last for the duration of their stay.

EXAMINATIONS

Participants who are interested in taking an exam during their time at NW Academy should speak to the Director of Studies for more information. We can prepare students for IELTS, Trinity, Cambridge and TOEIC exams.

**All exam fees are subject to change*



FACE BOOK

The NW Academy has a Facebook page. This is a great way for participants to keep up-to-date with everything that is happening both within the NW Academy and the city.

You will find us at North West Academy!

FACILITIES – NW ACADEMY PREMISES

The following facilities are available for our participants to use:

- Well-equipped classrooms
- Social area for participants to relax
- Cafeteria
- Free WIFI and IT resources available. There is also language learning software available to help participants to develop and improve their English through self-study
- Library– there is a variety of books, CDs, DVDs and CD-ROMS available for participants.

FIRST AID

Staff at the NW Academy have first aid training. Participants are required to report to a member of staff should they require first aid.

FREE TIME CODE

In The NW Academy Premises:

- Keep your belongings with you
- Wear your student lanyard
- Be contactable at all times
- Stay on NW Academy premises at all times
 - Be punctual
 - Respect the social media policy
 - Never deliberately put yourself at risk
- Know what member of staff is on supervisory duty during break times
- Follow all emergency procedures/Fire escape routes
 - Have fun!

At Home

- Be aware of your host family information (address and contact number)
 - Ensure that you are with your family at all times
 - Be respectful and polite to your family
 - Respect the family rules
 - Never deliberately put yourself at risk
 - Respect bed times/curfews
- Follow all emergency procedures/Fire escape routes
- Be aware of the emergency services number-999
 - Have fun!

At Social Activities

- Be aware of the social contact number and the emergency services number
 - Keep your belongings with you at all times
 - Wear your student lanyard at all times
 - Be contactable at all times
 - Be punctual to meeting point/bus
 - Never deliberately put yourself at risk
 - Follow all emergency procedures
 - Respect the environment, premises, buses
 - Have fun!

For 16 – 18 year olds, the following points also apply:

- If you smoke, smoke only in the designated area
- Remember that it is illegal to drink alcohol if you are under 18
- Keep your family informed of where you are at all times.

Failure to follow the codes of conduct will result in disciplinary action-Please refer to page 6.



HEALTH & SAFETY

Please find the health and policy statement of the NW Academy in the appendices section.

HOLIDAYS

The school will be closed the following bank and public holidays. This may affect English and work placement timetables

3rd January
17th March
15th April
18th April
19th April
2nd May
2nd June
3rd June
12th July
29th August
22nd December Thursday
23rd December
26th December
27th December
28th December
29th December

INDUCTION

Participants will all be given an induction to the NW Academy on their first day. This includes a comprehensive presentation about the NW Academy, Derry and their project components. It is followed by a short break after which participants meet staff from all departments for more information and to enable them to ask questions. Finally, participants are given a tour of the city where all local amenities are pointed out.

INSURANCE

Participants are required to take out their own personal and medical insurance to cover any loss or damage to their property or person. The NW Academy does not accept any responsibility for the loss or damage of participant's personal property.



For the work placement programme, the students will also need a Third Party Liability Insurance.

INTEGRATION

In order for participants to integrate into Irish life, we recommend that they are aware of the following:

Eating times are different here from most parts of Europe. As a guideline, breakfast is typically between 8am-10am, lunch is eaten between 12noon- 2pm and evening meals are served between 5pm-7pm.

Personal hygiene is very important and so we recommend participants to shower every day and bring suitable attire for daily life in Ireland.

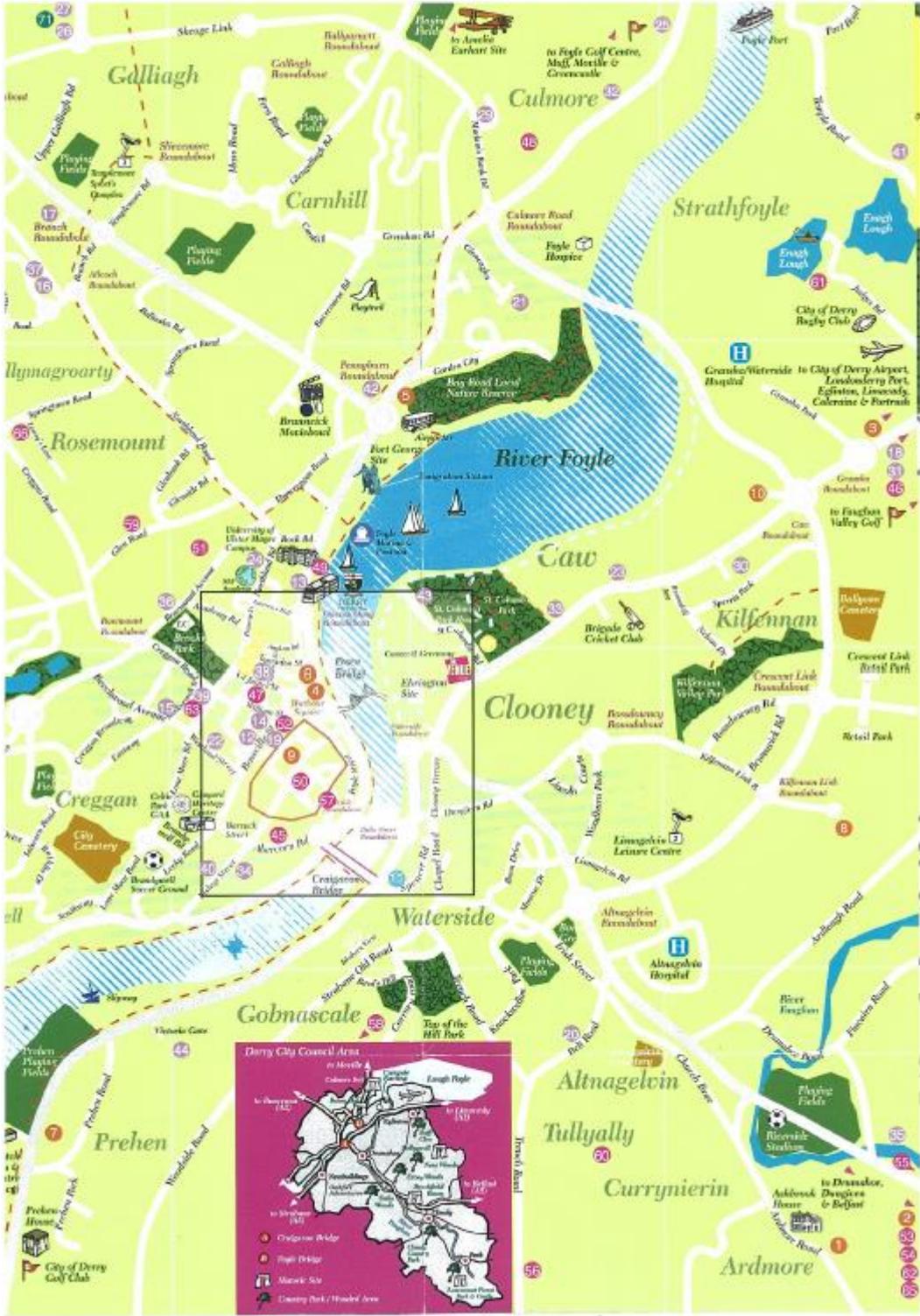
INTERNET ACCESS

The NW Academy provides free Wi-Fi for all participants. Participants can bring their own laptops to the school, use the internet or use the NW Academy IT facilities.

All of our accommodations have Wi-Fi internet. However, if participants decide to stay with home stay providers or at the university campus, then Wi-Fi will either be not accessible or limited.

A BYOD (bring Your Own Device) Policy applies.

MAP



MEDICAL

During the booking process participants must inform the NW Academy of any medical requirements or allergies, etc.

The NW Academy will provide information and support for all participants who require medical assistance. If, for any reason, participants with European citizenship need to see a doctor, then they will be entitled to do so and will receive free treatment if they are in possession of a European health card. Participants from outside the EU must present their medical insurance to the doctor. If a participant does not have insurance or a health card, they can visit and be treated by a doctor. However, they will have to pay for their medical fees. We require all participants to have medical cover for the duration of their stay.

MOBILE PHONES

Participants are recommended to ask their mobile companies for the tariff of using their mobile when abroad before arrival. Participants usually buy UK SIM cards on arrival in Ireland which allows them to make and receive calls and text messages inexpensively.

MONITORING

During the participant's course the NW Academy requires participants to complete periodic assessments to monitor progress and to improve and develop learning. Participants are encouraged to give honest and open feedback so the NW Academy can provide them with the best experience possible.

OFFICE OPENING TIMES

The NW Academy is open Monday – Friday 9am- 5.30pm. We operate an online reception at the moment and we suggest you make an appointment by email before visiting the office.

PAPERWORK

The NW Academy will work with you to provide any necessary paperwork. If you require paperwork, please send this request to the NW Academy a minimum of 2 weeks prior to departure of the participants

POCKET MONEY

In case of project where Pocket money is included in the programme, it is given to participants on Fridays after 4.30pm, unless you have made a prior arrangement for this. The NW Academy can only release pocket money if it has been sent to us by the sending organisation. If the sending organisation has not made the payment, then participants' pocket money will be delayed.

PROMOTIONS

The NW Academy runs various promotional offers all year round

PROPERTY – NW ACADEMY

All participants are expected to respect and care for all property of the NW Academy including building facilities, desks, IT equipment, books, lavatories, etc. Any participant damaging or defacing school property will be required to pay for the damage or loss. Wilful destruction or defacement of school property at any time is just cause for disciplinary action and may result in expulsion. Official participant grades and transcripts will be withheld until all costs from the said damages have been paid in full.

PROPERTY – PARTICIPANT

The NW Academy assumes no responsibility for any loss to participant's personal property.

PUBLICITY MATERIAL

Participants and their parents or guardians agree that participant details and achievements may be used for promotional purposes without notification or prior consent.

RISK ASSESSMENT

Health and Safety is a high priority in the NW Academy. Our premises, social activities and work placements are all risk assessed and deemed suitable for participants.

SAFE GUARDING – *You can find our policies in our website*
www.northwestacademy.net ; www.northwestacade.ie

- CHILD PROTECTION
- VUNERABLE ADULTS

Supervision of Students:

Children 14 and Under

Escorting children to and from school every day will be part of your responsibility of home stay providers/groups leaders if the student is 14 or under. Children of this age group must be supervised at all times by the home stay provider/group leader - arrangements may vary from group to group.

Children 16 and Under

All children under the age of 16 come under the jurisdiction of the children's act 1989. Both the NW Academy, home stay providers and group leaders are referred to as 'in loco parentis'. This means that you must know where the student is at all times. No students under 18 should be left unsupervised overnight or for long periods of time.

Children 18 and Under

16-17 years old students are still considered legally as children and fall under child protection measures. These students should have more independence and can travel to and from school and social events unaccompanied but we advise hosts/group leaders to enforce a curfew time of 10.30pm.

Students over 18

Adult students are classed as those aged over 18 years old. They should be given a front door key of their accommodation, and freedom to come and go. Only students aged 18 and over are allowed to go away for a night or a weekend with prior approval from the NW Academy.

SAFETY

Ireland is a safe country with a lower crime rate than many other places so if you are sensible and take care of yourself during your stay, we hope that you won't experience any problems. We would like to point out that Derry and Letterkenny are

not dangerous cities but, like all new places, a little caution is always helpful until you feel comfortable with your new surroundings.

SKILLS DEVELOPMENT WORKSHOP/ BOOTCAMP (for work placement participants only)

Boot camp is provided for all participants who are undertaking a work placement. The boot camp workshop consists of tutorials and group participation. This workshop prepares participants for working in a local company and answers any questions or issues participants might have prior to commencing work, allowing them to be more capable and confident.

SOCIAL ACTIVITIES / LEISURE PROGRAMMES

The NW Academy has a variety of leisure programmes to suit the needs and the ages of our students and is organised and supervised by our Social Co-ordinator. The aim of the social programme is to ensure that the participants have fun and speak English. We get the best price for our participants to ensure that all activities are relatively cheap; we also support and encourage all participants to participate.

The social room has notice boards where all the details on weekly social activities are posted.

When participants are on a particular course that includes a social programme, an itinerary will be provided at the start of their programme. If there are activities in the budget, participants will be informed during the induction when the cultural and leisure activities will take place for their group during their stay in Derry/Letterkenny.

Dates for the activities are decided by the social coordinator. Unattended activities will not be refunded.

All the supervisors who go with participants on social activities are checked by the police, and are suitable to work with children and vulnerable adults. We also check companies, before we take participants on trips, to make sure they are safe for participants to visit.



You can find out more about what's happening in Derry by searching the following websites:

- www.visitderry.com
- <http://www.derrycity.gov.uk/advice-and-information/Leisure-and-Culture>

STAFF CONTACT DETAILS

| Staff Contact Details | Email Address |
|---|--|
| Francesca Giacomini Operations and Marketing Director | Francesca.giacomini@northwestacademy.net |
| | Info@northwestacadmey.net |
| Clare Heaney Academic Manager | clare.heaney@northwestacademy.net |
| Accommodation & Maintenance department | Accommodation@northwestacademy.net |
| Work Placement department | Placements@northwestacademy.net |
| Social Department | Social@northwestacademy.net |
| | Konrad.radlak@northwestacademy.net |

PARTICIPANT ID BADGES

On arrival participants will be given a NW Academy participant card and lanyard which will serve as ID. This is to be worn at all times when in school and on social activities. The identity card contains the participant's name, date of birth, arrival and departure dates and the Academy 24-hour emergency number.

Participants will also benefit from discounts in many stores with this card.

PARTICIPANT HANDBOOK

On arrival participants will be given a NW Academy participant handbook. The handbook contains all relevant information that the participants will need for their stay in Derry.

SUSPENSION / EXPULSION

All participants must abide by the NW Academy's code of conduct and school rules. NW Academy reserves the right to suspend or expel a participant whose conduct is unsatisfactory. Suspension and expulsion are at the discretion of the NW Academy Director. There will be no refund given in these circumstances.

TIMETABLE

Participants will either study English language in the morning (9.30-12.30) or in the afternoon (2pm-5pm). The NW Academy cannot guarantee a particular timetable.

Once flights have been booked, the NW Academy can confirm the dates for the following

- Students will have induction on Mondays including a tour of the city
- They begin English classes for a minimum of one week on Monday or Tuesday until Friday or Monday of the following week
- Work placement begins on Monday or Tuesday of the 2nd week

For placement work times please see the work placements section of this document

TERMS & CONDITIONS - *You can find our T&C in our website www.northwestacademy.net*

Please see our website for our terms and conditions. It is very important that you read and agree to these before collaboration can begin. Once the booking process has begun, you are bound to the terms and conditions.

TESTIMONIALS

Testimonials can be found on our website in the student experience section, in our Facebook, Instagram and page and TikTok pages.

TRANSPORT

The best method of transport to use in the city is the bus. Local transport tickets to the NW Academy and to the work placements can be provided on arrival, as will bus times and directions.



Participants can also buy bus tickets from the driver when getting on the bus. We provide participants with a participant ID card which allows them to gain discount on many bus and train journeys in and outside of the city. Local transport is not expensive.

BUS REFUNDS

If you are entitled to a bus refund, you can get this at the NW Academy at 4.30 on Fridays. Please keep your bus tickets, and make sure you get a weekly bus pass NOT a daily one!

VOLTAGE

Participants are advised to bring their own adaptors for any electrical appliances as the voltage in Northern Ireland is 230V Frequency 50HZ, Plug G. Adaptors can also be purchased in Derry for a price of approximately £5/€5

WEATHER

The weather in Ireland is typically mild and wet, never very cold, but often very changeable. It can start out wet at the beginning of the day before drying up to reveal glorious sunshine (or vice-versa). Participants are advised to bring a rain coat, an umbrella and good walking shoes.

WEBSITE

The NW Academy website is www.northwestacademy.net / <http://www.northwestacademy.ie> Here you will find lots of information including current news.

WELCOME PACK

On arrival participants are provided with a welcome pack which includes: Maps of Derry, NW Academy information, visitor guide, social information, keys, local address and directions, and any other project specific details.

WELFARE - APPENDICES

Staff at the NW Academy can provide information for participants to support them with any issues or difficulties they may have during their stay. All issues are treated with the utmost confidence.

WORK PLACEMENT

The NW Academy has been connecting international participants with local businesses for over 25 years and has a reputation for matching placement participants to a variety of companies. Recent projects carried out during placements have included conducting research, creating websites, designing prototypes and facilitating new business development.

Benefits of a work placement for participants include: providing both experience and knowledge of working in a business environment different to that of their own culture and the opportunity to develop their English skills.

The duration of placements can range from a few days up to as long as a year, and participants of all language levels can be placed. The NW Academy will discuss options with participants after the paperwork is completed to find a company suited to the participant's needs. Participants work on a volunteer basis and must be fully insured.

A dedicated Work Placement department will be available as a central point of contact for all enquiries and to support you from beginning to end. Participants are required to make an appointment to see the work placement department and can do this via telephone or email.

Information about potential participants must be sent to the project manager. Once the Work Placement Department has assessed the feasibility of the placement, we will be in contact. Work Placements details can be given before or after arrival depending on the case

Dress code – participants must bring clothing suitable for the profession that they wish to work in. For example, chefs must bring their white aprons, administrators must wear formal dress and engineers will be expected to have safety boots with

them. It is also advisable that all participants bring black trousers and a formal shirt in case they are required to attend an interview.

If you are unsure, please check with the NW Academy before leaving.

Work times- participants will work full time hours when possible. The host company dictates the hours of work and participants must be flexible. Participants who want to work in a particular sector should be aware of typical opening times. For example, an office is generally open weekdays 9am-5pm. However, a restaurant is open 3pm-10pm.

Travelling to work – the NW Academy will try to find participants work placements within walking distance. However, it is very likely that participants will need to take a local bus. Participants must be aware of this and willing to accept a short journey. Depending on your sector choices, participants may also be required to travel outside of Derry should they want the best placement. In all cases this will be communicated prior to arrival.

Language level – participant’s language level will reflect the type of job and tasks that the participant is able to do. If the participant’s language level will cause problems for a particular request, then this will be communicated prior to arrival. Placements can depend completely on the trainee’s language skills and on their vocational training and experience.

A Skype Interview can be arranged with the Work Placement department, prior to arrival, to assess the trainees' level of English.

Expectations - We ask all trainees to be realistic about the work placements. Trainees are not offered training in the workplace, but will be completing work experience.

Trainees may be placed with a company that is considered best suited to their level of English. An English test is carried out before or on arrival and the score will be used as a reference point in assessing the level of English. When sending through the application of the new participants, the level pointed out in the CV or in the comments, must be as close as possible to the real level. Should the actual level be

much lower than declared, NWA will no longer be responsible for finding a placement in line with the participant's request.

Documentation -The Europass CV, the Work Placement page of Booking form or Info capture form and the Motivation Letter are all relevant and must be duly completed. The CV is the most important one and participants must be aware that employers can reject their application because of a poor CV.

Interviews- Before organising the final interview the work placement department will meet the participants in order to understand expectations and discuss possible placement. Employers ultimately have the final say and may want to interview each trainee prior to offering a placement. If the trainee fails the interviews twice, NWA is no longer responsible for finding a work placement in line with the participant's requests. In the case of a specialised request, a pre-placement interview may be required.

Vetting- Students who want to work in a sector with children (any one aged under 18), vulnerable adults and the elderly will need to produce a translated copy of their police clearance certificates. It is the responsibility of the participant to provide this and failure to do so will mean that you cannot be placed in the sectors named above. Other companies may also request this certificate. In this instance, NW Academy will inform the participant.

Skype meetings; There are 2 allocated times for Skype interviews with the work placement department. These are Tuesday AM and Thursday PM. The work placement department will determine if a Skype meeting is compulsory and if so this will be arranged.

Final decisions regarding trainees being accepted for placement are with the Host Company and not NWA.

