



# ACTIVE LANGUAGE LEARNING

## ADMISSIONS POLICY

### 2025

January 2025

This is a live document with continuous necessary updating where required.

## ADMISSIONS POLICY

- **Language Proficiency:** The school accepts students at all English language proficiency levels (A1-C2) who are learning English as a second or additional language. Programmes are not designed for native English speakers.
- **Special Needs:** Students with learning difficulties (e.g., dyslexia, ADHD) or disabilities (e.g., visual or hearing impairment) should contact the Academic Manager to discuss supportive measures.
- **Individual Learning Plan:** At the start of the course, each student will meet with the Academic Manager to create an individualized learning plan, setting personal goals to guide their progress.

## CANCELLATION AND REFUND POLICY

- **Non-COVID-19 Cancellations:**
- Must be made in writing to the Director.
- Approved refunds are processed within 10 working days.

### Cancellation Fees and Conditions:

- Up to 2 weeks before course start: €75 admin fee + €95 if accommodation is involved.
- 1-7 days before course start: 50% refund.
- After the course starts, including late arrivals or early departures: **No refund.**
- **Individual Lessons:** 24 hours' notice is required to cancel an individual lesson without charge. Less notice results in a full charge.
- **Visa Refusals:** A €200 fee applies (with documentary evidence required), and the remainder of the fees are refunded.
- **Post-Arrival Accommodation Cancellation:** Non-refundable.

## COURSE WITHDRAWALS

- Must be communicated in writing.
- Post-arrival withdrawals require notifying the Managing Director or Academic Manager.

## REFUNDS MANAGEMENT

All refunds are administered by Brian Mahon ([accounts@all.ie](mailto:accounts@all.ie), +35312843420).

## SICK LEAVE POLICY

For illness or injury, notify the school ([academic@all.ie](mailto:academic@all.ie)) on the first day of absence and each subsequent day.

- Provide a doctor's letter upon return; unverified sick leave counts as absence.
- Failure to follow procedures for absences longer than three days will trigger the absenteeism policy.

## PUNCTUALITY AND ATTENDANCE POLICY

- Arriving more than 15 minutes late means waiting until the next class to enter.
- Attendance is recorded only for classes attended, not for holidays or sick leave.
- Attendance below 85% may lead to warnings or eventual expulsion.
- Persistent lateness lowers the final attendance percentage.

## PROTECTION FOR ENROLLED LEARNERS POLICY

- As an ILEP-approved provider, the school ensures that students can complete their course at another designated institution at no extra cost if it can no longer deliver the programme.

## MEDICAL INSURANCE POLICY

- EU students should have an E111 card for equivalent public medical cover.  
Non-EU students should secure private medical insurance before arrival, e.g., via Study & Protect (<https://studyandprotect.com/>). For inquiries, contact reception ([reception@all.ie](mailto:reception@all.ie)).

## HOLIDAYS AND BREAKS POLICY

- For study visa students since October 2015, holidays are only as permitted by the academic calendar.
- Exceptional circumstances for breaks must be applied for in writing to the Academic Manager ([academic@all.ie](mailto:academic@all.ie)).

## EXTERNAL END-OF-PROGRAMME EXAMS POLICY

- Students undergo regular assessments to determine readiness for external exams (e.g., Cambridge ESOL, IELTS, PeopleCert).
- Long-term visa students are required to take an external exam at the end of their programme.
- The Academic Manager provides guidance on exam registration and preparation.

## COMPLAINTS AND GRIEVANCES POLICY

- Complaints are handled confidentially.
- The process involves attempting informal resolution first; if unresolved, a formal record is kept and referred to the Academic Manager.
- Further escalation can involve the school owners and possibly independent consultation outside the school.

## ABSENTEEISM AND EXPULSION POLICY

- After three days of unexplained absence, the school will attempt to contact the student.
- Failure to respond or continued absence can result in warnings and eventual expulsion if unauthorized absence exceeds two weeks.

## GENERAL DATA PROTECTION REGULATION (GDPR) POLICY

- The school complies with GDPR regulations effective from 25 May 2018.
- A downloadable PDF (ALL GDPR 2018) outlines the full data protection policy.

## CONTACT INFORMATION

- Opening Hours: Monday to Friday, 8:45am - 5:00pm; Monday and Wednesday, 6:45pm - 9:00pm.
- Main telephone number 0035312843420

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### In Summary:

Active Language Learning's policies ensure clarity and fairness in admissions, cancellations, refunds, attendance, and conduct. The school emphasises personalised learning, student well-being, and compliance with regulations. Students are encouraged to maintain good attendance, communicate promptly about any issues, and prepare for external examinations if required. There are defined procedures for cancellations, refunds, grievances, and support for students with special needs or health concerns.