

12. Other Parties Involved in Education and Training

ELI Schools
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Introduction

ELI Schools does not operate in isolation. Our provision of education and training involves various external parties including peer institutions, accreditation bodies, professional organizations, education agents, awarding bodies, university partners, host families, and other service providers. These relationships are essential to our operation, quality assurance, student support, and strategic development. Effective management of relationships with other parties ensures quality, compliance, mutual benefit, and protection of students' interests. This section establishes ELI Schools' approach to managing relationships with other parties involved in education and training.

Purpose and Scope

The purpose of this section is to:

- Identify the various external parties involved in ELI Schools' education and training provision
- Establish principles and standards for managing relationships with external parties
- Define the nature and purpose of different types of relationships
- Ensure quality, compliance, and student interests protected in all external relationships
- Clarify roles, responsibilities, and accountabilities in external partnerships

Regulatory Context

ELI Schools' approach to managing relationships with other parties is informed by and complies with:

QQI Core Statutory Quality Assurance Guidelines 2016

Code of Practice for Provision of Programmes of English Language Education to International Learners

- Requirements for managing agent relationships (covered in Section 11.2)
- Requirements for accommodation providers (monitoring quality - covered in Section 9)
- Requirements for partnerships with other organizations

Sector-Specific Guidelines:

- Guidelines from accreditation bodies (QQI, EAQUALS, Cambridge, Trinity, etc.)
- Professional standards from associations

ELI Schools' Philosophy on External Relationships

Core Beliefs:

ELI Schools' approach to relationships with other parties is founded on the following core beliefs:

- Collaboration Strengthens Quality:**
 - Working with external parties (peers, experts, partners) strengthens our provision
 - Collaboration brings diverse perspectives, expertise, resources
 - Peer learning and sharing good practice improves quality sector-wide
 - We are stronger together than in isolation
- Clear Agreements and Accountability:**
 - Written agreements with all external parties clarify expectations, responsibilities, deliverables
 - Accountability clear (who is responsible for what)
 - Agreements protect all parties (ELI Schools, external party, students)
 - Transparency and formality prevent misunderstandings and disputes
- Quality Assurance of External Services:**
 - Services provided by external parties (agents, accommodation, awarding bodies, partners) affect student experience and outcomes
 - ELI Schools has responsibility to ensure quality of external services
 - Monitoring and review of external parties essential
 - Students' interests protected
- Mutual Benefit:**
 - Relationships with external parties should be mutually beneficial
 - Win-win partnerships sustainable and productive
 - Respect and reciprocity
 - Shared goals and values
- Professional Standards and Ethics:**
 - All relationships conducted professionally and ethically
 - Integrity, honesty, transparency
 - Compliance with legal and regulatory requirements
 - Reputation management (external parties reflect on ELI Schools; we reflect on them)
- Strategic Alignment:**
 - Relationships with external parties aligned with ELI Schools' mission, values, strategic goals
 - Partnerships and memberships support our strategic priorities
 - Purposeful, not arbitrary relationships

Effective management of relationships with other parties essential to quality, compliance, and student experience.

ELI Schools engages with various types of external parties:

- Regulatory and Accreditation Bodies:**
 - QQI (Quality and Qualifications Ireland) - national quality assurance and qualifications authority
 - Statutory bodies (Department of Education, Department of Justice - immigration, etc.)
- Awarding Bodies:**
 - Cambridge Assessment English (for Cambridge exams - FCE, CAE, CPE, IELTS, CELTA if offered, etc.)
 - Trinity College London (for Trinity exams - GESE, ISE, etc.)
 - Other examination boards as applicable
- Professional Associations and Networks:**
 - English Education Ireland
 - EAQUALS
- Education Agents:**
 - Third-party organizations recruiting students for ELI Schools overseas
 - Covered in Section 11.2 (Agent Communications Monitoring)
- Education Partners:**
 - Schools or colleges sending groups
- Accommodation Providers:**
 - Host families providing homestay accommodation
 - Student residence providers
 - Property management companies
- Service Providers:**
 - IT service providers (hosting, software, technical support)
 - Marketing and communications services
 - Facilities management and maintenance
 - Catering (if applicable)
 - Transport providers (airport transfers, excursion transport)
 - Insurance providers
 - Legal and professional advisors (solicitors, accountants, HR consultants)
- Activity and Excursion Providers:**
 - Tour operators
 - Activity providers (sports, cultural activities)
 - Venues (museums, attractions, etc.)
- Peer Institutions:**
 - Other language schools (in Ireland or internationally)
 - Professional peer networks
 - Benchmarking and good practice sharing
- Expert Consultants:**
 - External consultants for specific purposes (curriculum development, QA reviews, training, etc.)
 - Guest speakers or visiting teachers
 - External reviewers or advisors
- Government and Statutory Bodies:**
 - Tusla (Child and Family Agency) - for safeguarding (Section 15)
 - Gardaí (Police) - for safeguarding, Garda vetting, safety
 - HSE (Health Service Executive) - for health matters
 - Revenue - for tax compliance
 - INIS (Irish Naturalisation and Immigration Service) - for student visa and immigration matters

Managing External Relationships: Key Principles

All relationships with external parties managed according to key principles:

- Written Agreements:**
 - Formal written agreements with all significant external parties
 - Agreements clarify: Scope of relationship, roles and responsibilities, deliverables, quality standards, fees or payments, duration, termination, liability, confidentiality, data protection, dispute resolution
- Due Diligence:**
 - Before entering relationship, conduct due diligence on external party
 - Check: Reputation, track record, qualifications, financial stability, compliance with relevant standards, references
 - Ensure external party suitable and reliable
- Quality Assurance:**
 - Monitor quality of services provided by external parties
 - Regular review and evaluation
 - Feedback mechanisms
 - Address issues promptly
- Clear Roles and Responsibilities:**
 - Who is responsible for what is clear
 - Accountability defined
 - Students and stakeholders know who to contact for what
- Compliance:**
 - All relationships comply with legal and regulatory requirements
 - Data protection, health and safety, employment law, consumer protection, etc.
- Transparency:**
 - Relationships with external parties transparent to students and stakeholders
 - Students informed about external parties involved in their education (agents, awarding bodies, accommodation, partners, etc.)
- Protection of Students' Interests:**
 - Students' interest's paramount in all external relationships
 - Students not disadvantaged by external party arrangements
 - Quality, safety, fairness maintained
- Regular Review:**
 - Relationships reviewed periodically
 - Performance assessed
 - Continuation, renewal, or termination decisions based on review
- Exit Strategies:**
 - Clear processes for ending relationships (termination clauses in agreements)
 - Minimal disruption to students if relationship ends

Government and Sector Bodies ELI Schools Engages With:

- Department of Justice:**
 - Immigration matters affecting students
- QQI**
 - Code of Practice, TrustEd and QA Guidelines

Managing Director: Primary liaison with government and sector bodies

Accreditation Bodies ELI Schools Engages With:

English Education Ireland

About English Education Ireland

- English Education Ireland is the association of accredited English language schools in Ireland
- Member-led organization promoting high-quality English language education in Ireland

ELI Schools' Relationship with English Education Ireland (Formerly MEI):

- ELI Schools is a member of English Education Ireland (Formerly MEI):
- Membership demonstrates commitment to quality and collaboration within Irish ELT sector

Benefits:

- **Networking:** Peer relationships with other quality schools in Ireland
- **Advocacy:** English Education Ireland) represents members' interests to government, agencies, stakeholders
- **Marketing:** English Education Ireland promotes Ireland as destination for English language learning; members benefit from collective marketing
- **Professional Development:** English Education Ireland organizes conferences, workshops, webinars for members
- **Good Practice Sharing:** Forum for sharing good practice, discussing challenges, collaborative learning
- **Standards:** English Education Ireland members adhere to high standards; membership adds credibility

Requirements:

- Pay annual membership fees
- Adhere to English Education Ireland Code of Conduct
- Participate in English Education Ireland activities
- May serve on English Education Ireland committees or Board (voluntary)

Responsibilities:

Managing Director: English Education Ireland representative for ELI Schools; attends English Education Ireland meetings and events

Eaquals

About Eaquals:

- EAQUALS is an international association of language education institutions
- Membership requires meeting rigorous quality standards
- Inspection and accreditation by EAQUALS
- Recognized internationally, prestigious membership
- Benefits: International recognition, quality assurance, networking, CPD, marketing
- Requirements: Meet EAQUALS standards, undergo inspection, annual fees, participate in EAQUALS activities

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Related legislation, regulation or guidelines:

- Core Statutory Quality Assurance Guidelines 2016 (QQI)
- Code of Practice for Provision of Programmes of English Language Education to International Learners
- Data Protection Act 2018
- Consumer Protection Act 2007