ACTIVE LANGUAGE LEARNING

OPERATIONS SECTION

2025

January 2025

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

17. INTERNAL COMMUNICATION AT ACTIVE LANGUAGE LEARNING

2.3 Policy on Internal Communication

Active Language Learning recognises that clear, effective, and open communication is essential to its continued success. To ensure transparency, efficiency, and the use of appropriate communication channels, the following guidelines are established:

Department Meetings

Inter-departmental meetings are scheduled **weekly**, taking place at least **three times per month**.

These meetings serve as a platform for management teams to:

- Discuss operational issues
- Review departmental performance
- Plan and coordinate upcoming initiatives
- All meetings must be **formally recorded** through meeting minutes.
- Meetings may be conducted **face-to-face or remotely** (via Zoom or Teams), depending on necessity and convenience.

Teacher Meetings

Held **every four weeks**, teacher meetings provide an opportunity for academic staff to:

- Share updates
- Discuss teaching methodologies
- Address issues
- Align on curriculum and resource planning

Board Meetings

The **Board of Directors** meets **monthly** to review:

- Strategic decisions
- Financial performance
- Overall governance of the school

Communication Channels and Working Hours

Internal communication—**emails, phone calls, and messages**—must be conducted **strictly during standard working hours**:

- **Monday to Friday, 9:00 AM to 5:00 PM**
- Exceptions apply only to designated staff handling:
- Accommodation
- Airport transfers
- 24-hour emergency school phone

School Management System (SMS)

Active Language Learning operates a **custom-built School Management System (SMS)**, specifically designed to support the complex administrative and educational needs of an English Language Teaching (ELT) institution. This system is developed on the **FileMaker Pro platform** and functions as a central, integrated database for managing all core areas of the school.

System Modules and Capabilities

The SMS includes, but is not limited to, dedicated modules for:

Students

- Enrolment records
- Class allocations
- Attendance tracking
- Progress reports and test scores
- Certification and document tracking
- Student welfare and support logs

Staff

- Personal and professional profiles
- Scheduling and availability
- Payroll and contract details
- Performance appraisals
- Records of professional development

Administration

- Academic and activity scheduling
- Classroom and resource allocation
- Financial and budget oversight
- Document management and compliance tracking
- Policy and procedural archiving

Accommodation

- Host family placements and availability
- Housing details and preferences
- Billing, contracts, and accommodation documentation
- Communication and welfare tracking

Partners

- Profiles of third-party agencies and marketing collaborators
- Contractual agreements and terms of service
- Commission structures and financial settlements
- Performance metrics and communication records

Accounting

- Tuition fee records and invoice generation
- Payment tracking and arrears monitoring
- Expense management and supplier tracking
- Budgeting and financial reporting

System Access and Security

- The system is configured with **role-based user access controls**, ensuring that each staff member can only view or modify the data relevant to their responsibilities.

- This **restrictive access model** upholds **data security**, supports **GDPR compliance**, and maintains the **integrity** of all records.

- The SMS is **cloud-based** and connected to a **mainframe system with 24-hour backup**, offering resilience, reliability, and data continuity in the event of technical issues.

Practical Usage

- Users may reference **sample forms and screenshots**—such as student registration forms, invoices, class timetables, accommodation records, and agency agreements—to visualise how the system streamlines daily administrative and academic functions.

- These tools demonstrate how critical data is recorded, managed, and applied to ensure **effective, efficient, and coordinated operations** across all departments.

This tailored SMS is a cornerstone of Active Language Learning's operational excellence, enabling a unified, transparent, and scalable approach to managing the entire ELT school ecosystem for **administrators, educators, students, and external partners** always.

17. EXTERNAL COMMUNICATION AT ACTIVE LANGUAGE LEARNING

2.4 Liaison With Awarding Quality Bodies (Policy Overview)

Active Language Learning (ALL) maintains membership and compliance with various professional, quality, statutory, and awarding bodies. To ensure consistent standards and regulatory adherence, a single designated staff member serves as the liaison for each organisation. This designated liaison is responsible for:

- Keeping the school fully compliant with all relevant regulations.

- Ensuring that all associated documentation, records, and certifications are kept current and valid.

BODY	DESCRIPTION	LIASION PERSON
ACELS/QQI/ILIEP/TrustEd	Accrediting Bodies for Language Schools	Academic Manager
ELE-Ireland	Professional QA Organisation	Managing Director
EAQUALS	Quality Body	Academic Manager
Cambridge Exams	External Exam Body	Academic Manager
TIE	External Exam Body	Academic Manager
PeopleCert	Internal Exam	Academic Manager
Dept. of Justice	Visa Related Issues	School Director
GNIB	Visa Related Issues	School Director
TUSLA	Child Protection Body	Accommodation Manager

Details of the liaison personnel for each principal organisation that ALL collaborates with are documented and maintained for reference and accountability.

ACTIVE LANGUAGE LEARNING

Risk Management Policy

2025

January 2025

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

Risk Management Policy

Active Language Learning
Effective Date: 1st January 2025
Review Date: 19th December 2025

Policy Statement
Active Language Learning (ALL) is committed to identifying, assessing, managing, and mitigating risks to protect its students, staff, reputation, and the wider community. This policy ensures proactive risk awareness and compliance with legal, accreditation, and operational obligations.

1. Purpose

To establish a systematic approach for managing all risks that may impact the school's:

- Educational quality

- Student welfare

- Financial health

- Legal compliance

- Staff safety

- Business continuity

2. Scope

This policy applies to:

- All departments (academic, accommodation, admin, marketing, facilities)

- All staff, including part-time and seasonal

- Contractors and external partners

- Host families and group leaders

Risk Categories

CATEGORY	EXAMPLES
Strategic	Failure to meet TrustEd / EAQUALS standards
Operational	Fire safety breaches, first-aid gaps, loss of IT systems
Financial	Unforeseen drops in enrolment, refund disputes
Compliance	GDPR breaches, visa non-compliance, safeguarding issues
Reputational	Negative reviews, unresolved student complaints
Health & Safety	Illness outbreaks, accidents, homestay issues

Risk Management Process

ALL follows a **5-step process**:

1. **Identify**: Risks are identified through audits, feedback, inspections, and staff meetings.

2. **Assess**: Risks are scored based on *likelihood* and *impact* using a Risk Matrix.

3. **Control**: Controls are designed (e.g., fire drills, training, CCTV, host family vetting).

4. **Monitor**: Ongoing monitoring through policy reviews and regular reporting.

5. **Review**: Annual policy reviews and updates following major incidents or inspections.

RESPONSIBIL PERSON	DUTY
Managing Director	Overseas policy implementation and response to major risks
Risk Officer (If Assigned)	Maintains the Risk Register and tracks actions
All Staff	Report risks and follow procedures
Facilities Team (Maintenance / School Director /Contractors)	Conduct fire drills, maintain safety equipment
Accommodation Team	Vet hosts, respond to accommodation risks
Group Leaders	Ensure student safety and wellbeing during activities

Risk Register

The school maintains a **Risk Register**, reviewed **quarterly**. It includes:

- Identified risk

- Risk owner

- Likelihood/Impact score

- Mitigation measures

- Status (e.g., mitigated/in progress)

Training & Awareness

- Staff receive induction training in safeguarding, fire safety, and first aid.

- Refresher training is offered annually or following major incidents.

- Host families and group leaders receive guidance on emergency protocols.

Incident Reporting

All incidents must be logged and reported to the Director or designated Risk Officer. An incident form must be completed within 24 hours.

Policy Review

This policy will be:

- Reviewed **annually** or after any serious incident or regulatory change.

- Updated to reflect best practices, compliance needs, and lessons learned.

ACTIVE LANGUAGE LEARNING

Strategic and Operational Risk Review & Evaluation Policy

2025

January 2025

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

Active Language Learning – 2025

Review Period: January – July 2025

Next Scheduled Review: July 2025
Prepared by: Kieron Mahon
Approved by: Current ALL Board

RISK	DESCRIPTION	LEVEL	CONTROLS IN PLACE	REVIEW / ACTION
TrustEd Transition	Failure to meet new quality assurance standards replacing ACELS	High	-Dedicated compliance team Staff training Documentation & policy updates	Ongoing policy review with Therese. Initial mock audit scheduled for June. Action: Conduct internal review in July
Loss of EAQUALS Accreditation	Drop in quality could result in accreditation loss, harming reputation and partnerships	Medium	-Annual self-assessment External consultant review every 2 years CPD plan for teachers	Quality standards maintained. No major weaknesses flagged. Action: Update CPD logs before June.
Dependence on International Agents	Heavy reliance on overseas agents for student recruitment	Medium	Diversified agent portfolio Participation in 60% of trade fairs ELE-Ireland branding support	Action: Explore direct- to-student marketing options in Q3. Trial digital lead campaign

1.   Strategic Risks – Review & Evaluation2.

RISK	DESCRIPTION	LEVEL	CONTROLS IN PLACE	REVIEW / ACTION
Fire Safety Non-Compliance	Outdated or missing equipment/training	Low	Aqua Fire Prevention service contract Biannual checks Map-based extinguisher access Staff training logged	Fully compliant. Next check due July. Action: Encourage newer staff to complete fire training before summer intake
First Aid Coverage Gaps	Not enough qualified responders on-site	Medium	Free online course incentivised with €30 Staff encouraged to complete annually	Currently at 80% staff coverage. Action: Push final 20% to complete before June.
Safeguarding / Student Welfare	Risk of harm or poor wellbeing oversight	Medium-High	Safeguarding officer in place Host family code of conduct Group leader protocols	Policy under review. No recent incidents. Action: Finalise revised safeguarding policy by April 30

2. Operational Risks – Review & Evaluation (Cont.)

RISK	DESCRIPTION	LEVEL	CONTROLS IN PLACE	REVIEW / ACTION
Accommodation Risk	Homestay standards drop or host shortage	Medium	-Host vetting Feedback forms Group leaders nearby	Adequate capacity for current term. Action: Start early recruitment for summer hosts
IT or Data Breach (GDPR)	Breach of student data security	Low	Secure file storage Limited access to sensitive data GDPR training during induction	No incidents. Action: Annual GDPR refresher to be scheduled June 2025

3. Summary of Actions Arising from This Review

ACTION	RESPONSIBLE	DEADLINE	STATUS
Internal audit for TrustEd	Managing Director & QA Lead	July 2025	Pending
Push fire training for new staff	School Manager / Director	July 2025	In Progress
Complete safeguarding policy up- date	School Manager / Director	July 2025	In Progress
Increase host family recruitment	Accommodation Manager	July 2025	Commenced
GDPR training refresher	Admin Team	July 2025	Pending

4. Conclusion

Strategic risks are being actively managed, with TrustEd transition being the most urgent priority. The transition to TrustEd commences for all departments in January 2025. Operationally, the school is well-controlled with improvements underway in safeguarding, first-aid coverage, and accommodation planning. Continuous monitoring and quarterly reviews will ensure these areas remain compliant and aligned with sector expectations.

ACTIVE LANGUAGE LEARNING

Crises Management Policy

2025

Version 8

January 2025

This is a live document with continuous updating where necessary

Crisis Management Policy
Active Language Learning

1. Policy Statement

Active Language Learning is committed to ensuring the safety, security, and well-being of all students, staff, and visitors. This Crisis Management Policy outlines the framework for effective response to critical incidents, emergencies, or disasters that may impact the school's operations, reputation, or stakeholders.

2. Scope

This policy applies to:

- All staff (academic, administrative, accommodation)
- Students (adult and junior)
- Group leaders
- Host families
- Visitors and contractors on site

3. Definition of a Crisis

A crisis is any event that:

- Poses a threat to life, health, or safety
- Disrupts daily operations of the school
- Damages the school's reputation
- Requires urgent coordinated response

Examples include:

- Fire, flood, or major weather disruption
- Health emergencies (e.g. pandemic outbreaks, student collapse)
- Accidents or injuries on-site or during excursions
- Allegations of abuse or serious misconduct
- Terrorist threat or violence
- Missing student or safeguarding breach
- IT/data security breach

4. Crisis Management Team (CMT)

The CMT will lead and coordinate response efforts. It includes:

- **School Director** – Overall responsibility
- **Principal / DOS** – Communications & student welfare
- **Child Protection Officer** – Safeguarding (if U18 involved)
- **Accommodation Manager** – Host family liaison
- **Health & Safety Officer** – Physical site coordination
- **Admin Coordinator** – Internal logistics/support
- **PR Officer (if applicable)** – External messaging

Each member has a designated backup.

5. Crisis Response Procedure

A. Immediate Action

- Assess the situation and ensure safety first.
- Contact emergency services (112) if required.
- Activate the Crisis Management Team.
- Evacuate the building if necessary (fire alarms).
- Administer First Aid (trained staff on site).
- Account for all individuals via class registers or attendance lists.

B. Communication

- Internal: Notify staff and students calmly and clearly.
- Parents/guardians (esp. for U18s) will be contacted as soon as possible.
- External: All press or external queries directed to the Director only.

C. Documentation

- All incidents must be logged with time/date/staff involved.
- A full incident report is completed within 24 hours.

7. Post-Crisis Review

After every crisis:

- A debrief is held with the CMT and relevant staff
- Student and staff welfare checks are conducted
- Support services offered (e.g. counselling, translation)
- Policy and procedure updates are made if needed

8. Staff Training

- All staff receive annual training on crisis scenarios
- Fire drills conducted twice a year in collaboration with Aqua Fire Prevention
- Safeguarding refreshers for junior programme staff
- First Aid training encouraged (with €30 incentive)

9. Related Policies

- Junior Student Protection Policy
- Fire Safety & Evacuation Policy
- First Aid & Health Response Protocol
- Data Protection & IT Security Policy
- Excursion and Risk Assessment Procedures

10. Review

This policy is reviewed annually or after any major incident.

Reviewed by: School Director
Next Review Due: January 2026

ACTIVE LANGUAGE LEARNING

Change & Crises Management Policy

2025

Version 8

January 2025

This is a live document with continuous updating where necessary

Change & Crisis Management Policy

Active Language Learning

1. Policy Statement

Active Language Learning is committed to effectively managing change and responding promptly to crises that may impact staff, students, operations, or reputation. The school's approach ensures transparency, safety, and minimal disruption while maintaining educational excellence.

2. Objectives

- To ensure the safety and well-being of all individuals during unexpected events

- To provide a clear process for managing institutional changes

- To minimise disruption to academic and administrative functions

- To maintain trust through timely, accurate communication

- To facilitate a structured recovery and return to normal operations

3. Scope

This policy applies to all types of change or crisis, including:

- Organisational changes (e.g., management restructuring, policy updates, regulatory changes such as TrustEd)

- Operational disruptions (e.g., power outages, fire, IT failures)

- External crises (e.g., pandemics, geopolitical unrest affecting international students)

- Personal or community emergencies (e.g., student mental health crisis, bereavement, critical incident)

4. Responsibilities Senior Management Team (SMT):

- Lead decision-making during crisis or major change

- Ensure continuity of operations

- Communicate clearly with all stakeholders.

Crisis Response Coordinator (usually Director or DWO):

- Initiates the Crisis Response Plan

- Liaises with emergency services or external authorities

- Maintains a log of events, decisions, and outcomes

Staff:

- Follow instructions provided during crisis situations

- Provide support to students and one another

- Report any emerging risks or concerns immediately

Students & Group Leaders:

- Follow school instructions during emergencies

- Contact designated staff if unsure or in need of help

5. Crisis Response Plan The plan includes:

- Assessment: Determine the level and impact of the crisis

6. Immediate Actions:

- Evacuation, lockdown, or medical intervention as required

7. Communication:

- Notify stakeholders (students, staff, partners, parents, host families) via phone, email, and noticeboards

- Delegation of Duties: Assign tasks for safety, communications, and logistics

8. Incident Documentation:

- Record timeline, response actions, and resolutions

Debrief:

- Review lessons learned and adjust procedures accordingly

6. Communication Strategy During Change or Crisis:

7. Business Continuity In the event of major disruption:

- Alternative classroom spaces or online instruction may be arranged if necessary.

- Emergency accommodation or relocation procedures will be enacted if housing is affected.

- Academic support will continue with prioritised care for student well-being.

8. Support and Recovery:

- Access to counselling services or support lines will be offered to affected individuals.

- Students and staff are encouraged to speak to the Designated Welfare Officer post-crisis.

- Refresher training or simulated drills may follow to improve preparedness.

9. Review

This policy and the Crisis Response Plan are reviewed annually or after any incident, in consultation with staff, stakeholders, and external authorities as appropriate

ACTIVE LANGUAGE LEARNING

Premises Maintenance Policy

2025

Version 8

January 2025

This is a live document with continuous updating where necessary

Premises Maintenance Schedule

Active Language Learning,
Dun Laoghaire

Purpose

To ensure a safe, clean, and professional learning environment for students, staff, and visitors, Active Language Learning operates a proactive premises maintenance schedule. This includes daily, weekly, monthly, and annual checks carried out by internal staff and approved contractors.

Scope

Daily Tasks (Front of House & Cleaning Team)

- Clean and disinfect all classrooms, toilets, and communal areas

- Replenish necessary stock in bathrooms—paper towels, toilet roll and soap

- Empty bins and recycling

- Check heating/ventilation for comfort and function

- Report any visible damages or hazards

- Ensure fire exits are clear and accessible

Weekly Tasks

- Replenish hygiene and cleaning supplies

- Test classroom technology (projectors, whiteboards, etc.)

- Inspect toilets for plumbing or maintenance issues

- Visual inspection of emergency lighting and signage

- Clean and check all external entrances and pathways

Monthly Tasks

- Check all classroom furniture and fittings for wear or damage

- Inspect and test all fire extinguishers (visually)

Biannual Tasks (Minimum Twice Yearly)

- Fire Equipment Service Conducted by AQUA Fire Prevention Includes full check and servicing of fire extinguishers, fire blankets, alarms Staff fire safety training included

- Electrical and Lighting Checks Carried out by certified electrician Includes PAT (Portable Appliance Testing) and lighting inspection

- First Aid Equipment Audit Check and replenish first aid kits Ensure trained first aiders are present as per health & safety compliance

Annual Tasks

- Full Health & Safety Risk Assessment

- Fire Drill (minimum twice annually)

- External window and signage cleaning

- Structural and plumbing check (as needed or recommended by contractors)

- Review of maintenance policies and documentation

Maintenance Documentation

- All issues are logged and tracked in the Premises Maintenance Log

- Urgent issues are flagged for same-day or next-day resolution

- Contractors used are fully insured and certified where required

ACTIVE LANGUAGE LEARNING

Green Initiative Policy

2025

Version 8

January 2025

This is a live document with continuous updating where necessary

Introduction

At Active Language Learning, we are committed to fostering an environmentally conscious culture within our school. We recognise the importance of reducing our carbon footprint and promoting sustainability in line with Ireland's national environmental goals. This policy outlines our commitment to reducing energy consumption, waste, and greenhouse gas emissions, while creating a healthier, more sustainable learning environment for our students, staff, and the wider community.

Goals

1. Energy Efficiency

Our goal is to reduce our energy consumption by 20% within the next three years.

Procedures:

- Upgrade to energy-efficient lighting (LED) in all classrooms, offices, and communal areas by the end of 2025.

- Implement a strict policy of turning off lights, computers, and other electrical devices when not in use.

- Install smart thermostats to optimize heating and reduce unnecessary energy use, aiming for a 10% reduction in heating costs.

- Encourage the use of natural lighting during daytime classes and activities whenever possible.

2. Waste Management

Our aim is to reduce the school's overall waste by 30% by 2025, with a focus on reducing single-use plastics and increasing recycling rates.

Procedures:

- Implement a comprehensive recycling program across all areas of the school, including classrooms, staff rooms, and communal spaces, with clear signage and accessible bins for waste separation (paper, plastic, compost).

- Eliminate single-use plastic cups and utensils in the school by encouraging staff and students to bring reusable bottles and cutlery.

- Establish a composting system for food waste from the cafeteria or canteen, in collaboration with local recycling facilities.

- Partner with local suppliers who use sustainable packaging, reducing unnecessary plastic and waste in delivered goods. Organise "Green Commuting" days once a month, encouraging everyone to use a sustainable transport mode.

3.Paper Usage Reduction

We aim to reduce paper consumption by 50% by 2026.

Procedures:

- Transition to digital learning materials wherever possible, minimising the need for printed handouts.

- Encourage staff to print only when absolutely necessary, and use double-sided printing as the   default setting on all printers.

- Move administrative processes online, such as student enrolment and payment systems, to reduce paper-based documentation.

Sustainable Sourcing

Our goal is to source 100% of our cleaning and maintenance supplies from eco-friendly, non-toxic, and biodegradable brands by 2026.

Procedures:

- Work with suppliers to procure environmentally friendly products, such as low-energy equipment,   recycled paper, and biodegradable cleaning supplies.

- Introduce green procurement policies that prioritize local, ethical, and sustainable businesses for all school purchases.

4.Environmental Education and Awareness

We aim to integrate environmental awareness into our school's culture by educating 100% of our students and staff on sustainability practices by 2026.

Procedures:

- Incorporate sustainability topics into the English language curriculum, such as discussions on   climate change, biodiversity, and global environmental challenges.

- Organise workshops, guest talks, or field trips to raise awareness of environmental issues and showcase practical sustainability solutions.

- Establish a Green Team made up of staff and students who will lead the school's environmental efforts, organize initiatives, and monitor progress.

5.Community Engagement

Our goal is to build relationships with local environmental organisations and contribute to the broader Dublin community's sustainability efforts.

Procedures:

- Partner with local charities or NGOs to participate in community-based environmental projects, such as tree planting, litter-picking, or coastal clean-up days.
- Host an annual "Green Fair" or environmental awareness event that invites local environmental groups to present their work to our students.

6.Monitoring and Reporting

To ensure the success of this Green Initiatives Policy, we will:

- Appoint a dedicated Sustainability Coordinator to oversee the implementation of this policy.
- Review progress annually through data collection and reporting, and make adjustments as necessary.
- Share updates and achievements with the school community through newsletters and on our website.

Conclusion

By implementing this Green Initiatives Policy, Active Language Learning is dedicated to reducing its environmental impact while fostering an ethos of sustainability in the next generation of global citizens. We are proud to contribute to Ireland's goal of becoming a leader in environmental responsibility and hope to inspire others to join us in this mission.

ACTIVE LANGUAGE LEARNING

QR Codes Policy

2025

Version 8

January 2025

This is a live document with continuous updating where necessary

Green Reasons to Use QR Codes

1. **Paper Reduction**

   - Replace printed brochures, maps, class schedules, and activity guides with QR code links to digital versions.

   - Cuts down on thousands of printed pages per year.

2. **Waste Minimisation**

   - Eliminates outdated or unused printed materials that often end up in the bin.

3. **Lower Carbon Footprint**

   - Reduces demand for ink, toner, printers, and transportation of printed materials — all of which contribute to carbon emissions.

4. **Real-Time Updates**

   - QR codes link to digital content that can be updated instantly, avoiding repeated reprints for minor changes.

5. **Reusable and Durable**

   - A single laminated QR poster or sticker can serve for years without needing to be replaced, unlike flyers or weekly handouts.

6. **Support for Eco-Friendly Learning**

   - Encourages students to engage with digital resources and supports eco-conscious behaviour in their own language learning journey.

7. **Less Plastic and Packaging**

   - Replacing plastic folders and printed welcome packs with a single QR code reduces unnecessary material use.

8. **Supports Sustainability Messaging**

   - Demonstrates the school's commitment to green practices, which can resonate with environmentally aware students and partners.

9. **Digital Feedback and Forms**

   - Surveys, feedback, and registration forms via QR codes avoid printing dozens or hundreds of copies.

10. **Promotes Local and Sustainable Tourism**

    - QR codes can link to sustainable travel tips, local eco-friendly businesses, and green activity options

QR Codes at Active Language Learning

ALL Level Test A	ALL Level Test B	ALL LEVEL TEST C	ALL Level Test D

ALL Online Level Test	Junior Online ALL Level Test

Active Language Learning Adult Enrolment Form 2025	Homestay Accommodation Application Form 2025	Homestay Enquiry Form

ALL Student ISW Feedback Form	Adult Feedback Form	Group Leader Feedback Form

ALL Letter Request Form	ALL Dun Laoghaire Treasure Hunt	Bank Details	Please Keep Us Informed Thank You

Junior Student Handbook

Adult Student Handbook

ACTIVE LANGUAGE LEARNING

School Management System (SMS) Policy

2025

Version 8

January 2025

This is a live document with continuous updating where necessary

Active Language Learning
Custom School Management System (FileMaker Pro Framework)

School Management System (SMS) Statement

Active Language Learning has invested in the research, design, and commissioning of a **professional, modern, and market-specific School Management System (SMS).** Purpose-built by our in-house IT department, the system is tailored to meet the operational and academic needs of an internationally focused English language school.

The SMS enables continuous development and oversight in key areas, including:

- **Student welfare and academic progress tracking**
- **Staff performance, and professional development**
- **Financial management and agent tracking**
- **Centralised access to all essential management resources**

To ensure optimal performance, **Active Language Learning has installed and manages its own secure, on-site server**. This infrastructure supports high-speed access, robust data protection, and secure system integration. All institutional data is housed within a **single, unified platform**.

Access controls are rigorously applied, ensuring that departments only access data relevant to their functions. This ensures compliance with data protection regulations and aligns with our safeguarding and transparency policies.

The school retains **full control over all data use, access, and disposal**, reinforcing our commitment to responsible data stewardship and institutional accountability.

1. Student Management Module

- Personal info, nationality, DOB, contact
- Passport, visa, and insurance records
- Course history & academic profile
- Attendance tracker
- Student feedback logs
- Emergency contact + health alerts

Strategic edge: Filter enrolments by age, nationality, or agent source for marketing and planning.

2. Course & Class Management

- Course catalogue: type, level, duration
- Student-to-class assignment
- Timetables (rooms, teachers, start/end dates)
- Teacher comments + academic performance
- Certificates issued (auto-generated PDFs)

Strategic edge: Quickly fill or promote under-booked courses using live enrolment data.

3. Staff Management

- Academic/admin/seasonal staff profiles
- Hours of Work & Attendance
- Professional Qualifications (e.g., Degree, ELT cert etc.)
- Qualifications (e.g., first aid expiry alerts)
- CPD and training logs
- Employment documents

Strategic edge: Compliance-ready for TrustEd and EAQUALS, with a clean log of staff roles and renewal reminders.

4. Accommodation & Welfare

- Host family profiles: capacity, location, preferences
- Student-family matching (manual or rule-based)
- Feedback & issue tracking
- Arrival/departure logs (with transfers)
- Curfew incidents, allergies, special needs

Strategic edge: Live matching dashboard for group arrivals, with contact export for welfare officers.

5. Finance & Invoicing

- Invoicing (students or agents)
- Payment tracking (amounts, deadlines, method)
- Agent-specific pricing, discounts, and commission
- Refunds, credit notes
- Integration with Xero or Excel exports

Strategic edge: Protect cash flow with clear visual tracking of due payments & forecastable income.

6. Agent & Partner CRM

- Agent records + contract storage
- Student referrals per agent (volume, season)
- Discount agreements
- Commission tracking + auto-invoice generation
- Fair attendance history

Strategic edge: Recognise and reward your most valuable agents based on data, not memory.

7. Reporting & Analytics

- Enrolment by month/nationality/agent
- Occupancy per class/accommodation
- Marketing ROI reports
- Weekly dashboards (customisable views)

Strategic edge: Instant visibility into what's working and what's underperforming.

8. Safeguarding & Health & Safety

- Incident report logging
- First aid responder schedule
- Online training completion logs
- Welfare issues cross-linked with accommodation/staff
- GDPR consent tracking

Strategic edge: Peace of mind during audits or emergencies, all data traceable and accessible.

Host Family Records Management

The appearance and storage of host family records within Active Language Learning's School Management System (SMS) include comprehensive, structured data designed to ensure the safety, comfort, and suitability of each student placement.

Each host family profile includes the following key details:

- **Family Name**
- **Residential Address**
- **Primary Contact Information** (phone and email)
- **Family Composition** – names and ages of household members
- **Garda Vetting Status** for all adults residing in the home
- **Accommodation Offered** – room type(s), capacity, amenities
- **Availability Periods** – calendar-based scheduling for placement
- **Student Preferences** – smoking/non-smoking, dietary needs, allergies, language level, Pets Yes or No cultural/religious considerations
- **Age Group Suitability** – adult or junior student matching
- **Payment Schedule and History** – agreed rates, payment intervals, and receipt tracking

All records are securely stored within our in-house server environment, with **access restrictions** in place to ensure that only relevant staff (e.g., accommodation officers, welfare staff, or finance personnel) may view or edit information in line with their departmental responsibilities.

This approach ensures compliance with child protection policies, GDPR obligations, and quality standards, while also supporting seamless placement logistics, group arrival preparation, and family relationship management.

Student Records Management – Active Language Learning

Student records at Active Language Learning are securely managed within our custom-built School Management System (SMS), which has been purpose-designed to support both the academic and welfare needs of our students.

Each student profile contains a comprehensive set of data points, including:

- **Full Name and Family Name**
- **Passport Information** (number, expiry, nationality)
- **Primary Contact Details** (email, phone number, emergency contact)
- **Dietary Requirements** (allergies, preferences, medical notes)
- **Visa Requirements** and documentation status
- **Current Accommodation Assignment** (host family or residence)
- **Accommodation Preferences** (e.g., private/shared room, smoking/non-smoking, family with pets, etc.)
- **Course Level, Academic Progress, and Current Status**
- **Payment Schedule and History** (fees paid, outstanding balances, agreed terms)

All records are stored within our **centralised, in-house server environment**, which ensures fast, secure, and reliable access. Access permissions are **strictly role-based**, meaning only authorised staff (e.g., academic, welfare, accommodation, or accounts teams) can access data relevant to their function.

This system ensures full compliance with **data protection legislation**, supports **student safeguarding** procedures, and enhances our ability to deliver a high-quality, personalised learning experience.

Staff Records Management

Active Language Learning maintains detailed staff records within its secure, purpose-built School Management System (SMS), ensuring compliance with employment legislation, safeguarding requirements, and quality assurance frameworks.

Each staff member's record includes the following information:

- **Full Name and Family Name**
- **Personal Public Service (PPS) Number**
- **Home Address**
- **Telephone Contact Number and Email Address**

- **Bank Account Details** (for salary payments)
- **Professional Qualifications** (with copies of certificates where relevant)
- **Garda Vetting Status and Documentation**
- **Recent Photograph** (for ID and internal identification purposes)

All staff records are securely stored within our **internal server system**, with **restricted access** permissions based on departmental roles. Only authorized personnel (e.g., school management, HR, or finance departments) may access relevant staff information as required for operational and regulatory purposes.

This system ensures **confidentiality, integrity, and appropriate access control**, while supporting staff onboarding, training, payroll, and compliance with safeguarding standards.

ACTIVE LANGUAGE LEARNING

Governance Policy

2025

January 2025

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

Purpose

The purpose of this Governance Policy is to establish a clear and effective structure for the leadership, accountability, and strategic direction of Active Language Learning, ensuring the delivery of high-quality education in compliance with TrustEd standards and all relevant regulatory bodies.

Scope

This policy applies to the Board of Directors, Management Team, Academic Staff, Administrative Staff, and all relevant stakeholders involved in the operation and governance of the school.

Governance Structure

Active Language Learning operates under the following governance structure:

- **Board of Management:** Provides strategic oversight, ensures financial stability, and holds the senior management accountable.

- **Director of Studies:** Responsible for academic leadership, curriculum development, quality assurance in teaching, and staff performance.

- **Operations Manager:** Oversees health and safety, accommodation, compliance, and administrative matters.

- **Welfare Officer:** Ensures the well-being of students, manages safeguarding protocols,
- and leads student support services.

- **Quality Assurance Representative:** Monitors and reports on academic standards, student feedback, and regulatory compliance.

Roles and Responsibilities
Board of Management

- Approve strategic plans and budgets.

- Monitor institutional performance and risk.

- Ensure regulatory compliance and ethical conduct.

Director of Studies

- Ensure academic quality through CPD, assessment moderation, and syllabus integrity.
- Monitor learner outcomes and progression.
- Promote inclusive teaching and diversity in the classroom.

Senior Leadership Team

- Align departmental goals with the strategic plan.
- Lead on TrustEd readiness and QA documentation.
- Maintain regular internal audits and risk assessments.

Meetings and Reporting

- Monthly Senior Management Meetings.
- Quarterly Board Reviews.
- Annual Strategic Review and Planning Session.
- Academic and Student Support Feedback loops every semester.

Quality Assurance

- Annual self-assessment report (SAR).
- Stakeholder surveys (students, staff, partners).
- Ongoing compliance with EAQUALS and TrustEd frameworks.
- Regular training in health & safety, safeguarding, and data protection.

Risk Management

- Identify, assess, and mitigate institutional risks.
- Maintain and test an emergency response plan.
- Comply with GDPR and ensure data protection.

Ethics and Compliance

- Adhere to the Code of Conduct for all staff and students.
- Commit to equality, diversity, and inclusion.
- Ensure transparency and accountability in all business dealings.

Review of Policy

This policy is reviewed annually by Senior Management & ratified by the Board of Management.

ACTIVE LANGUAGE LEARNING

Quality Assurance Policy

2025

January 2025

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

Quality Assurance Policy
Active Language Learning
Effective from: January 2025

1. Purpose

This policy sets out the principles and practices that ensure **Active Language Learning** consistently delivers high-quality English language education, student care, and support services. It reflects our values of integrity, professionalism, inclusion, and community responsibility.

2. Scope

This policy applies to:

- Academic programmes (Adult and Junior)
- Teaching staff and academic management
- Student services (accommodation, welfare, administration)
- Operational and compliance procedures
- External partnerships and accreditation frameworks

3. Quality Assurance Objectives

We aim to:

- Maintain **EAQUALS** and transition to **TrustEd** accreditation with full compliance
- Uphold high teaching and learning standards across all levels and courses
- Ensure student satisfaction, safety, and support
- Foster a professional, transparent, and improvement-oriented culture
- Engage with stakeholders (students, agents, staff, host families) for feedback
- Ensure policies reflect current legal and educational best practices

4. Key QA Areas and Practices

4.1 Academic Quality

- Use of qualified, experienced, and well-supported teachers
- Delivery of CEFR-aligned, communicative courses with clear learning outcomes
- Regular lesson observations and teaching feedback
- Course reviews conducted by the Academic Manager each term
- Ongoing teacher training and CPD

4.2 Student Experience

- Pre-course placement testing and ongoing needs analysis
- Weekly teacher evaluations of learner progress
- Mid-course and end-of-course student feedback surveys
- Mechanisms for raising complaints or concerns confidentially
- Age-appropriate learning support and welfare for juniors

4.3 Safeguarding and Welfare

- Enforcement of the Junior Student Protection Policy
- Staff vetting (Garda clearance), safeguarding training, and conduct monitoring
- Fire safety procedures supported by Aqua Fire Prevention
- Staff ratios and qualified first aiders in line with Health & Safety requirements

4.4 Operational and Administrative Quality

- Clear enrolment procedures and communications with students/agents
- Transparent accommodation policies and regular host family inspections
- Annual internal audits of documentation, attendance, GDPR compliance, and reporting
- Use of accurate promotional material aligned with course delivery

4.5 Stakeholder Engagement

- Active participation in **EAQUALS**, **ELE-Ireland**, and annual trade fairs
- Surveys and meetings with agents, host families, and group leaders
- Use of feedback to revise policy and practice annually
- Collaboration with accreditation bodies to remain current and compliant

5. Monitoring and Review

AREA	RESPONCIPILITY	FREQUENCY
Teaching Observations	Academic Manager	Quarterly
Student Feedback Analysis	Academic Manager & Lead Teachers	Weekly
Safeguarding & H&S Review	Designated Officers	Biannually
Policy & Compliance Audit	Managing Director	Annually
Accreditation Self-Assessment	Managing Director & Academic Manager	Continuous

6. Continuous Improvement

- Action plans are developed in response to feedback, inspection reports, and self-evaluation
- Staff are involved in reflective practice and solution-focused improvement sessions
- Innovation (e.g., interactive whiteboards, CPD, blended methodology) is encouraged to enhance learning outcomes
- Evidence-based adjustments are made to curriculum, services, or facilities as required

7. Policy Review

This QA Policy is reviewed **annually** or in response to:

- Accreditation changes (e.g., TrustEd standards)
- Legal or safeguarding updates
- Internal evaluation finding

8. Related Documents

- Teaching Standards & Professional Protocol
- Safeguarding and Junior Student Protection Policy
- Teacher Induction and Mentoring Policies
- Fire Safety & Health and Safety Policies
- GDPR & Complaints Handling Policy