

# Quality Assurance Manual 2026

**ELI Schools**  
elischools.com



## Contents

Section	Title
1.	Introduction
<b>2.</b>	<b>Governance and Management of Quality</b>
2.1	Governance Structure
2.2	Membership of Individuals within Governance Units
2.3	Terms of Reference - Board of Management
2.4	Terms of Reference - Academic Committee
2.5	Terms of Reference – Operations Committee
2.6	Terms of Reference – Operations Panel
2.7	Terms of Reference – Sales and Marketing Panel
2.8	Terms of Reference – Finance and HR Panel
2.9	Terms of Reference – Academic Compliance Panel
2.10	Terms of Reference – Appeals Board
2.11	Terms of Reference – Academic Quality Panel
2.12	Terms of Reference - Examination Board
2.13	Terms of Reference – Program Board
<b>3.</b>	<b>Overarching Quality Assurance Policies and Procedures</b>
3.1	Policy for Complaints
3.2	Procedure for Complaints
3.3	Policy for Appeals
3.4	Procedure for Appeals
3.5	Policy Fitness to Study (addition to Code of Conduct)
3.6	Procedure Fitness to Study
<b>4.</b>	<b>Documented Approach to Quality Assurance</b>
4.1	Policy for the Quality Assurance Framework at ELI Schools
4.2	Procedure for Development of New Policies and Procedures
4.3	Policy for Ongoing Review of QAF Documentation

4.4	Procedure for Ongoing Review of QAF Documentation
<b>5.</b>	<b>Programmes of Education and Training</b>
5.1	Policy for Development & Approval of Programmes
5.2	Procedure for Development & Approval of Programmes
5.3	Policy for the Update of Programmes of Education and Training
5.4	Procedure for the Update of Programmes of Education and Training
5.5	Policy for Access, Transfer and Progression
5.6	Procedure for Admission to English Language Programmes
<b>6.</b>	<b>Staff Recruitment, Management and Development</b>
6.1	Policy for Staff Recruitment & Management
6.2	Procedure for Staff Recruitment
6.3	Procedure for Monitoring Teaching Staff Performance
6.4	Policy for Staff Development
6.5	Procedure for Staff Applications for Continuing Professional Development Support
6.6	Policy for Internships and Interns
<b>7.</b>	<b>Teaching and Learning</b>
7.1	Policy for Teaching and Learning
7.2	Procedure for Teaching and Learning
7.3	Policy on Assessment
7.5	Procedure on Assessment
7.4	Policy for Copyright Compliance
7.5	Procedure for Copyright Compliance
<b>8.</b>	<b>Supports for Learners</b>
8.1	Policy for Learner Support
<b>9.</b>	<b>Information and Data Management</b>
9.1	Data Protection Policy - Organisation
9.2	Data Protection Policy - Employees
9.3	Data Protection Governance Framework

<b>10.</b>	<b>Public Information and Communication</b>
10.1	Policy for Public Information and Communication
10.2	Procedure for Agent Communications Monitoring
<b>11.</b>	<b>Self-Evaluation, Monitoring and Review</b>
11.1	Policy for Self-Evaluation, Monitoring and Review
11.2	Procedures for Collection of Learner and Staff Feedback
<b>12.</b>	<b>Other Parties Involved in Education and Training</b>
<b>13.</b>	<b>Academic Compliance and External Examinations</b>
13.1	Policy on Class Size, Attendance Tracking and Monitoring
13.2	Procedure on Class Size, Attendance Tracking and Monitoring
13.3	Policy for Holiday and Sick Leave
13.4	Procedure for Holiday and Sick Leave
13.5	Policy for End of Course Examination Entry
13.6	Procedure for End of Course Examination Entry
13.7	Policy on Teacher and Academic Management Qualifications
13.8	Procedure on Review of Teacher and Academic Management Qualifications
13.9	Policy on Mandatory Reporting of Academic Compliance Data
13.10	Procedure for Mandatory Reporting of Academic Compliance Data
<b>14.</b>	<b>Child Safeguarding</b>
14.1	Child Safeguarding Statement
14.2	Understanding Child Abuse
14.3	Responding to Child Protection Concerns
14.4	Reporting Procedures
14.5	Safe Recruitment and Vetting
14.6	Supervision and Programme Management for Junior Programmes
14.7	Child Safeguarding Training
14.8	Record Keeping and Confidentiality
14.9	Missing Child Procedure

14.10	Managing Allegations Against Staff
14.11	Code of Conduct for Staff and Volunteers Working with Children
<b>15.</b>	<b>Marketing and Student Recruitment</b>
15.1	Policy on Marketing and Ethical Student Recruitment
15.2	Procedure for Marketing and Ethical Student Recruitment
15.3	Policy on Partnerships with Service Providers
<b>16.</b>	<b>Financial Management</b>
16.1	Policy on Tax Compliance
16.2	Policy on Payment of End of Course Examination Fees
16.3	Procedure for Payment of End of Course Examination Fees
16.4	Policy on Payment of Protection of Enrolled Learners and Medical Insurance
16.5	Procedure for Payment of Protection of Enrolled Learners and Medical Insurance
16.6	Policy on Protection of Student Fees for Visa Required Students through Escrow Services
16.7	Procedure for Protection of Student Fees for Visa Required Students through Escrow Services
<b>17.</b>	<b>Safety and Risk Management</b>
17.1	Policy on Risk Assessment of Company Properties
17.2	Procedure for Risk Assessment of Company Properties
17.3	Policy on Safe Centre Management
17.4	Procedure for Safe Centre Management
17.5	Policy on Risk Assessment of Transfers, Tours, Activities and Events
17.6	Procedure for Risk Assessment of Transfers, Tours, Activities and Events
17.7	Policy on Safety Training
17.8	Procedure for Safety Training
<b>18.</b>	<b>Risk, Change and Crisis Management</b>
18.1	Risk Policy
18.2	Risk Management Plan
18.3	Risk Appetite Statement
18.4	Change and Crisis Management Policy

# 1. Introduction

## About This Quality Assurance Manual

This document is the Quality Assurance Manual of ELI Schools (LT Education Abroad Limited trading as ELI Schools). It establishes the comprehensive Quality Assurance Framework (QAF) that governs all aspects of our provision of English language education and training to international learners.

The Quality Assurance Framework is the systematic foundation upon which ELI Schools delivers high-quality education, maintains standards, protects learners, ensures compliance with regulatory requirements, and continuously improves. This manual articulates our commitment to quality, defines our policies and procedures, clarifies roles and responsibilities, and demonstrates accountability and transparency.

## Purpose of This Manual

The purposes of this Quality Assurance Manual are to:

### **Establish Quality Standards:**

- Define the quality standards and expectations for all aspects of ELI Schools' provision
- Articulate what quality means in our context
- Set benchmarks against which performance is measured

### **Ensure Consistency:**

- Provide clear, documented policies and procedures ensuring consistency across programmes, locations, and staff
- Ensure all staff understand expectations and follow systematic processes
- Create organizational coherence and reliability

### **Demonstrate Compliance:**

- Evidence compliance with regulatory requirements (QQI, statutory legislation)
- Meet the requirements of accreditation bodies and regulatory authorities
- Provide documentation for inspections, audits, and quality reviews

### **Enable Continuous Improvement:**

- Establish mechanisms for monitoring, evaluation, and improvement
- Create culture where quality is everyone's responsibility
- Ensure systematic approach to identifying and addressing areas for enhancement

### **Protect Learners:**

- Ensure learners' safety, welfare, rights, and interests protected
- Establish fair, transparent policies and procedures
- Provide clear information and accessible complaint mechanisms

### **Support Staff:**

- Provide staff with clear guidance on policies, procedures, and expectations
- Support professional practice through documented processes and standards
- Define roles, responsibilities, and accountabilities

### **Build Trust and Confidence:**

- Demonstrate to students, parents, agents, partners, and stakeholders that ELI Schools is committed to quality and operates systematically, professionally, and ethically
- Enhance reputation and credibility
- Transparency and accountability build trust

## Scope and Application

This Quality Assurance Manual applies to:

- All Programmes:**
  - All English language education programmes delivered by ELI Schools
  - General English programmes (all levels)
  - Specialized programmes (Exam Preparation, English for Specific Purposes, etc.)
  - Junior programmes (for learners under 18 years)
  - Adult programmes (for learners 18 years and older)
  - Group programmes and individual programmes
  - Short-term and long-term programmes
- All Locations:**
  - All ELI Schools campuses and delivery locations in Ireland
- All Staff:**
  - All employees (full-time, part-time, temporary, freelance)
  - Teaching staff and non-teaching staff
  - Management and administrative staff
  - Volunteers (if applicable)
  - Contractors and third parties working with or on behalf of ELI Schools
- All Learners:**
  - All students enrolled at ELI Schools
  - Prospective students (in relation to information provision and admissions)
  - Past students/alumni (in relation to records, references, ongoing obligations)
- All Activities:**
  - Teaching and learning
  - Assessment
  - Student support and welfare
  - Accommodation (where provided)
  - Activities and excursions
  - Administration and operations
  - Governance and management
  - All aspects of provision

## Regulatory and Legal Framework

ELI Schools' Quality Assurance Framework has been developed to ensure full compliance with Irish and European regulatory requirements and to align with national and international quality standards.

- Quality and Qualifications Ireland (QQI):**
  - Core Statutory Quality Assurance Guidelines (2016)
  - Statutory Quality Assurance Guidelines (2016)
  - Code of Practice for Provision of Programmes of English Language Education to International Learners
- Child Safeguarding**
  - Children First Act 2015
- Data Protection**
  - Data Protection Act 2018
  - General Data Protection Regulation (EU) 2016/679 (GDPR)
  - Employment Equality Acts 1998-2015
- Other Relevant Legislation:**
  - Health and Safety Legislation: Safety, Welfare and Health at Work Act 2005
  - Consumer Protection Act 2007
  - Copyright Legislation: Copyright and Related Rights Act 2000

## How to Use This Manual

### For Staff:

- **All staff** should be familiar with this manual and understand the policies and procedures relevant to their roles
- Staff should consult this manual when unsure about procedures, policies, or standards
- Staff are responsible for complying with all applicable policies and procedures
- **New staff** receive induction training on QAF and are provided with access to this manual
- **Managers and Programme Leaders** are responsible for implementing policies and procedures within their areas
- **Designated persons** (e.g., DLP, Quality Officer, Academic Coordinator) have specific responsibilities outlined in relevant sections

### For Governance Bodies:

- Board of Directors, Academic Committee, and other governance bodies use this manual to:
- Understand their roles, responsibilities, and terms of reference
- Ensure oversight of quality assurance
- Monitor compliance with policies
- Review quality data and outcomes
- Approve policies and significant changes

### For Students:

- Key policies relevant to students (complaints, appeals, assessment, support, safeguarding for under-18s) are communicated through:
- Student Handbook (accessible, student-friendly version of key policies)
- Programme induction
- Website
- Students can request access to specific policies if needed
- This full manual is comprehensive operational document; student-facing documents derived from it

### For External Parties:

- Inspectors and auditors (QQI, other regulatory or accreditation bodies) use this manual to assess ELI Schools' quality assurance systems and compliance
- Partners, agents, and stakeholders may be provided with relevant excerpts to understand ELI Schools' standards and processes
- Public information derived from this manual (e.g., Child Safeguarding Statement) is published on website

### For Quality Assurance:

- This manual is living document supporting continuous improvement
- Quality Officer coordinates monitoring of QAF implementation and compliance
- Regular review ensures manual remains current, relevant, and effective
- Data and feedback inform revisions and improvements

## Version Control and Document Management

### Document Ownership:

- This Quality Assurance Manual is owned by ELI Schools (LT Education Abroad Limited)
- Overall accountability: Managing Director
- Coordination and maintenance: Quality Officer

## Version Control:

<b>Version</b>	1.0
<b>Date Approved</b>	March 2026
<b>Approved by</b>	Board of Directors and Academic Committee
<b>Next Review Date:</b>	June 2027 (biennial review) or sooner if significant changes required

## Amendment Process:

- Amendments to policies and procedures follow the process outlined in Section 4
- Minor amendments (corrections, clarifications, updates to reflect practice): Approved by Managing Director and Academic Coordinator; Academic Committee notified
- Major amendments (substantive policy changes): Approved by Academic Committee and Board
- All amendments documented (version history, change log)

## Document Access:

- **Master copy:** Maintained electronically by Quality Officer (secure, version-controlled)
- **Staff access:** All staff have access to current version (shared drive, intranet, or electronic distribution)
- **External access:** Selected excerpts published on website (Child Safeguarding Statement, key policies); full manual available to regulatory authorities and inspectors on request

## Commitment to Quality

ELI Schools is committed to providing high-quality English language education in a safe, supportive, and professionally managed environment. This Quality Assurance Manual embodies that commitment by establishing:

- **Clear standards** for all aspects of provision
- **Systematic processes** ensuring consistency and reliability
- **Accountability** at all levels
- **Transparency** to students, staff, and stakeholders
- **Protection** for learners, particularly children and vulnerable learners
- **Continuous improvement** through evidence-based evaluation and action
- Quality is not an abstract concept, but a practical, day-to-day commitment realized through the policies, procedures, and practices documented in this manual. Every member of the ELI Schools community—Board, management, staff, and students—has a role in maintaining and enhancing quality.
- This manual provides the framework; our collective actions bring it to life.

## Contact Information

- **For queries about this Quality Assurance Manual or quality assurance at ELI Schools:**
- **Quality Officer:** Tetiana Myronova Email: [tetiana@elischools.com](mailto:tetiana@elischools.com)
- **Managing Director:** Peter Hutchinson Email: [peter@elischools.com](mailto:peter@elischools.com)
- **Academic Coordinator / Senior Academic Manager:** Andrew Lennon Email: [andrew@elischools.com](mailto:andrew@elischools.com)
- **Website:** [www.elischools.com](http://www.elischools.com) General Email: [hello@elischools.com](mailto:hello@elischools.com) Phone: +353 1 1 5598717

**ELI Dublin**  
Grand Canal

7 Herbert Place,  
Dublin 2, D02 EH93

**ELI Dublin**  
Dame Street

19-22 Dame Street,  
Dublin 2, D02 E267

**ELI Drogheda**  
Merchant House

9/10 Merchant Quay,  
Drogheda, A92 VF97

**Contact us**

✉ [hello@elischools.com](mailto:hello@elischools.com)  
☎ +353 1 55 98 717

