



Dear Participant,

We very much hope that you will enjoy your stay with us. In order to help you, we have provided some useful information regarding the Accommodation, Language Course, Work Placement and Leisure Activities.

During your stay in Ireland, all of the staff at Training Vision will be available to assist you with any queries or problems you may have. Please come into the office or call +353 (0) 21 241 4811

Please be assured that your welfare is extremely important to us. In return, we expect you to inform us as quickly as possible, if you experience any difficulties. By working together we ensure that you will have a good time, realize your own expectations and go home with lots of happy memories.

If you have a mobile phone, please provide us with your number so we can contact you if necessary.

We hope you will enjoy your stay with us and learn a lot about Ireland, whilst improving your English.

Terms and conditions
Between
TRAINING VISION Ltd
and
PARTICIPANT

1. ACCOMMODATION

Throughout the programme you will be accommodated in either: Shared Apartments or Host Families or Hotels. You may be required to share the accommodation with other members of your group, other participants and/or the owner of the property. You may also be required to share your bedroom with other participants. We cannot guarantee that a public telephone will be available for you to use, we therefore recommend that you have a mobile phone with you at all times. You will be responsible for cleaning your room, which should be left in the same condition as it was found in, on arrival.

Laundry facilities will be available in the accommodation in most cases. You have the right to use the washing machine once a week, if there is not one available or you require additional use, you will have to use the nearest launderette.

You must ask permission from your landlord/landlady before receiving any visitors.

Should you cause any damage to the property, it will be your own responsibility to pay for the costs incurred. The sending partner and TRAINING VISION do not accept liability for any damage caused by participants.

Whilst much care is taken when placing participants in accommodation abroad, you should bear in mind that living standards are not always as high as you would expect. Accommodation can be basic, but is perfectly suitable for you to keep yourself happy and healthy. You should not expect to find modern facilities, and this is no reason for you to complain.

All participants must follow the rules and regulations regarding the use of the accommodation thoroughly. Disciplinary action will be taken should there be any breach of these regulations.

In the Kitchen - You have the right to use a part of the fridge where you can store your food. Clean kitchen devices that you use to cook (blender, toaster, oven...). When you finish eating, clean the things that you have dirtied. If you break something (fridge, washing machine...) you must pay for it.

In your Bedroom – Be careful not to damage the furniture and the walls. Keep your bedroom tidy.

In the Bathroom – Check that the bathroom is clean and tidy when you finish using it. All the items for your personal hygiene will have to be bought by you.

In General - Always ask if you need anything that is not yours. Find out how the heater, gas bottle, etc... work. For any questions, ask the owner of the house. **Water, electricity and heating system are very expensive. Use them carefully.** Animals are not allowed without the owner's permission.

A change of accommodation is only possible in exceptional cases and with the approval of TRAINING VISION. Differences in quality (e.g. distance from the work placement or for equipment like telephone, washing machine, TV, etc) are no reason to complain.

2. LANGUAGE COURSE (if provided in the project)

It is inevitable that there will be different levels of competencies within the group and that weaker member's will have to be prepared to work harder in order to improve their language skills. On the other hand, participants with a higher level of English may feel frustrated. These factors need to be realised and accepted for all participants.

We would like to remind you that both **attendance** and **punctuality** are **COMPULSORY**, absence can lead to the participant being dropped from the program.

Training Vision has the right and discretion to split bigger groups into manageable sizes and also has the right to mix participants with others from different groups.

3. TRANSPORT

During the project period, you will receive tickets for public transportation from TRAINING VISION for the duration of your stay. These tickets are primarily bus tickets. The tickets may vary from Daily, Weekly, Monthly and 3 Monthly. The tickets that you receive depend on the locality of your accommodation and of course your work placement.

PLEASE NOTE: TRAINING VISION only provides public transportation tickets for transportation to and from your work placement and to the Training Vision office. If you lose your ticket, Training Vision WILL NOT replace it.

4. FOOD (if provided in the project)

Boarding may be provided in the project, if so, it would be one of the following: (please see your information voucher for type of board that will be provided).

SELF CATERING – For Apartments/Hotels and Host Families

Self catering means that you will pay for your own food.

Some participants may get 'pocket money' from Training Vision (if provided in the project). This 'pocket money' is to be used to buy food and other essential items. This money is paid every two weeks (generally in the follow up meetings with your tutor).

BED AND BREAKFAST – For Hotels and Host Families.

Bed and breakfast is what it means, a room and breakfast is provided **ONLY**.

HALF BOARD – For Hotels and Host Families.

Half board means that the participants are entitled to breakfast and dinner **ONLY**. The participants will have to buy their own lunch and any snacks.

FULL BOARD – For Hotels and Host Families

Full board means that the participants are entitled to Breakfast, a packed lunch and dinner. The participants are not expected to buy their own snacks unless permission is given from the hotel or a member of the host family **FIRST**.

Participants are reminded that food in Ireland may be different from what they are used to in their own country. Participants are requested to keep an open mind to the amount of food they receive as in Ireland food generally consists of 1 plate **ONLY**.

This is what should be expected in terms of board:

Breakfast = Cereal and/or toast with a drink (also some fruit, if available)

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Lunch/Packed Lunch = sandwiches (ie: pieces of bread) with filling, a piece of fruit, a packet of crisps and a drink of water/juice etc... and more if available.

Dinner = Hot meal that has for example: meat/fish and vegetables, Pizza or Pasta, etc... Some bread as an extra and desert.

TRAINING VISION emphasise strongly the importance of participants having access to funds should an emergency arise. Neither the sending organisation nor TRAINING VISION are provided with an emergency fund by the European Union, hence are unable to offer financial support in returning participants to their home country in the event of illness, family bereavement, etc... However, most eventualities are covered by insurance.

5. WORK PLACEMENT

Your work placement will depend on your previous experience, skills and linguistic ability.

All participants are expected to work between 6 and 8 hours a day 5 days a week. Please be aware that weekend work may be required, depending on the sector. You should have 2 consecutive days off a week.

All participants will have an interview in your work placement company. Your Work Placement Mentor and a member of Training Vision staff will be in the interview. Training Vision will show you where the most convenient bus stops are for getting to your work placement, but it is up to you which bus you take. Please make sure that you dress appropriately for your interview, smart clothing is best, no jeans. When in your interview take note of what the dress code is for that work place and dress accordingly.

You must be prepared to travel as not all placements are in Cork city, some are in the surrounding areas.

If you experience any problems with your work placement, please come into the office and speak to the student service officer.

6. EVALUATIONS

Whilst you are in Ireland, you will have to follow up meetings with your tutor in the office. These meetings are here for you to express any concerns, to tell us how you are feeling and also for us to see if your handbook is correctly filled in and up to date.

These generally occur every 2 weeks, **please check your Information Voucher for the dates and times.**

During the week, if you have an urgent problem that cannot wait for your follow up meetings, please come into the office to speak to your tutor alternatively send a text or call to them if outside of working hours.

EVALUATIONS ARE PART OF THE PROJECT, IT IS IMPERATIVE THAT YOU COME TO ALL MEETINGS.

7. ATTENDANCE

It's obligatory for you to attend the Language Course and your Work Placement during the specified hours. We would like to remind you that both attendance and punctuality are compulsory, absence can lead to the participant being dropped out of the program.

Illness must always be reported to TRAINING VISION as well as to your WORK PLACEMENT MENTOR. Should you be required to change your work placement, you are still obliged to attend the previous work placement until another placement has been arranged. Failure to do so may result in the stoppage of allowances or, in extreme cases, expulsion from the programme.

8. CERTIFICATES

All participants will receive the following certificates:

- Language Course Certificate (if included in the project).
- Work Placement Certificate issued by TRAINING VISION.

These certificates will be given to you during the Finakl Meeting, depending if the handbook has been filled in correctly.

Training Vision will send the following to the Sending Organisation at the end of the programme:

- Final Report
- Europass Certificate

Reference letters from the Work Placements need to be requested by the participants before the end of the project from one company Mentor.

9. ANTI-SOCIAL BEHAVIOUR

It is of extreme importance that group members conduct themselves in a sensible and restrained manner, showing respect for the host country's customs and beliefs.

Anti-social behaviour of any description, including alcohol or drug abuse, will not be tolerated and will result in the removal of the individual from the programme with the loss of any entitlements and commitment fees.

TRAINING VISION also has the power to remove participants from the programme, if they feel such action is justified. In the event of these circumstances occurring, it will be the individual's own responsibility to meet with any extra expense incurred for the return journey to your country. Neither the sending partner nor TRAINING VISION are obliged to help with any travel arrangements or costs.

10. PROGRAMME ABANDONMENT

The participant will be expected by the Programme Organiser, to complete the full duration of the programme. Failure to do so, in the majority of the cases, will be treated as abandonment and the participant will not be entitled to reimbursement of any funds or costs. In addition, TRAINING VISION will be entitled to recover any reasonable costs incurred by themselves as a result of such abandonment. This applies to persons withdrawing from the programme prior to departure, without valid reason, after having returned the Terms and Conditions.

Consideration will be given to the waiver of such conditions in the event of abandonment by the participant due to persistent suitable evidence must however support such absence. In the event of abandonment for such reasons, the sending organisation and TRAINING VISION will do everything possible to help with the organisational aspects of a return to your country. However, all costs must be met by the Participants themselves.

Should any participant vacate the programme without obtaining permission from the sending organisation and TRAINING VISION, this will be treated as abandonment. On acceptance of your offer of a place on this project, the participant hereby authorise TRAINING VISION to administer one grant upon their behalf.

11. STUDENT & WORK PLACEMENT CONFIDENTIALITY

Student Information

Personal details of any participants hosted by TRAINING VISION LTD, part of ETN NETWORK; shall remain confidential to TRAINING VISION LTD, ETN NETWORK and the SENDING ORGANISATION.

Handbooks

Handbooks filled out by each participant are used solely by TRAINING VISION LTD, ETN NETWORK, and the SENDING ORGANISATION. All information is kept for a maximum of 5 years after completion.

ECVET Handbooks are exclusively used by the Work Placement and Training Officer of TRAINING VISION LTD.

Curriculum Vitae & Application Form

The Curriculum Vitae (CV) of the participant is disclosed to TRAINING VISION LTD and also given to the Work Placement Mentor to address suitability of the participant for the work experience post that is vacant. If the participant is deemed suitable for the vacancy, the manager will keep the CV on record until the placement is terminated. The paperwork for this will be disposed of in a correct manner.

Participants Application Forms are exclusively used by TRAINING VISION LTD and ETN NETWORK. Any personal information on this Application will be kept in the strictest confidence and **not disclosed to any 3rd party unless the participant has accepted the disclosure or if the health and wellbeing of the participant is at risk.**

Workplace Information

The Participant understands that Confidentiality of each Work Placement is of paramount importance. The Participants understands that they may be liable for prosecution if they breach any confidentiality.

This includes informing other participants, teachers and competitors of ANY information about the workplace and its policies and procedures.

PLEASE NOTE: TRAINING VISION keeps records of all participants for 5 years.

12. DATA PROTECTION

In compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and Organic Law 3/2018 of December 5th on Personal Data Protection and Guarantee of Digital Rights and repealing Directive 95/46/EC (General Data Protection Regulation), we inform you that the photos and videos that *Tribeka training lab, S.L.U.* will take during the stay of the participants will be included in the file registered in the Spanish Data Protection Agency on behalf of *TRIBEKA TRAINING LAB, S.L.U.* as responsible of the file, having its registered office at *Plaza de las Flores 7,6° - 29005 Málaga (Spain)*, to share them on any social network (Facebook, Instagram, ETN magazine and WeChat) in order to promote facilities, services and activities, purpose for which you are expressing your consent. I've been also informed of the possibility of exercising rights of access, rectification, cancellation and opposition by writing to *Tribeka training lab, S.L.U., Plaza de las Flores 7, 6° - 29005 Malaga (Spain)*, attaching a copy of ID card.

INFORMATIVE CLAUSE OF PERSONAL DATA PROTECTION

ETN Training Vision Ltd



In accordance with the stipulations of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and Organic Law 3/2018 of December 5th on Personal Data Protection and Guarantee of Digital Rights and repealing Directive 95/46/EC (General Data Protection Regulation), we inform you that the data provided will be incorporated to a file owned by TRIBEKA TRAINING LAB, S.L.U. in order to manage your service requests and to inform you about any additional training tool Tribeka Training lab contributes to develop.

TRIBEKA TRAINING LAB, S.L.U. informs you about the possibility to exercise your rights of access, rectification, cancellation and opposition of your personal data by providing written notification to TRIBEKA TRAINING LAB S.L.U., Plaza de las Flores 7, 6ª planta - 29005 Malaga (Spain), attaching a copy of ID card or by completing the appropriate form of exercise of rights that we offer at the above address.

I certify that I have read and understood all the terms and conditions above.

YES

Participant(s) Signature:

Date: _____

