

# ACTIVE LANGUAGE LEARNING

## STUDENT SECTION

### 2025

January 2025

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

# ACTIVE LANGUAGE LEARNING

## Admissions Policy

### 2025

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## 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

- Must be made in writing to the Director 10 working days before course commencement
- 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

### 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.

# ACTIVE LANGUAGE LEARNING

## Cancellation Policy

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## CANCELLATION AND REFUND POLICY

### 1. Global Restrictions

In the event of cancellations caused by any global disruptions, Active Language Learning aims to offer flexible and compassionate solutions on a **case-by-case basis**. Students affected by such events may choose from the following options:

#### Course Fees:

- **Rescheduling** the course to a later date
- Receiving a **course voucher valid for six months**

#### Accommodation Fees:

- If a student **has not yet arrived**, the accommodation fee is **fully refundable with below conditions in place**.
- If the student **has already arrived**, the accommodation refund is **prorated**, based on usage and a one week levy in place.

### 2. Cancellation Requirements:

- All cancellations **must be made in writing** and sent to the **Director**.
- Once approved, any due refund will be **processed within 10 working days**

### 3. Cancellation Fees and Conditions

WHEN CANCELLED	REFUND TERMS
More than 2 weeks before course starts	Refund minus: <ul style="list-style-type: none"> <li>• €75 administration fee</li> <li>• Additional €95 if accommodation is booked</li> </ul>
1-7 days before course starts	50% of total fees refunded
After course start / late arrival / early departure	<b>No refund</b> available
No-show	<b>No refund</b> available

# ACTIVE LANGUAGE LEARNING

## Student Induction Policy

2025

**Version 8**

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## 26. Student Induction Policy

### Active Language Learning

#### Policy Purpose

The purpose of this policy is to ensure that every student at Active Language Learning (ALL) is welcomed, informed, and supported from their first day, enabling a smooth transition into their studies and life in Ireland.

#### Scope

This policy applies to all incoming students - junior and adult learners - participating in short- or long-term English language programmes at ALL.

#### 26.1 Aims

- To ensure all students feel welcomed, safe, and confident from arrival.
- To provide key information on academic, social, health & safety, and safeguarding aspects.
- To introduce students to the school's expectations, values, and local community.

#### 26.2 Induction Procedure

##### 26.2.1 Pre-Arrival Communication

Students receive a welcome pack by email (or through their agent) which includes:

- Airport arrival instructions
- Accommodation details
- School contact information
- Dun Laoghaire guide and transport map
- Emergency contact card

##### 26.2.2 First Day Induction

All students participate in a structured induction on their first morning at school.

#### 26.3 Adult Students (18+)

- Welcome presentation by the Director or senior staff
- Placement test (if not pre-tested online)
- Tour of the school facilities
- Fire safety, evacuation routes, and equipment locations
- Explanation of class timetable, level system, and academic progression
- Introduction to staff and student support services
- Social programme briefing

## 26.4 Junior Students (Under 18)

All elements above, plus:

- Clear explanation of safeguarding rules
- Introduction to the Junior Senior Staff
- Host family expectations and curfew guidelines
- Rules around supervision, attendance, and discipline
- What to do if lost or in need of help
- Supervised activities system introductions

## 26.5 Learning Expectations

- Attendance and punctuality policies
- Code of conduct
- Use of English-only policy on premises
- Feedback and complaint procedures
- Certificate criteria (minimum attendance and academic progress)

## 26.6 Ongoing Support

- Weekly check-ins by academic staff
- Welfare officer available for personal or emotional support
- Mid-course progress reviews
- 24/7 emergency contact for junior students
- Suggestion box and regular feedback surveys

## 26.7 Review and Monitoring

- The induction process is reviewed every academic year or when significant changes occur in operations or policy.
- Student feedback is used to inform improvements.

# ACTIVE LANGUAGE LEARNING

## Student Support & Services Policy

### 2025

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## Student Supports and Services

### Active Language Learning

At Active Language Learning (ALL), we're committed to ensuring that every student feels welcome, safe, supported, and inspired during their language learning journey. We offer a comprehensive range of services to help students make the most of their stay in Ireland.

#### 1. Orientation & Welcome Package

- Welcome talk and facility and school tour on Day 1
- Student handbook with key contacts, school rules, and local area info
- Introduction to support staff and facilities
- Placement test and level assessment
- Academic Manager Interview

#### 2. Academic Support

- Qualified, experienced teachers with a passion for language education
- Small class sizes to promote interaction and personalised learning
- Regular progress assessments and feedback
- Access to extra study materials and one-to-one academic advice
- Optional exam preparation classes (e.g. Cambridge, IELTS, PeopleCert)

#### 3. Accommodation Support

- Carefully vetted host families within 15-20 minutes of the school
- Support with student/family placement based on preferences and needs
- Assistance in resolving accommodation issues or requests for changes
- Emergency relocation if necessary

#### 4. Wellbeing and Pastoral Care

- Designated Student Welfare Officer available during school hours

## 5. Activities & Social Programme

- Weekly social and cultural activities: city tours, Irish dancing, pub nights, hikes, museum visits
- Weekend excursions to places like Glendalough, Kilkenny, Galway, or Belfast
- Opportunities to meet students from other countries and practice English outside the classroom

## 6. Visa and Immigration Guidance (for non-EU/EEA students)

- Assistance with documentation for study visa applications
- Support with GNIB appointments and visa renewals
- Help understanding student obligations for attendance and academic progress

## 7. Career and Pathway Advice

- Advice on academic pathways after English study
- Support applying for foundation courses, universities, or job-seeking in Ireland (if applicable)

## 8. Safety and Emergency Support

- 24/7 emergency contact number for students
- Fire safety protocols and training
- Clear evacuation procedures and student briefing
- Host family and group leader emergency plans in place

## 9. Multilingual Assistance

- Staff with multilingual capabilities to assist where possible
- Translating support for key documents or situations (when available)

## 10. End-of-Course Support

- End-of-course certificate and academic report
- Feedback session and next-step guidance

# ACTIVE LANGUAGE LEARNING

## Student Complaints & Grievance Policy

### 2025

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## Student Complaints & Grievance Policy

Active Language Learning

Dun Laoghaire, Dublin

### 1. Policy Purpose

To provide students with a clear, fair, and confidential process to raise concerns or complaints about any aspect of their experience at Active Language Learning, ensuring all issues are addressed promptly and respectfully.

### 2. Scope of the Policy

This policy applies to all current students (adult and junior) and covers complaints related to:

- Academic quality (e.g., teaching standards, materials)
- Accommodation
- School facilities or services
- Staff conduct
- Health & safety, safeguarding, or welfare concerns
- Bullying, harassment, or discrimination
- Any other dissatisfaction with the student experience

### 3. Principles

- Confidentiality is respected at all times
- Fairness is ensured through unbiased investigation
- Timeliness is maintained to prevent escalation
- Resolution-focused approach guides all outcomes
- Non-retaliation: No student will be disadvantaged for making a complaint in good faith

### 4. Informal Resolution (Stage 1)

Students are encouraged to raise concerns as early as possible with the relevant person:

- Academic issues: Speak to your teacher or the Director of Studies.
- Accommodation issues: Speak to the Accommodation Officer
- General or welfare issues: Speak to Reception or the Student Welfare Officer.

## 5. Formal Complaint (Stage 2)

If the issue is not resolved informally:

### Step 1:

Submit a written complaint to the school's Complaints Officer by email or in writing at reception.

Include:

- Full name
- Course details
- Description of the issue
- Dates and people involved
- Any informal steps already taken

### Step 2:

The Complaints Officer will:

- Acknowledge receipt within 2 working days
- Investigate the complaint, possibly involving interviews or requesting documentation
- Respond in writing within 7 working days with a decision or next steps

## 6. Appeal Process (Stage 3)

If unsatisfied with the outcome:

- The student may appeal in writing to the School Director (or a senior manager not previously involved)
- The appeal will be reviewed within 10 working days and a final decision will be issued.
- This decision is final within the internal complaints procedure.

## 7. External Bodies If the matter remains unresolved after all internal steps:

- Students may contact ELE Ireland, EAQUALS, or TrustEd Ireland (once in place) for independent review.



## 8. Safeguarding & Welfare

Complaints related to abuse, neglect, or safety concerns involving under-18s are escalated immediately to a Designated Liaison Person (DLP) under the school's Junior Student Protection Policy

## 9. Record-Keeping & Monitoring

- All formal complaints are logged and stored confidentially.
- Patterns or repeated issues are reviewed by management during regular quality assurance meetings.

# ACTIVE LANGUAGE LEARNING

## Young Learner Safety Policy

2025

**Version 8**

**January 2025**

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## Young Learner Safety Policy

Effective Date: 1st January 2025

Reviewed: 1st July 2025

Next Review: 19th December 2025

1. Policy Statement
2. Code of Conduct Guidelines for Staff
3. One-to-One Contact
4. Physical Contact
5. Relationships
6. Electronic Contact
7. General Conduct
8. Reporting Procedures
9. Record Keeping
10. Designated Child Protection Officers
11. Staff Recruitment Policy
12. Training Policy
13. Abuse Types and Indicators
14. Reporting Allegations or Suspensions
15. Disclosure Form

Definition of a Young Learner At Active Language Learning, a young learner is defined as:

Any student under the age of 18 who is enrolled in a course of study, regardless of their level of independence, nationality, or background.

This includes:

- Children (typically aged 7-12)
- Teenagers (typically aged 13-17)

## **Policy Statement**

Active Language Learning (ALL) is an ACELS accredited and EAQUALS Recognised English Language school.

## **Code of Conduct Guidelines for Staff**

Staff should be committed to treating all junior students with respect and dignity

### **One-to-One Contact**

Staff should not spend excessive amounts of time alone with junior students

### **Physical Contact**

Staff should never engage in sexually provocative or rough physical games

### **Relationships**

Staff who are involved in relationships with other staff should ensure professionalism

### **Electronic Contact**

Electronic contact is defined as communication using electronic devices

### **General Conduct**

Staff should always be aware that actions may be misinterpreted

### **Reporting Procedures**

It is the duty of ALL staff to report disclosure or suspicion of abuse

### **Record Keeping**

All records, information and confidential notes should be securely stored

### **Designated Child Protection Officers**

Designated persons include Kieron Mahon, Brian Mahon, Mey-Lin Saltos, and others Staff

### **Recruitment Policy**

All staff must submit a CV, references, and complete Garda Vetting forms

### **Training Policy**

Each new staff member receives safeguarding training at induction

### **Abuse Types and Indicators**

Physical, emotional, sexual abuse and neglect are defined with examples

### **Reporting Allegations or Suspicions**

Staff must listen, document, and report to the Child Protection Officer

### **Disclosure Form**

Junior Student Protection Disclosure Form with fields for incident reporting

## Code of Conduct Guidelines for Staff

All staff—both full-time and part-time—at Active Language Learning (ALL) are expected to uphold the highest standards of professional conduct when working with junior students. The purpose of this code is to ensure a safe, respectful, and supportive environment where students under the age of 18 can thrive.

### Attitudes and Behaviour

#### Staff should be committed to:

- Treating all junior students with respect and dignity at all times
- Listening attentively and actively to what a child or young person is saying
- Valuing each individual and recognising their unique contributions
- Encouraging and praising children in a consistent and meaningful way
- Leading by example in both speech and action
- Comments about serious safeguarding matters

#### Staff should also:

- Model behaviour that is respectful, inclusive, and appropriate.
- Use language that is suitable and respectful, and challenge any inappropriate language used by others, including students or colleagues.
- Respect each child's right to privacy and personal space.

#### One-to-One Contact:

- Staff must avoid spending excessive time alone with junior students.
- If a private conversation is required, it should be conducted in an open, visible area where other staff members are aware of the meeting.
- For private meetings involving sensitive issues, two staff members (preferably one male and one female) should be present.

#### Physical Contact Staff must never:

- Engage in roughhousing, horseplay, or sexually provocative physical games.
- Perform personal care tasks for a junior student that they are capable of doing

## Relationships

- Staff in personal relationships with other staff members must ensure that these do not affect their professional responsibilities or the welfare of students

## Electronic Contact

- Any form of electronic communication with junior students (including phone, messaging apps, and social media) must have prior approval from management and the student's parent or guardian.
- Private, unsupervised contact via social media or messaging platforms is strictly prohibited.
- Staff must not retain personal contact details of students once their educational relationship has ended, unless authorised.

## Professional Boundaries

### Staff should:

- Be mindful of how their actions might be perceived and avoid situations that could be misinterpreted.
- Avoid making assumptions or drawing conclusions without verifying facts.
- Refrain from participating in or enabling inappropriate attention-seeking behaviours (e.g., crushes or tantrums).
- Avoid making suggestive or dismissive comments about serious safeguarding matters

## Reporting Minor Safeguarding Concerns

Not all safeguarding concerns involve abuse or immediate danger. However, minor concerns—such as unusual behaviour, emotional distress, or a student saying something that "doesn't feel right"—must still be reported. Early reporting helps protect students and prevent issues from escalating.

### What Is a Minor Safeguarding Concern?

- A minor concern may include:
- A student appearing withdrawn, anxious, or unusually upset
- A change in behaviour or mood that raises concern
- A student making vague or ambiguous statements about being unhappy or unsafe

## Steps for Reporting a Minor Concern:

### 1. Observe and Record

- Make a brief, factual note of what you saw, heard, or were told
- Use the student's exact words where possible
- Do not investigate or ask leading questions

### 2. Report Promptly

- Speak with a Designated Child Protection Officer (DCPO) as soon as possible
- If you're unsure whether it's worth reporting, report it anyway—you are not expected to make that judgment.

### 3. Complete a Concern Form

- Use the Junior Student Protection Disclosure Form available from the main office or Centre Manager.
- Fill in as much detail as possible, even if the concern feels small.

### 4. Confidentiality

- Concerns must only be shared with designated personnel.
- Do not initially discuss concerns with other unrelated staff, students, or group leaders.

### 5. Follow-Up

- The DCPO will decide on next steps, including whether to monitor the situation, log the concern, or escalate it further.
- You may be asked for further input, but you will not be expected to manage the case.

# ACTIVE LANGUAGE LEARNING

## Child Protection Policy

2025

**Version 8**

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## Child Protection Policy

Active Language Learning

**Effective Date:** 1st January 2025

**Review Date:** 19th December 2025

### Policy Statement

Active Language Learning is fully committed to safeguarding the welfare of all children and young people who attend our school. We strive to provide a safe, supportive, and inclusive environment where all students, regardless of age, gender, background, or ability, feel protected and valued.

### We comply fully with the:

- Children First Act 2015
- Child Protection Procedures for Primary and Post-Primary Schools 2017
- Relevant EAQUALS and TrustEd Quality Framework standards.

### Scope

This policy applies to all staff, including teachers, administrative personnel, accommodation providers, volunteers, contractors, and host families who may come into contact with students under the age of 18.

- **Child/Young Person:** Anyone under the age of 18.
- **Child Abuse:** As defined by Children First (2017), includes neglect, emotional abuse, physical abuse, and sexual abuse.
- **Mandated Person:** Staff members who have a legal obligation to report child protection concerns (e.g., teachers).
- **Designated Liaison Person (DLP):** The nominated individual responsible for handling child protection concerns in the organisation.

### Designated Liaison Person (DLP)

**DLP:** Brian Mahon

**Deputy DLP:** Therese Stevens Their role is to receive, record, and act upon any child protection concerns brought to their attention.

### Key Principles

- The welfare of the child is paramount.
- All children have a right to be protected, respected, and treated with dignity.
- Staff must be alert to signs of abuse and know how to act appropriately.
- Concerns must be taken seriously and reported immediately to the DLP.

## Responsibilities of Staff

All senior staff must:

- Complete **Tusla Children First eLearning training** or equivalent.
- Familiarise themselves with this policy and the Children First guidelines.
- Avoid being alone with under-18 students whenever possible.
- Maintain professional boundaries at all times.
- Report any suspicions or disclosures to the DLP without delay.

## Host Families & Accommodation Providers

- All host families are Garda vetted.
- Host homes are regularly inspected and monitored.
- Students under 18 are not placed in homes where they would be the only student unless specifically agreed and monitored.

## Garda Vetting & Safe Recruitment

- All staff working with under-18s must undergo Garda Vetting.
- Recruitment procedures include reference checks and safeguarding awareness.
- Seasonal staff receive child protection guidance during induction.

## Responding to Disclosures

If a student discloses abuse:

- Listen carefully and do not question them unnecessarily.
- Reassure the student but do not make promises of confidentiality.
- Record the disclosure as accurately as possible.
- Report it to the DLP immediately

## Reporting Concerns

The DLP will decide whether the concern reaches the threshold for reporting to Tusla. All records are kept confidentially in a secure location. Staff are protected from liability if reports are made in good faith.

## Confidentiality

All child protection matters must be treated with the utmost confidentiality. Only those who need to know will be informed.

## Code of Behaviour for Staff

- Be a positive role model.
- Avoid physical contact except in emergencies or with clear consent (e.g., first aid).
- Never share personal social media or contact details with underage students.
- Avoid favouritism, sarcasm, or any behaviour that could be misunderstood.

## Review and Training

- This policy is reviewed **annually** or after any incident.
- Refresher training is mandatory for staff every **two years**.
- Policy updates are communicated to all staff and stakeholders.

**It is accepted that there is no dedicated English Language sector Child Protection Policy in place on Government publications**

# ACTIVE LANGUAGE LEARNING

## Welfare Support Policy

2025

**Version 8**

**January 2025**

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## Welfare Support Policy

### Active Language Learning

#### Policy Statement

Active Language Learning is committed to safeguarding the emotional, physical, and psychological well-being of all students, staff, and visitors. We recognise that a supportive and inclusive environment plays a vital role in student success, satisfaction, and safety. Although a small boutique sized provider there is always recognition required by senior management and staff.

#### 1. Objectives

- To ensure the welfare of all students and staff is actively promoted
- To provide clear procedures and support mechanisms for those in need.
- To encourage early identification of welfare issues through open communication.
- To signpost professional and external services where appropriate.

#### 2. Scope

This policy applies to all students and staff at Active Language Learning, including visiting group leaders, short-stay participants, and under-18 learners.

#### 3. Roles and Responsibilities Designated Welfare Officer (DWO):

- Manages welfare concerns and maintains confidential records.
- Reports safeguarding issues to relevant agencies where necessary.
- Coordinates training and induction for welfare matters.

#### 4. All Staff:

- Maintain a duty of care to students and colleagues.
- Report any concerns to the DWO or Safeguarding Officer
- Offer a listening ear, respect confidentiality, and be aware of referral procedures.

#### 5. Group Leaders (if applicable):

Monitor the well-being of students in their care.

Act as a first point of contact for welfare issues among group members.

## 6. Support Structures Pastoral Care:

- The school offers an open-door policy for students experiencing emotional, cultural, or academic challenges
- Welfare meetings can be arranged privately with the DWO or Academic Manager

## 7. Accommodation Support:

- Host families are vetted and trained to report and handle welfare issues sensitively and promptly
- Emergency accommodation procedures are in place should a change be required

## 8. First Aid & Medical Assistance:

- First aiders are on-site at all times
- Local GP, pharmacy, and emergency contact details are provided at induction
- The school assists students in accessing health services if required.

## 9. Mental Health & Emotional Well-being:

- Staff are encouraged to recognise signs of mental health struggles
- Students are encouraged to speak openly in a confidential setting

## 10. Financial Support & Hardship:

- Cases of financial hardship are considered on a case-by-case basis by senior management
- Information about budgeting and opening local bank accounts is provided during induction.

## 11. Confidentiality:

All welfare concerns are treated with respect and discretion. Confidentiality is maintained unless there is a risk of harm, in which case relevant authorities will be informed following safeguarding protocols.

## 12. Monitoring and Review

This policy is reviewed annually by management and updated to ensure compliance with best practice, GDPR, and relevant safeguarding frameworks including TrustEd.