

Ethos

The ethos of this programme is one of inclusion and exchange of benefits. The family should treat the student as a member of the family. Please note this is a cultural exchange and not an employer – employee contract.

General

A private bedroom, all meals and transport cost to and from the school will be provided by the family. There will be an initial adjustment period when you arrive, so students are expected to be tolerant and patient and try to build a good relationship with the family.

Level of English

Students must complete an English test before they can be accepted onto the work & study programme. This test can be located on www.paceinstitute.ie. It may also be necessary for an additional oral test to be taken by the student. If the student does not meet the required level of English (which will be determined by PACE), they take a general English course first, during which time they will have to be in paid accommodation, and once the required level is reached, they can then move to the work & study programme.

Location

Our host families are located in North County Wicklow or South County Dublin.

Accommodation

The student will receive, at the minimum, a private single room. A desk in the bedroom or a work area in some other quiet place in the house will be provided by the family to allow the student to study. Adequate heating will be provided.

Instructions

A basic timetable will be written down and supplied and explained by the family. All house rules should also be written down and explained to the student and a copy of each given to you. PACE Language Institute may request a copy of these documents from the students.

Hours of work

The students agree to complete 15 hours of work per week. This can be a mixture of light housework and/ or child minding. If a family does not use their full allocation of 15 hours in a week, the difference cannot be made up in the next week. The students are also available to do one nights baby-sitting per week at the family/s request. Students are asked to be flexible and to try and accommodate the family's needs as they arise.

Light housework (examples)

Ironing, washing dishes, maintaining children's clothes, vacuuming, washing floors, dusting, clearing after meals, tidying children's areas, cooking light meals, running local errands.

Day off

A demi-au pair is entitled to one 24 hour period off per week. We would suggest Sunday. We recommend that this should not be taken with the families.

Alternative Type of Work

The families may request the student to carry out an alternative type of work. This can only be done on the express agreement of both the school and the student.

Extra Hours

On occasion some families may require extra time from the student during a week. This needs to be agreed by both the student and family and a suitable rate of remuneration paid.

Child Minding

The student will be provided with full instructions given by the family before being left in sole charge of children. Students are only responsible for the children of the family and are not expected to mind other people's children.

Arrival

The family or family representative will collect the student from the airport or at the request of the family PACE Language Institute will arrange for the collection and delivery of the student to the family house on their behalf.

Smoking

Students are not permitted to smoke in the house without the express permission of the family.

Alcohol and Drugs

Students are not permitted to drink alcohol or take drugs (unless prescription drugs) when in charge of the children. You should not return to your host family under the influence of drugs or alcohol.

Telephone

Students cannot use the telephone outside of their normal working capacity without the express permission of the family.

Holidays

The students are not entitled to take holidays from the host family unless both the school and the host family have agreed and we expect reasonable notice to be given in advance. Lessons missed during holiday can not be added to the end of the students' course.

Guests

Students cannot have guests or friends to in the house without the express permission of the family.

Extended stay

If the family and the student wish to extend the period of time a student is staying in their host family, you must contact the Pace Language Institute, as a fee will be charged.

Transport cost

Transport cost to and from the school will be provided by the family.

A student is liable for all transport costs when one or any of the following situations arise.

- The student breaks the terms and conditions as outlined by PACE Language Institute.
- A student intentionally leaves their assigned host accommodation.
- The student's participation on the program is terminated by PACE Language Institute.
- The student moves to a new programme provided by Pace Language Institute.

Duration

Students can not reduce their length of stay with the host family unless agreed with the school and host family or term of tuition unless agreed with the school. Students intending to do so may be removed from the work & study programme to a general English course and will be responsible for paying their own accommodation. The school can help them find alternative accommodation.

If under extraordinary circumstances when a student must leave a host family, where they have complied fully with our Term & Condition's, PACE will arrange for an interview with new host families as soon as possible. If the student is accepted by the family but refuses to take a place for reasons that are outside the scope of the program, PACE will no longer be liable for finding the student alternative accommodation.

Students booking courses for more than 12 weeks may be required to move host family to facility their stay.

No placement fee will apply if the student is extending her/his stay at school.

A placement fee will apply if the student stays after the end of their approved stay without attending the daytime classes.

1 to 6 months - Placement fee of € 300.00. This fee also entitles them to one month of evening classes (please check for details at school office). Please see or ask for a copy of the Au Pair terms and conditions.

Families who do not comply with this condition will no longer be eligible to receive students from PACE Language Institute.

Food/allergies

If there is any food you do not like, or allergies you suffer from, or if you plan to skip a meal, please tell your family in advance.

Health

If you are sick, your family will tell us and arrange for you to see a doctor or dentist.

It is the student responsibility to inform Pace of a present or pre-existing medical condition which could affect your stay in a family.

Terms & Conditions for students accepting a Work & Study placement

Version 1.3

If you fail to disclose a medical condition you may be removed from the work & study programme or all programmes at the discretion of Pace Language Institute.

Data protection

Public internet correspondence such as blogs, videos, Facebook entries, etc. which include private details of the school or Host Families (without the permission of the Host Family or School) are not to be published. The Data Protection Law covers some aspects.

Privacy

Students should not divulge any information relating to their host family or previous host families, to any other students or third parties without the express consent of PACE Language institute.

Complaints

If you have any complaints during your stay, please tell us immediately. We want your stay to be a very positive and enjoyable experience and we will do our best to correct any problems that might arise.

If you have any problems with, or concerns about, your **English course**, please speak to the **Director of Studies** or the **Assistant Director of Studies**. They will listen to your concerns and although they may not have an immediate solution to the problem they will write down your concerns and come back to you with a solution the same day.

Work Study Host Family students, if you have any problems with, or concerns about, your programme please contact our **Office Manager** or a **Director of Pace**. We will write down your concerns and offer a solution within 3 days. If you, or we, consider your situation to be urgent we will take action the same day.

If you have any other complaints please speak to the **Director of Studies**, the **Assistant Director of Studies** or **Reception** and we can then refer you to the appropriate person to deal with your complaint.

We give you the opportunity to give us written feedback during and at the end of your course. However, you must tell us about any problems while you are here rather than wait until the end of your course or when you go home. **PACE cannot accept responsibility for complaints made after a student has left.**

We always take our students' concerns very seriously and do our best to put things right so that you really enjoy your stay with us.

In all cases we abide by the Code of Conduct as laid down by IALC (International Association of Language Centres) and we defer to their opinion in all matters.

Disclaimer

Any other issues that arise and are not explicitly mentioned here should be referred to Pace Language Institute for clarification. Pace Language Institute decisions are final and binding.

Student can be removed from families at the discretion of PACE Language Institute if we believe that they have not complied with any of our Terms and Conditions.