

**Polish Language Courses in Cracow, Poland**

Polish Language School  
**Glossa**  
**AGENCY MANUAL 2015**

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31-031 Kraków, Poland

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## REASONS FOR STUDYING POLISH IN CRACOW

For many visitors to Poland, Cracow is the most famous and glorious town in this country. In Cracow, everybody can find something for themselves. Apart from magnificent gothic, renaissance and baroque architecture and very interesting museums, there are hundreds of pubs, cafes and superb restaurants. Moreover, there are lots of cultural events in summertime such as: The Festival of Opera, Jazz, Street Theatres, Jewish Culture etc.

Cracow is **rich in history**, as the royal capital for half a millennium, Cracow has witnessed and absorbed more history than any other Polish city.

Cracow is a city with centuries-old traditions of **academic excellence**.

Cracow has a large international community, so foreign students **feel at home**.

Cracow is much more **affordable** than other main cities in Poland.

Cracow is a **jumping-off place** for visits to Poland as well as Czech and Slovak Republics and Ukraine, which are only a short trip away.

Cracow is **easy to reach** by plane, train or car from all over the world.

### ➤ **FACTS ABOUT CRACOW**

Cracow with its 740,000 inhabitants living on 327 square kilometers, is one of Poland's four major cities.

The city of Cracow is one of twelve cities that have been entered on the original UNESCO List of World Cultural Heritage.

Cracow was appointed the European City of Culture in 2000.

As a centre of commerce, banking and high technology, Cracow is an attractive partner to many European and world metropolises.

Over 127, 000 students pursue their studies at the Jagiellonian University and other 17 universities located within the city. The students constitute powerful intellectual potential stimulating fast development of this modern city.

There are 16 theatres and music ventures offering over 3,500 spectacles and concerts annually. Cracow is also a regular venue of 40 festivals.

## BENEFITS AND GUARANTEES OF GLOSSA

### ➤ **EXPERIENCE**

The School of Polish Language for Foreigners GLOSSA was established in 1997, and was one of the first institutions teaching Polish as a foreign language. Each year hundreds of students from all over the world enjoy our top quality courses.

### ➤ **HIGH QUALITY PREMISES**

Glossa is situated on the ground floor and the second floor of a historic building erected at the turn of the 19th and 20th century. Classes are held in 7 spacious, bright rooms equipped with CD/DVDs, videos, beamers and white boards. There is also a study room with library and free internet access. Since beginning of June 2014 students will have a nice garden at their disposal.

### ➤ **PROFESSIONAL STAFF**

Our team is made up of qualified professionals, who have been teaching Polish as a foreign language with commitment and passion for many years. As trainers, they've conducted various different types of methodological teacher training courses both in Poland and abroad.

Our teachers are the authors of the popular series of coursebooks "Polski, krok po kroku" as well as the materials which make up the e-learning platform e-polish.eu.

Glossa employs full-time administrative staff dedicated to their work – they arrange accommodation, cultural activities and bookings.

### ➤ **EXTENSIVE RANGE OF COURSES**

Summer School of Polish Language and Culture, General Polish, Mini Group General Polish, Business Polish, Individual Tuition, Courses for Executives, Combined Courses (group+individual)

### ➤ **ALL LEVELS**

Our programme is based on 6 different levels: from A1 to C2.

### ➤ **SMALL STUDY GROUPS**

The classes are small, with average of 4 students per group. This helps to ensure that the students are given personal attention and the opportunity for self expression.

### ➤ **LINGUISTIC MIX**

Our students come from all over the world, usually there are no more than two students of the same nationality in a group.

## AGENCIES SUPPORT

➤ **COMMISSION**

**Mini grup course, Combined course, Individual tuition:** 20% on tuition fees. No commission on accommodation.

**Other courses:** 10% on tuition fees. No commission on accommodation.

➤ **PROFESSIONAL SERVICE**

During working days we guarantee to answer your enquiries and questions as well as to confirm booking within 48 hours.

➤ **LAST MINUTE BOOKING ACCEPTED**

➤ **GLOSSA BROCHURE AND CD-ROM**

A Glossa CD-ROM available with Agency Manual and photos of the school.

➤ **MARKETING STRATEGY**

No discounts are offered to those students who enroll directly.

No mailing to your students without your prior approval.

➤ **FREE COURSE AND ACCOMMODATION FOR GROUP LEADER**

We offer a free course and accommodation for group leader. Minimum group size 10.

## CONTACTS

**Management:**

Tomasz Stempek (General Director)  
[tomasz.stempek@glossa.pl](mailto:tomasz.stempek@glossa.pl)

Teresa Frydel (Director)  
[teresa.frydel@glossa.pl](mailto:teresa.frydel@glossa.pl)

Iwona Stempek (Director of Studies)  
[iwona.stempek@glossa.pl](mailto:iwona.stempek@glossa.pl)

**Administration staff:**

Alicja Morawska ([alicja.morawska@glossa.pl](mailto:alicja.morawska@glossa.pl))  
Sylwia Ryczkowska ([sylwia.ryczkowska@glossa.pl](mailto:sylwia.ryczkowska@glossa.pl))

**GLOSSA, ul. Dietla 103, 31-031 Kraków, Poland**  
tel. +48 12 429-40-51, +48 601 57-28-38, fax +48 12 422 57 76, [info@glossa.pl](mailto:info@glossa.pl)

## OUR PEDAGOGIE

### ➤ OUR DIDACTIC METHOD

Language classes are aimed at developing the student's general language competence and the ability to communicate in an international environment and everyday situations, as well as at work and in social life situations. Throughout the course, learners expand their vocabulary repertoire and learn new grammatical structures which they practice in the context and, further, they improve their ability to communicate, read and write fluently and correctly.

### ➤ OUR TEACHERS

All our teachers are natives and university graduates with wide experience in teaching Polish to foreigners. They regularly follow practical training and refresher courses. Apart from being able to share their knowledge and practical skills, they create a friendly atmosphere in a group, which contributes to fast and efficient acquisition of the Polish language.

### ➤ TEACHING MATERIALS

The school provides students with all books ("Polski, krok po kroku") and teaching materials (including 90 days full access to elearning platform: e-polish.eu).

### ➤ PLACEMENT TEST

All students, with the exception of those who have no previous knowledge of Polish, take a written and oral test before the start of the course (written test is available online). All students take a short level questionnaire. This helps us to place them in an appropriate group.

At any point during their stay the students can discuss their progress with their teachers or the Director of Studies. If their learning speed allows it, they can move into a higher level group during the course.

### ➤ CERTIFICATES

The students are given a course certificate specifying their level of Polish and number of hours of attendance. If they wish so, they may also obtain an assessment certificate, which includes a detailed analysis of their competence in Polish Language.

## COURSES

**1 tuition hour is 45 minutes**

**Minimum age is 16 years.**

**Maximum 4/8 students per class.**

**The registration booking fee is 50 EUR / 150 PLN.**

In all of our courses great care is taken to ensure that the right balance between the four skills is maintained throughout - speaking, reading, listening and writing. From the very beginning our students are encouraged to speak only Polish in our classes. We know that sometimes it's a great challenge but if you meet it you will be able to pick up the intonation and rhythm of the language more quickly.

➤ **MINI GROUP COURSES – GENERAL POLISH (GL-G4) AND SUMMER SCHOOL (GL-S4)**

The Mini Group General Polish (GL-G4 / GL-S4) is one of the most effective courses in our offer. Course is combined with an interesting programme of additional classes which help to get to know Poland, its culture, history and citizens. The course consists of 20 lessons per week and it is your decision how many weeks it will last. We advise student, however, to choose at least 2 weeks, because it is the minimum time to acquire the basics of the language. The effectiveness of language learning rises with time devoted to it. The course gives student solid grammar background, which is essential to communicate in Polish. A lot of time is devoted to developing communicative skills too. Continual practice of the four language skills (reading, listening, speaking and writing) is also offered in every lesson. The lessons are held always in the mornings, so student will have the afternoon for himself and for our broad social program.

The great advantage of this course is the fact that the groups are much smaller (4 people maximum) than in the other courses. It is an option often preferred by our learners who appreciate the fact that the teacher is able to devote a lot of the lesson time to specific, individual needs, as well as the possibility to speak a lot during classes.

<b>Duration:</b>	2+ weeks (2-8 weeks - Summer School)
<b>Intensity:</b>	4 hours/day (20 hours/week)
<b>Required level:</b>	All
<b>Course available:</b>	all year round (July, August - Summer School)
<b>Time:</b>	Monday to Friday 9:00 to 12:15 or 12:45 to 16:15

➤ **INTENSIVE COURSES - GENERAL POLISH (GL-G) AND SUMMER SCHOOL (GL-S)**

Intensive course of general Polish. Classes are aimed at developing the learner's general language competence and the ability to communicate in an international environment and everyday situations, as well as at work and in social life situations. Throughout the course, learners expand their vocabulary repertoire and learn new grammatical structures which they practice in the context and, further, they improve their ability to communicate, read and write fluently and correctly.

The curriculum includes a wide range of topics, among them: real life situations, Polish history, art, culture, literature and tradition, social problems, politics, media.

Reading and writing exercises are regularly given in the form of homework. Students have to dedicate approximately one hour daily to this individual work.

The conditions are very similar to the Mini Group Course but the difference is that the groups are slightly bigger (about 8 people).

<b>Duration:</b>	2+ weeks (2-8 weeks - Summer School)
<b>Intensity:</b>	4 hours/day (20 hours/week)
<b>Required level:</b>	All
<b>Course available:</b>	all year round (July, August - Summer School)
<b>Time:</b>	Monday to Friday 9:00 to 12:15 or 12:45 to 16:15

➤ **BUSINESS COURSES (GL-SB)**

This course is a combination of our Summer School of Polish Language and Culture in the morning followed by two daily lessons of Business Polish.

Courses designed for learners who are at least at intermediate level and who want to develop their ability to communicate in the modern world of business. During the course, they expand and practice their vocabulary related to areas such as: management, marketing, finances or advertising. They also learn the language of formal meetings, business correspondence, negotiations, presentations etc.

Activities which simulate business events form an integral part of the course.

The courses take place in summertime along with Summer School of Polish Language and Culture.

For organized groups or individual students the courses can be carried out at any other time.

<b>Duration:</b>	2 weeks
<b>Intensity:</b>	6 hours/day (30 hours/week)
<b>Required level:</b>	Intermediate
<b>Course available:</b>	July, August
<b>Time:</b>	Monday to Friday 9:00 to 12:15 and 13:00-14:30

➤ **COMBINATION COURSES (GL-G40 i GL-S40)**

This course is a combination of our Intensive Polish or Summer School of Polish Language and Culture in the morning followed by individual instruction every afternoon.

One-to-one classes offer the students the possibility to review the morning lessons or have a tailor-made program according to their needs, level and goals.

The courses take place all year round along with Summer School of Polish Language and Culture and Intensive Polish Courses

<b>Duration:</b>	2+ weeks
<b>Intensity:</b>	6 hours/day (30 hours/week)
<b>Required level:</b>	All
<b>Course available:</b>	All year round
<b>Time:</b>	Monday to Friday 9:00 to 12:15 and individual classes 12:45 to 14:15 Monday to Friday 12:45 to 16:15 and individual classes 16:45 to 18:15

➤ **LONG TERM GENERAL LANGUAGE COURSES (GL-GG)**

Non intensive course designed for people staying in Cracow for longer periods of time. Special attention is given to grammar, functional everyday Polish, vocabulary building and pronunciation. Continual practice of the four language skills (reading, listening, speaking and writing) is offered in every lesson. Teachers encourage discussions, role-play, problem solving, written exercises, aural comprehension, storytelling and the use of authentic texts. Reading and writing exercises are regularly given in the form of homework. Students have to dedicate approximately one hour daily to this individual work.

**Type 1**

<b>Duration:</b>	14-16 weeks (90, 60 or 45 hours)
<b>Intensity:</b>	6/4/3 hours/week
<b>Required level:</b>	All
<b>Course available:</b>	from February and from October



➤ **INTENSIVE EVENING COURSES (GL-GG2)**

Intensive course created for people living and working in Cracow. Special attention is given to grammar and functional everyday Polish, vocabulary building and pronunciation. We offer practice with four language skills (reading, listening, speaking and writing).

<b>Duration:</b>	3 weeks
<b>Intensity:</b>	3 hours/day (15 hours/week, 45 hours/course)
<b>Required level:</b>	All
<b>Course available:</b>	July, September
<b>Time:</b>	Monday to Friday 18:30 to 20:15

➤ **ONE-TO-ONE TUITION GENERAL POLISH (GL-O) AND BUSINESS POLISH (GL-BO)**

Courses designed mainly for managers and executives, who – because of the nature of their work – may not attend group classes and for professionals with specific language needs. Each course is tailor-made to suit individual requirements with content specific to learner's profession. Among the subjects offered: general, business, literature, film

<b>Duration:</b>	1-24 weeks
<b>Intensity:</b>	20/25/30 hours/week
<b>Required level:</b>	All
<b>Course available:</b>	All year round. Start any Monday.
<b>Time:</b>	morning (from 9:00) or afternoon (from 12:45)

## ACTIVITIES AND SOCIAL LIFE

We believe that practising Polish outside class and getting to know Poland, our culture and people is a great way to help your language development. With this in mind we offer varied and exciting programme of activities and social events.

➤ **LECTURES ON POLISH HISTORY, LITERATURE, FILM, LEGENDS**

This is an opportunity to find out the most important facts of over a thousand-year-old Polish history, the most outstanding artists and writers and works of our literature and film.

➤ **POLISH CUISINE WORKSHOPS**

The best way to learn how to prepare 'pierogi' or cook famous polish soup 'barszcz'

➤ **GUIDED TOURS AND TRIPS**

In Cracow and its surroundings there are numerous exciting monuments, interesting museums and picturesque sites. Wawel Castle, Market Square, Wieliczka Salt Mine, Concentration Camp – Auschwitz, Pieskowa Skala Castle are the most important of them. Thanks to our guides, you can be certain that you haven't missed anything.

➤ **PUB AND RESTAURANT EVENINGS WITH TEACHERS AND POLISH STUDENTS**

Pub and restaurant evenings with teachers and students studying in our school are the best opportunity to get to know each other better and make new friends.

➤ **BARBECUES AND HORSE RIDING**

There are many excellent and picturesque places to go for a picnic and horse-riding. We'd love to take you there. If you can't ride a horse, don't worry, we'll teach you.

➤ **MEETINGS WITH LOCAL STUDENTS**

Apart from foreigners learning Polish, a lot of young people are studying English, German, Spanish and Italian in our school. Meeting them is the best chance to get to know each other and to talk about various topics.

➤ **FILM WATCHING**

This is an occasion to enjoy Polish cinema and its most significant masters as well as a very effective way of improving listening skills.

Students of basic levels can make use of subtitles in English, German or Spanish.

## ACCOMMODATION

Knowing that a comfortable and conveniently located accommodation is an essential component of a successful language course we have a wide range to choose from.

➤ **HOMESTAY**

It is an excellent way to practise your Polish. All of the host families have been carefully selected and chosen to ensure your stay in Cracow is a memorable experience.

The location of family homes varies. Some are very close to the school, in other cases it is necessary to take public transport, which does not take more than 25-30 minutes.

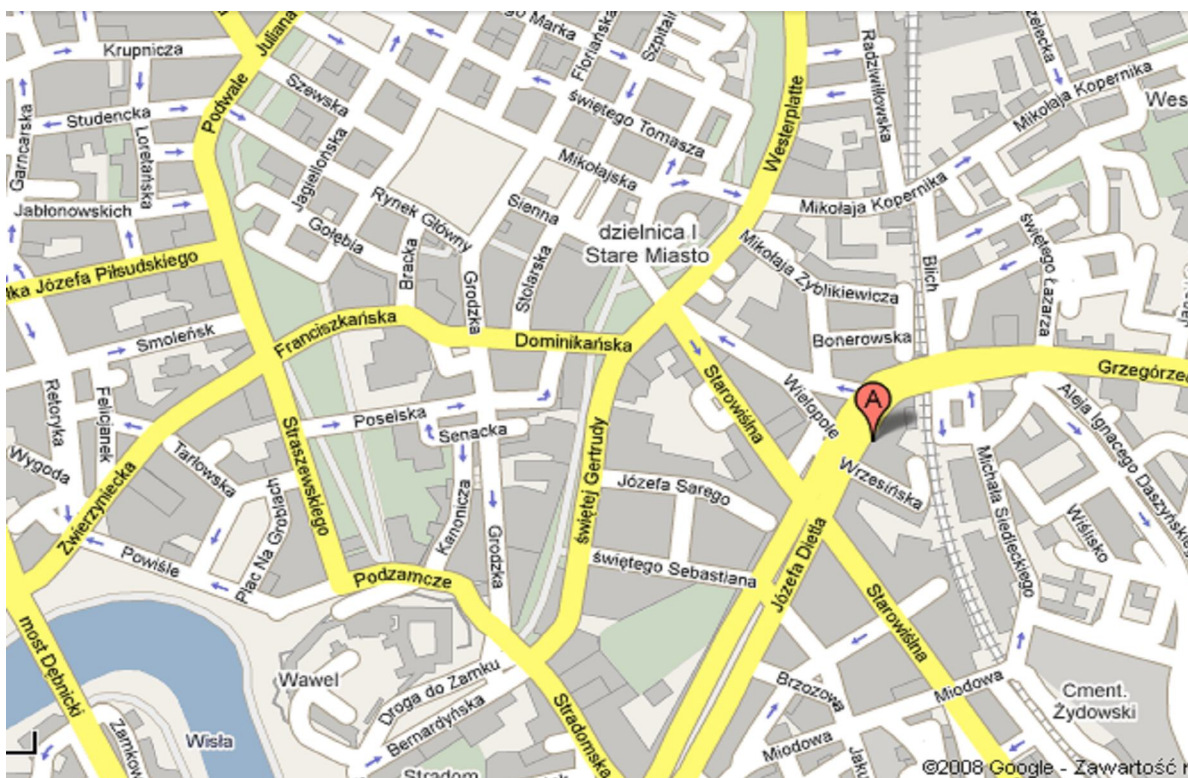
➤ **STUDENT RESIDENCE/SHARED APARTMENT**

For those who prefer more independence and to stay in a student environment we offer centrally located student residences and shared flats.

➤ **HOTELS**

Cracow has a wide range of hotels and hostels, many of which are just 10-15 minutes walk away from the school. Hotels are rated from 1 to 5 stars and prices vary accordingly.

## PRACTICAL INFORMATION



### ➤ HOW TO REACH THE SCHOOL

#### **From Kraków Balice Airport:**

- 1) Bus number 292 to Rondo Grzegórzeckie, then tram number 1, 9, 22, 50 or bus number 184;
  - 2) Bus number 208 to Dworzec Główny (Central Railway Station), then tram number 3, 19, 24, 50, 52 to Dietla/Starowislna Station (two stops); PLN 6.40
- Glossa pick up service available (see our price list)

#### **From Dworzec Główny (Central Railway Station):**

Tram number: 3, 19, 24, 50, 52 to Dietla/Starowislna Station (two stops); PLN 3.20  
Glossa pick up service available (see our price list)

#### **From Katowice Pyrzowice Airport:**

Shuttle bus (<http://www.matuszek.com.pl/>) to Kraków Dworzec Główny (Central Railway Station) and then tram number: 3, 19, 24, 50m 52 to Dietla/Starowislna Station (two stops); 50PLN  
Glossa pick up service available (see our price list)

**From Warsaw Okęcie Airport:**

Train to Kraków Dworzec Główny (Central Railway Station) and then tram number: 3, 19, 24, 50, 52 to Dietla/Starowislna Station (two stops); 110PLN

Glossa pick up service available (see our price list)

➤ **NATIONAL HOLIDAYS IN 2015 – NO CLASSES!!!**

01-06.01, 06.04, 01.05, 04.06, 11.11, 22-31.12

➤ **ELECTRICITY**

Poland uses 220 Volts system. Additionally, wall sockets and plugs may differ from those in student's home countries. Be sure to inform your students about the possible need for an adaptor.

➤ **POLISH CURRENCY AND CREDIT CARDS**

Polish currency is "złoty" (zł or PLN). Foreign currency can always be exchanged for PLN at a bank or money exchange ("kantor").

Visa and Mastercards are widely accepted in shops, restaurants and hotels. Students can obtain cash with these cards from most banks. American Express is not accepted everywhere.

➤ **TELEPHONE**

Students can receive phone calls at the school in case of an emergency. They can also receive calls at their homestay, at a reasonable time (not later than 10 pm). To make calls themselves, the students should use public telephones. Telephone cards are sold in many shops.

➤ **INTERNET**

There is free access to the Internet for all Glossa students. Our high-speed links to the web make browsing quick and easy.

➤ **OPENING HOURS**

**Shops:** from 10 to 18 (in general), most shops are open on Saturdays and some on Sundays

**Banks:** from 10 to 18 (in general), most banks are closed on Saturdays

**Post offices:** from 8 to 20 (in general) Monday to Friday

➤ **INSURANCE**

We suggest that the students take out insurance before leaving their own country to be covered for the journey as well as for loss and damages to property and medical expenses.

➤ **EMERGENCY NUMBERS**

Ambulance: 999

Fire brigade: 998

Police: 997

➤ **COST OF LIVING (PLN)**

Local bus: 3.20

Bread: 2.50

Milk: 2.80

Mineral water: 2.40

Apples (kg): 4.50

Ice cream: 4.00

Cinema: 25.00

Museum: 18.00

Budget restaurant: 30.00

Nice restaurant: 95.00

Beer in bar: 7.00

Coffee/tea in bar: 8.00

Newspaper: 2.00

Magazine: 5.00

Local phone call: 0.33

Local stamp: 1.30

Stamps to Europe: 2.50

Stamps to USA: 3.50

Cybercafe (1 hour): 4.00

## REGISTRATION DETAILS AND GENERAL CONDITIONS

A booking confirmation will be sent back to you within 48 hours of receipt, Monday to Friday (holidays excluded)

### ➤ REGISTRATION INFORMATION

In order to register your students we need the following information. Registration needs to be sent to our office by e-mail ([info@glossa.pl](mailto:info@glossa.pl)), fax (+48 12 422 57 76) or mail (Dietla 103, 31-031 Kraków, Poland).

#### **Personal details:**

First name(s)

Surname

Sex

Date of birth

Approximate level of Polish

Profession

#### **Course:**

Dates and duration

Type of course including number of hours

#### **Accommodation and optional services:**

Type of accommodation

Special requests: smoker, vegetarian, allergies etc.

Arrival information: arrival time, flight number, place of departure

Transfer

### ➤ CANCELLATIONS

All cancellations must be notified in writing (e-mail, fax, mail) to Glossa not less than 14 days before the start of the course and all tuition fees will be refunded (deducted by costs of money transfer).

In the event of receiving the information about student's cancellation later than 14 days before the start of the course agent shall be bound to pay Glossa a cancellation fee of PLN 400.

If the student wishes to withdraw after the start of the course there is no refund of fees. No refunds are allowed if the student arrives late for the course or is absent during the course. Periods of absence for vacation or any other reason may not be made up with free prolongation of the course.

Fees are not transferable from one person to another.

➤ **PAYMENT POLICY**

All payments must be received prior to start of the course unless prior arrangements are made for students to pay the fees upon their arrival at the school. The cost-estimate must be submitted 10 days before the course start at least. Late payments are subject to penalties of 5% per month.

All payments must be made in PLN or EUR by bank transfer or credit card.

Account name: polish-courses.com Iwona Stempek  
IBAN: PL 09 2490 1057 0000 9900 4941 5247 (PLN)  
IBAN: PL 97 2490 1057 0000 9902 4941 5247 (EUR)  
Swift Code: ALBPPLPW  
At: Alior Bank SA  
ul. Łopuszańska 38d  
02-232 Warszawa

Title: [student name]

All bank charges must be paid by sender.

**Credit card (only PLN):**

We accept on-line credit card payments (Visa and Mastercard). To make a payment visit [www.glossa.pl](http://www.glossa.pl)

**IMPORTANT INFORMATION**

- 1. In case of all intensive courses students receive 15 one-to-one classes (instead of 20 group classes) per week if there are no other students at their level.**
- 2. In case of long term general language course students receive 20 one-to one classes or 40 group classes in GL-G course (instead of 60 group classes) if there are no other students at their level.**
- 3. Classes will not be held nor recuperated on the national / local holidays.**



4. We issue a letter of acceptance for an embassy or consulate only after full netto fees have been paid to our account

**CONTRACT**

Concluded on \_\_\_\_\_ between:

polish-courses.com, Iwona Stempek,  
ul. Dietla 103,  
31-031 Kraków, Poland  
hereinafter referred to as „The School”

and

-----  
hereinafter referred to as „The Agent”.

The following terms set out the agreement between the above parties covering the representation of and the supply of courses run by „The School”.

§1

„The Agent” hereby declares that has necessary qualifications and experience that enable him to execute the provisions of this Contract.

§2

1. „The Agent” will use its best endeavours to gain full knowledge of the agents manual, brochure and related literature/promotional material of „The School”, particularly concerning the courses and accommodation, and will at all times represent „The School” and the courses accurately and truthfully.

2. „The School”, on its part, undertakes to provide the courses and services as outlined in current publicity and promotional material.

3. „The Agent” hereby undertakes to promote and advertise „The School” and to recruit students for language courses offered by „The School” and appropriate for students’ levels and needs.

§3

„The School” undertakes to provide „The Agent” with promotional materials, current price-guides, timetables, school pictures and any information indispensable for „The Agent” to observe the conditions stipulated in §2.1 and §2.3.

Moreover, „The School” shall be bound to inform „The Agent” by e-mail or fax about new priceguides, courses and all changes of timetables not later than 8 weeks before introducing the changes.

„The Agent” shall use the above-mentioned materials merely for purposes related to advertising and sales of the language courses of „The School”.

§4

From the moment that they arrive in Poland, „The School” will be responsible for the students with regard to airport transfer (if booked and paid for), accommodation (if booked and paid for), the courses booked, and all related services as described in relevant promotional literature.

„The School” undertakes to endeavour to ensure that the student, as far as reasonably possible, achieves his/her expectation of the courses/services, and also undertakes to endeavour to ensure that the student is looked after in matters of welfare and accommodation during their stay in areas where „The School” has a direct involvement.

Responsibility of „The School” shall always be on the basis of the fact that all students are over 16 years and are considered responsible for their own actions.

§5

„The Agent” promises and undertakes to make the process of application as easy as possible and to represent the interests, both of „The School” and of the student at all times in a spirit of mutual support and co-operation. „The Agent” undertakes to make the student fully aware of the costs of living in Poland and to ensure that he/she has sufficient funds to support himself/herself throughout the period of study.

§6

All the costs of money transfers shall be covered by the party performing the operation.

§7

1. This Contract comes into effect on the day it is signed and it is concluded for an indefinite period.
2. This Contract may be terminated by either party on 2 months notice in writing to the other without further liability save to account for any payment due to „The School” for courses already booked and/or commission and any due refund thereof to „The Agent”. In such case, any payment due to either party will be effected within one month of termination of the Contract.
3. No amendments or notices to this Contract shall be valid unless presented in writing.

§8

This Contract has been drafted in 2 copies, one for each party.

§9

This Contract and the current Agency Manual define the principles of cooperation between "The School" and "The Agent".

Any other agreements (in particular, regarding registration procedure, reservation, timetable changes and cancellation) are not binding.

Signed: \_\_\_\_\_

.....  
.....  
.....

Signed: \_\_\_\_\_

Iwona Stempek

School Director

polish-courses.com