

19. Accommodation Services

Introduction

ELI Schools provides accommodation in Dublin and Drogheda through a network of host families (approximately 400 host family beds across the two cities), through residences owned or operated by ELI Schools, and through third-party residences. Accommodation is provided to adult learners, junior learners, closed school groups, group leaders and Erasmus+ participants, year-round and during the summer season.

This section establishes ELI Schools' approach to accommodation quality: how host families are recruited, vetted, approved and periodically re-approved; how learners are matched and placed; how welfare is monitored during the stay; how complaints and learner feedback are recorded and acted on; how residences are approved and inspected; and how all of this is audited so that the controls described here are shown to be applied, not merely documented.

Purpose and Scope

The purpose of this section is to:

- Establish the standards that every form of accommodation offered by ELI Schools must meet
- Ensure that no learner is placed in a home or residence that has not been inspected, approved and, where required, Garda vetted
- Ensure that learners are matched to accommodation that suits their age, needs and booking, and that all parties receive accurate information
- Provide a consistent, evidence-based method for recording complaints and learner feedback and deciding whether a host continues to receive learners
- Establish a cycle of monthly, quarterly and annual audit that confirms these procedures are applied
- Meet the requirements of the QQI Code of Practice for accommodation, safeguarding and complaints

This section applies to:

- All host family (homestay) accommodation arranged by ELI Schools in Dublin and Drogheda
- All ELI residences and all third-party residences and residential centres used by ELI Schools, including those used for junior and summer programmes
- All learners placed in ELI Schools accommodation: adults, juniors (under 18), closed groups, group leaders and Erasmus+ participants
- All staff involved in accommodation: the accommodation team, the Designated Liaison Person, the Student Experience team, group coordination, admissions and bookings, senior operations management and the Quality Officer

Where a learner arranges their own accommodation, this section applies only to the information, and advice ELI Schools provides (Policy 19.1).

Regulatory Context

ELI Schools' approach to accommodation complies with and is informed by:

- QQI Code of Practice for Provision of Programmes of English Language Education to International Learners (2023)
- QQI Statutory Quality Assurance Guidelines for English Language Education Providers, section 2.5 (Supports and Services for International Learners)
- Children First Act 2015 and Children First: National Guidance for the Protection and Welfare of Children (2017)
- National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016
- Data Protection Act 2018 and GDPR **Principles of Accommodation Quality**

ELI Schools' approach to accommodation is based on the following principles:

Learner Welfare Is Paramount	• The safety and welfare of the learner come before the convenience of the host, the booking or ELI Schools • A learner who asks to move is moved; they are not required to justify it or to stay while a complaint is investigated • For learners under 18, Section 14 Child Safeguarding governs every safeguarding matter and takes precedence over this section
Safety Before Supply	• A host is approved because every recruitment gate is complete, not because beds are short • Controls are not relaxed in peak season; a home visit is never replaced by photographs or a phone call • Status tags that the junior placement filter relies on (Vetted, Verified) are applied only when the evidence is held
The Guidelines Are the Standard	• The Host Family Guidelines (Dublin and Drogheda editions) set out what ELI Schools has promised the host will provide and what the learner has paid for • They are not advisory; every complaint is assessed against them • A shortfall against the Guidelines is recorded as a standards failure whether or not the learner asks to move
Accurate Information	• The host profile is a promise to the learner, the agent and the parents; it must describe the home as it actually is • Learners, hosts and bookings receive the same, current information; an out-of-date letter is replaced, not copied
Record First, Judge Afterwards	• Every move and every complaint is recorded on the host profile • Recording is not the same as issuing a strike; the Accommodation Manager classifies afterwards • This separation keeps the record complete, including for the hosts ELI Schools relies on most in peak season
Fair and Evidence-Based Decisions	• Hosts are told of an issue at the time, in plain terms, with the relevant Guideline • No host is removed on the strength of a single review • Decisions are proportionate, documented and defensible
A Higher Bar for Juniors	• All household members aged 16 and over are Garda vetted before a junior is placed • Juniors are never placed in a home or residence where adult learners are accommodated at the same time • Feedback thresholds for hosts of juniors are five points higher in every band
Continuous Improvement	• Recurring issues across several hosts are treated as process issues (for example induction), not individual failings • Thresholds and procedures are reviewed annually against actual data

Definitions

Learner	Any student placed in accommodation by ELI Schools, including group leaders where accommodated.
Junior Learner	A learner under 18 years of age. ELI Schools uses “junior”, “minor” and “child” interchangeably, as in Section 14.
Host Family (Homestay)	A private household approved by ELI Schools to accommodate learners in the family home. The primary host is the adult who signs the Application Form.
Household Member	Any person who lives in the home, whether or not a family member, including lodgers and adult children.
Third-Party Residence	A student residence, residential centre or other accommodation operated by another organisation under a written agreement with ELI Schools.
Host Profile	The record of each host family held on Orion, ELI Schools' school management system: household, rooms, preferences, photographs, approval, vetting status, feedback score and notes.
Host Status	The single field on the host profile that controls whether a host can receive learners: Prospective, Active, Profile Review, Suspended or Removed (Procedure 19.4, Part D).
Placement	The assignment of a named learner to a specific room in a specific home or residence for specific dates, confirmed to all parties.
Move	Any transfer of a learner from one accommodation to another after arrival, for any reason.
Standards-Related Move	A move arising from a shortfall against the Host Family Guidelines, as distinct from a move for personal or ELI-side reasons.
Accommodation Feedback Survey	The learner survey rating five categories from 1 to 5, producing a score out of 100 that is displayed on the host profile.
Designated Liaison Person (DLP)	The person named in the Child Safeguarding Statement who receives all safeguarding concerns and decides on referral to Tulsa or An Garda Síochána.

Accommodation Offered

Host Families: Dublin	• Single, twin and triple rooms, some ensuite, with half board (adults) or full board (juniors, unless otherwise booked) • Adult learners, junior learners, closed groups and group leaders • Host Family Guidelines, Dublin edition
Host Families: Drogheda	• As above, with rates and conditions set out in the Drogheda edition of the Host Family Guidelines • Groups typically European teenagers aged 13 to 17 on 7-night stays between February and November

Third-Party Residences	• Student residences and residential centres used under written agreement, including for junior summer programmes • Governed by Policy and Procedure 19.6
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Roles and Responsibilities

Host Family Co-ordinator	• First point of contact for new host families • Host family recruitment, home visits and onboarding inspection • Collection of documentation for Garda vetting • Host induction and annual redeclaration requests
Accommodation Manager	• Owns the accommodation process and this section's procedures • Approves new hosts and re-approves existing hosts • Makes placements (with the accommodation team) and classifies every recorded issue • Runs the monthly review and audit; decides host outcomes and communicates them in writing • Holds the accommodation record
Accommodation Team (Placement Officers)	• Match and place learners, running the Pre-Placement Check every time • Record every complaint and move on the host profile at the time • Apply the complaint tier and status change at the time (Tier 1 suspension does not wait for the manager)
Designated Liaison Person	• Receives every safeguarding concern arising in accommodation • Notified the same day of every Tier 1 matter and informed before any move of a junior completes • Holds safeguarding records separately from the host profile (Section 14.8)
Student Experience Team	• Welfare contact with junior learners during their stay, in line with Section 14 • Receives accommodation concerns raised at school and passes them to the accommodation team the same day
Group Coordination	• Contacts group leaders early in each stay and asks specifically about host families • Ensures group learners have the names and numbers of their group leaders
Senior Operations Manager	• Escalation point for serious non-safeguarding matters, refunds and disputes • Approves the removal of a host and the approval of third-party residences
Quality Officer	• Independent check at the quarterly audit • Confirms that the criteria in this section were applied • Reports audit findings to senior management
Managing Director and Board	• Approve this section and receive the annual accommodation review • Ensure accommodation is resourced to meet the standards set here

The Accommodation Lifecycle

Quality is managed across eight stages. Complaints and feedback are stages six and seven, and they only work if the earlier stages were done properly: most problems that surface during a stay are recruitment or matching failures that were avoidable.

Stage	What it controls	Where in this section
1 Recruitment	That we know who lives in the house, what the house offers, and what the host can and cannot do	19.2 Part A
2 Home visit	That the house is as described and is safe	19.2 Parts B–C
3 Vetting	That no learner under 18 is placed with an unvetted adult	19.2 Part D
4 Induction	That the host knows what they have agreed to provide	19.2 Part E
5 Placement	That this learner is right for this house, and all parties know the arrangements	19.3
6 In-stay	That problems reach us early and are handled	19.3, 19.4
7 Feedback	That we learn what the stay was like	19.4 Parts F–I
8 Review	That hosts who fall below standard stop receiving learners, and that the system itself is working	19.4, 19.5, 19.2 Parts G–H

Supporting Documents

Host Family Application Form	The declarations the host has signed and the source of everything on the host profile.
Host Family Guidelines	Dublin and Drogheda editions. The standard of provision and the standard against which every complaint is assessed.
Host Family Visit Checklist	The home inspection record, used at approval and at every re-inspection.
Annual Host Redecclaration	The yearly confirmation of household, rooms, safety items and circumstances (Procedure 19.2, Part G).
Accommodation Quality Delivery Manual	The working guide for the accommodation team, covering judgement and situations.
Accommodation Manual (Orion)	System instructions for carrying out these procedures on Orion.
Accommodation Feedback Survey	The learner feedback instrument (Procedure 19.4, Part F).
Accommodation Audit Procedure	The monthly, quarterly and annual checks (Procedure 19.5).

Residence Inspection Record	The inspection record for ELI and third-party residences (Procedure 19.6).
Child Safeguarding Statement	Section 14.1. Provided to all host families.

Integration with Quality Assurance Framework

Section 2 (Governance)	Board approval of this section and oversight through the annual accommodation review
Section 6 (Staff Recruitment)	Garda vetting and safeguarding training of accommodation staff, including staff who visit host families
Section 12 (Self-Evaluation)	Accommodation feedback, complaint data and audit findings feed the annual self-evaluation
Section 14 (Child Safeguarding)	- Part F, Safe Recruitment and Vetting of Host Families, is implemented through Procedure 19.2 - All safeguarding concerns arising in accommodation are handled under Section 14, which takes precedence
Section 18 (Health and Safety)	Fire safety and emergency arrangements in ELI residences
Student Complaints Policy	Accommodation complaints follow Procedure 19.4, with escalation to the general complaints procedure and the EEI Independent Complaints Review where not resolved
Marketing and Data Protection	- Accuracy of accommodation information and declaration of ELI-owned accommodation - Lawful processing of host and learner personal data

19.1 Policy for Accommodation Services

QA Area(s)	• Supports and Services for International Learners • Child Safeguarding and Protection • Marketing and Recruitment
Applies to	☐ Staff only ☐ Learners only ☒ Staff and learners
Policy Owner	Accommodation Manager

Purpose

The purpose of this policy is to set the standards that all accommodation offered by ELI Schools must meet, the information learners and other stakeholders receive about it, and the commitments ELI Schools makes to learners, parents, agents and hosts.

Scope

This policy applies to all host family, ELI residence and third-party residence accommodation offered by ELI Schools in Dublin and Drogheda, to all learners placed in that accommodation, and to the information ELI Schools provides to learners who arrange their own accommodation. Detailed procedures are set out in 19.2 to 19.6.

Policy Statement

ELI Schools is committed to offering accommodation that is safe, clean, welcoming and suitable for learners to live and study in comfortably, that is described accurately before booking, and that is monitored throughout the learner's stay. All accommodation offered by ELI Schools meets the requirements of the QQI Code of Practice, including Appendix Five, and the standards set out below.

Accommodation Standards

Minimum Standards in Every Homestay	• A clean, well-maintained home and a safe, secure and friendly family environment • A bedroom with a comfortable bed, adequate space and clothes storage, and adequate heating, lighting and ventilation • A suitable place to study, in the bedroom or another room available at all times • Access to a clean bathroom with enough hot water for a daily bath or shower • Bed linen and towels provided and changed weekly • One load of laundry per week offered at no charge • Wi-Fi where declared on the host profile • A key to the home for every adult learner, with an explanation of how to secure the property; flexibility applies for juniors • Working smoke alarms on every floor, a working carbon monoxide alarm, a fire blanket in the kitchen and a clear escape route
Meals and Board	• Half board: breakfast and dinner every day and lunch at weekends. All adult learners (18+) are half board unless otherwise booked

	• Full board: half board plus a packed lunch Monday to Friday (a freshly made sandwich or roll, water, and fruit or a snack bar). All junior learners are full board unless otherwise booked • A balanced, appropriate diet, with learners included in family mealtimes • Declared dietary requirements provided only by hosts who have declared they can meet them
Welcome and Integration	• Hosts offer a warm welcome on the first day and explain the house: mealtimes, where things are, use of the shower and house rules • English is the language of communication in the home, and hosts encourage learners to use English at every opportunity • Hosts respect each learner's cultural background, religion, sexual orientation and political beliefs • Hosts do not accommodate more than one learner of the same first language at a time unless the placement is made by ELI Schools
No Additional Charges	• Hosts do not charge learners for anything the Guidelines include, laundry being the most common example • A charge contrary to the Guidelines is a Tier 2 matter and the learner is refunded (Procedure 19.4)

Formal Agreements

Host Families	• Every host family's agreement with ELI Schools comprises the signed Host Family Application Form and its declarations, the Host Family Guidelines for the relevant city, and the booking conditions the host accepts for each placement • The agreement is renewed each year through the Annual Host Redecclaration (Procedure 19.2, Part G) • All hosts are fully acquainted with booking, cancellation and payment conditions through induction and the Guidelines
Residences	• Every third-party residence operates under a current written agreement with terms and conditions and parallel quality assurance requirements (Procedure 19.6)

Information to Learners and Stakeholders

Before Booking	• Clear, accurate and current information on the types of accommodation offered, what each includes, and accommodation and booking fees, on the website and in booking materials • Where finding suitable accommodation may be difficult (for example in peak season or for particular requirements), learners, agents and parents are told before enrolment
Declaration of ELI-Owned Accommodation	• ELI residences are owned or operated by ELI Schools. This is declared to learners, agents, parents and other stakeholders before they book, on the website, in accommodation descriptions and in booking confirmations, in line with ELE Code 6.5(f) and 8.4(c)

Before Arrival	• The learner receives a confirmation letter with the host or residence name, address and telephone number, the room and board booked, dates, transfer details and meeting point, and a description of the home and family • The learner, and the parents of every junior learner, receive the ELI Schools 24-hour emergency telephone number • Junior learners in a group receive the names and contact numbers of their group leaders
Accommodation Not Offered by ELI Schools	• Learners who arrange their own accommodation receive advice on accommodation agencies and websites, and on hotel, bed and breakfast and hostel options, in line with ELE Code 8.4(b) and Appendix Five, 5.3

Learners Under 18

Junior Requirements	• All household members aged 16 and over are Garda vetted before a junior is placed (Procedure 19.2, Part D) • Juniors are never placed with a host or in a residence while adult learners are accommodated there • Arrival and departure transfers are mandatory for juniors • Curfew rules apply unless ELI Schools confirms otherwise: learners aged 14 and under do not leave the home in the evening; learners aged 15 and over may go out in the immediate area until 22:00. Hosts and learners are informed of these rules and of any agreed variation in writing • Hosts receive the learner's programme timetable, including classes, activities and excursions, before arrival • Every safeguarding concern is referred to the DLP under Section 14
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Host Payments

Payment Principles	• Hosts are paid by bank transfer at the end of each month for all nights in the previous calendar month, at the rates set out in the Guidelines • Hosts are paid for nights a learner actually stays (one-seventh of the weekly rate per night); where a learner is moved, the host is paid for nights stayed, not for the full booking • No payment is made for cancelled bookings; ELI Schools endeavours to replace cancelled learners
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Responsibility

Accommodation Manager	• Overall ownership of this policy and its procedures • Accuracy of accommodation information supplied to marketing, admissions and agents • Annual review of the Host Family Guidelines and rates
Marketing Manager	• Accurate accommodation information on the website and in promotional materials, including the declaration of ELI-owned accommodation
Admissions and Bookings	• Ensuring agents and learners hold current confirmation letters • Ensuring transfers are booked for all juniors

Version	1.0
Date Approved	September 2026
Approved by	Board of Directors
Next Review Date	September 2027 (Annual Review)

Related legislation, regulation or guidelines:

- Code of Practice for Provision of Programmes of English Language Education to International Learners (2023), sections 6.5, 8.4, 8.5, 9.1, 10.1 and Appendix Five
- Children First Act 2015
- Data Protection Act 2018 and GDPR

19.2 Policy and Procedure on Safe Recruitment of Host Families

QA Area(s)	• Supports and Services for International Learners • Child Safeguarding and Protection (safe recruitment) • Partnerships and Collaborations
Applies to	☒ Staff only ☐ Learners only ☐ Staff and learners
Policy Owner	Accommodation Manager

Purpose

This policy and procedure sets out how ELI Schools recruits, inspects, vets, inducts and approves host families, and how that approval is kept current through annual redeclaration and three-yearly re-inspection and re-vetting. It implements Section 14, Part F (Safe Recruitment and Vetting of Host Families).

Scope

This procedure applies to every applicant host family and every approved host family in Dublin and Drogheda, and to all staff involved in recruiting, inspecting, vetting and approving them.

Policy Statement

A host family is not approved because they applied and the house looked fine. A host family is approved because seven specific things are complete and on file. Until all seven are complete, the host profile remains Prospective and no learner can be placed.

Gate	What complete means
1 Application Form	Completed and signed by the primary host. Every household member listed with date of birth, including children and any adult who is not a family member. Room types and capacities declared. Pets, smoking, dietary capability, Wi-Fi, insurance and hosting for other providers answered. All declarations agreed.
2 Home visit	Visit Checklist completed in person by a member of the accommodation team, signed and dated. Never completed from photographs or a phone call.
3 Photographs	Bedroom or bedrooms, kitchen, living room and bathroom held on file. These are what the learner will see and what ELI Schools will be held to.
4 Safety confirmation	Working smoke alarm on every floor, working carbon monoxide alarm, fire blanket in the kitchen and clear escape route, all confirmed at the visit and not taken on trust from the form.
5 Induction	Guidelines issued and talked through, with a record of the date and who delivered it.
6 Profile complete	Area, distance grade, room configuration, preferences, welcome message, bank details and campus. Profile written by ELI Schools and accurate.
7 Garda vetting	Where the host is to receive learners under 18: every household member aged 16 and over vetted, with the disclosure on file before the Vetted tag is applied.

Procedure

Part A: Application

Receiving the Application	• The applicant completes the Host Family Application Form, on paper or signed digitally online, and it is signed by the primary host • The Host Family Co-ordinator checks the form for completeness; an incomplete form is returned, not partially entered • A Prospective profile is created on Orion from the form
What the Form Establishes	• Every person living in the home, with date of birth and, for adults, occupation • Every room available to learners, with room type (single, double, twin, triple) and ensuite status • Pets, Wi-Fi, smoking in the home, special diets the host can provide, and home insurance cover for guests • Whether the host also hosts for another provider, and which • Age group and gender preferences, and whether the host accepts couples • A welcome message for learners, and bank details for payment
Declarations	• Agreement to the Host Family Guidelines; acceptance that a home visit is required; commitment to notify ELI Schools of any change of circumstances (a new person moving in, refurbishment, a new pet or a household member turning 16); commitment to declare hosting for another provider when confirming each booking; acceptance that English is the language of the home; commitment to complete Garda vetting; and consent to the use and sharing of personal data for the hosting role • All declarations are mandatory; an applicant who does not agree to all of them cannot proceed

Part B: Home Visit

The home visit is the only point in the process where ELI Schools sees the house, meets the people in it and forms a judgement that no form can provide. It is carried out in person by the Host Family Co-ordinator or another member of the accommodation team, using the Host Family Visit Checklist.

What the Visit Is For	• Confirming the house matches what was declared: the number of rooms, the beds in each, and who lives there • Checking the four safety items physically: pressing the smoke alarm test button, locating the fire blanket, walking the escape route • Seeing the bedroom the learner will actually occupy • Assessing the bathroom, kitchen and shared areas for cleanliness as they normally are • Meeting the household; an adult living in the home who is not on the form is a finding of the visit • Judging whether this is a home in which a learner will be welcome; warmth is the strongest predictor of a good stay and cannot be assessed remotely • Answering the host's questions and setting expectations face to face • For hosts applying to take juniors, answering the Checklist question "Is the host suitable for juniors?"
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Things That Should Make the Visitor Pause	• A host who is vague about who lives in the house, or whose answers change during the visit • More beds than declared, or beds in rooms not listed • A host who talks about learners mainly in terms of income, or asks how many they can take before asking anything about the learners • Rules presented before hospitality: shower timers, restricted kitchen hours, areas of the house that are off limits • A smell of smoke where the form says nobody smokes
Recording	• None of the above is automatically disqualifying, and several have reasonable explanations • All of them are written into the Comments column of the Checklist rather than left as an impression, because they are the matters most likely to reappear in a complaint • The Checklist is signed and dated and attached to the host profile

Part C: Photographs and Safety Confirmation

Photographs	• Photographs of each learner bedroom, the kitchen, the living room and the bathroom are held on the host profile • Photographs must show the rooms as they are; they are what the learner and agent will see
Safety Items	• All four safety items are confirmed at the visit • A host without a working smoke alarm on every floor, a working carbon monoxide alarm, a fire blanket and a clear escape route is not approved until the deficiency is corrected and verified
Insurance	• The host confirms that their home insurance covers paying guests; ELI Schools does not accept responsibility for damage to the home

Part D: Garda Vetting

Requirement	• Under Irish law and Section 14, every member of the household aged 16 and over must be Garda vetted before a learner under 18 is placed in the home • It is not a legal requirement to vet hosts who accommodate adult learners only. ELI Schools regards vetting of all hosts as good practice and encourages it • No learner under 18 is ever placed with a host who has not completed vetting for every household member aged 16 and over
Process	• The Host Family Co-ordinator collects identification and consent from each household member aged 16 and over • The vetting application is submitted through ELI Schools' registered vetting arrangement with the National Vetting Bureau • The DLP reviews every disclosure. Where a disclosure is returned with any record, the DLP assesses relevance and risk and documents the decision; a relevant conviction means the host is not approved for juniors

	The Vetted tag is applied on the host profile only when the disclosure for every relevant household member is held on file
Renewal	- Vetting is renewed every three years, alongside the three-yearly re-inspection (Part H) - A new household member aged 16 or over, or a household member turning 16, must be vetted before the next junior placement (Part I)
Records	Vetting disclosures are held securely with restricted access in line with Section 14.8; the host profile records only the vetting status and dates

Part E: Induction

Content	- The Host Family Guidelines, talked through rather than simply issued - The Child Safeguarding Statement and how to report a concern, for all hosts approved for juniors - Curfew rules for juniors, arrival and departure arrangements, booking confirmation and acceptance, cancellations and moves, payments, and the 24-hour emergency number - What ELI Schools will do if a learner raises a concern, including that hosts are told of any issue recorded against them
Record	- Date of induction and the member of staff who delivered it, recorded on the host profile - Induction is not skipped for experienced hosts; experience with another provider is not knowledge of ELI Schools' Guidelines

Part F: Approval

Approval is made by the Accommodation Manager, is recorded with a date, and states what the host is approved for. It is not a single yes or no.

Approved: Adults	Active for adult learners. Room types and maximum occupancy stated.
Approved: Juniors	Active for learners under 18. Requires complete vetting for all household members aged 16 and over, and a positive answer to "Is the host suitable for juniors?" on the Visit Checklist.
Approved with Conditions	Active, with a stated limitation, for example one learner at a time, or no learners requiring a special diet. The condition is written on the profile, not held in someone's memory.
Not Approved	Recorded with the reason. A declined applicant is not left as a dormant Prospective record that someone may activate later without knowing why it was left.

Part G: Annual Redeclaration and Re-Approval

Approval lasts for twelve months. Each year the host confirms that the information ELI Schools holds is still accurate, and the host is re-approved only when the redeclaration matches the profile.

Redeclaration	• The Host Family Co-ordinator issues the Annual Host Redeclaration on the anniversary of approval • The primary host confirms: every household member and their dates of birth; rooms and beds available to learners; the four safety items; home insurance; pets; smoking; hosting for other providers; preferences; and bank details • The host re-confirms agreement to the current Guidelines and declarations
Matching and Re-Approval	• The accommodation team checks the redeclaration against the host profile • Where it matches: the Accommodation Manager re-approves the host for a further twelve months and records the date • Where it differs: the difference is treated as a change of circumstances (Part I) and resolved before re-approval
Redeclaration Not Returned	• A host who has not returned the redeclaration by the approval anniversary is set to Profile Review and does not receive new placements until it is returned and matched

Part H: Three-Yearly Re-Inspection and Re-Vetting

Scheduled Re-Inspection	• Every host family is re-inspected in person at least once every three years using the Host Family Visit Checklist, in line with ELE Code Appendix Five • Photographs are updated at the re-inspection • Garda vetting for household members aged 16 and over is renewed in the same cycle
Triggered Re-Inspection	• A change of circumstances affecting the home or household (Part I) • A second recorded issue where the issue is physical (for example cleanliness, heating or overcrowding) • A feedback score below the suspension threshold, before any reinstatement (Procedure 19.4) • Negative learner comments that call the accuracy of the profile into question

Part I: Change of Circumstances

New Household Member	• The host's junior approval is paused until the new member (if aged 16 or over) is vetted and the profile updated • A home visit is carried out where the change affects the rooms available to learners
Household Member Turning 16	• Vetting is completed before the next junior placement

Refurbishment or Room Change	• A home visit is carried out and photographs updated before the changed rooms are used for learners
New Pet or Other Change	• The profile is updated; learners with a declared allergy or pet preference are not placed until it is
Undeclared Change	• A change found rather than declared (for example an undeclared occupant) is a Tier 1 matter (Procedure 19.4)

Part J: Recruitment Failures to Avoid

Almost every serious accommodation complaint traces back to a shortcut taken at recruitment, particularly when beds are short. The following are not permitted:

- Approving from photographs because the visit could not be scheduled
- Copying a profile description from what the host wrote without checking it
- Recording capacity inaccurately: a twin entered as a double, or a triple activated “just in case”
- Skipping induction for an experienced host
- Applying Vetted or Verified tags before the evidence is held
- Leaving the profile thin; a placement officer under pressure will place into the profile they can read

Responsibility

Host Family Co-ordinator	• Receiving applications, home visits, photographs and safety checks • Collecting vetting documentation • Induction • Issuing annual redeclarations and scheduling re-inspections
Accommodation Manager	• Approval, re-approval and approval conditions • Ensuring no host is Active without all seven gates complete
Designated Liaison Person	• Review of vetting disclosures and decisions on suitability for juniors
Quality Officer	• Quarterly sample check of approvals, redeclarations and re-inspections (Procedure 19.5)
Version	1.0
Date Approved	September 2026
Approved by	Board of Directors
Next Review Date	September 2027 (Annual Review)

Related legislation, regulation or guidelines:

- Code of Practice for Provision of Programmes of English Language Education to International Learners (2023), section 8.5 and Appendix Five, 5.1 and 5.1.1
- National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016
- Children First Act 2015
- Data Protection Act 2018 and GDPR

19.3 Procedure for Host Family Placement and In-Stay Welfare

QA Area(s)	• Supports and Services for International Learners • Child Safeguarding and Protection
Applies to	☐ Staff only ☐ Learners only ☒ Staff and learners
Policies this Procedure relates to	Policy for Accommodation Services (19.1); Policy and Procedure on Complaints and Student Feedback (19.4); Section 14 Child Safeguarding

Purpose

This procedure sets out how learners are matched and placed, how placements are confirmed to every party, and how learner welfare is monitored during the stay. A placement is a match, a set of confirmations and a check. Most placement problems are not host failures at all: they are matching errors, or information that never reached one of the parties.

Procedure

Part A: Matching

Age and Profile	Adult or junior. A junior goes only to a fully vetted host approved for juniors, and never into a house currently hosting adults.
Room and Board	The room type and board actually booked, against the room actually available. A learner booked into a single does not go into a twin.
Dietary Requirements	Against the host's declared capability, not an assumption that they will manage.
Allergies and Pets	A declared allergy or a stated preference about pets is a hard constraint.
Distance	Against the distance grade on the profile. If the grade is wrong, the grade is corrected; an inaccurate commute is a complaint waiting to happen.
Language Mix	No two learners of the same first language in one house unless the placement is made by ELI Schools.
Host Preferences	Gender, age group, couples, and long or short stay, as declared on the Application Form. These are not suggestions.

Part B: Pre-Placement Check

Before a placement is confirmed to anyone, the placement officer runs the following check. It takes under two minutes and it is the gate that prevents the errors most expensive to unwind.

Check	Why
1 Host is on the dashboard	Only Active hosts appear. A host that cannot be found has been flagged.
2 Status reads Active	Confirmed on the profile itself, not from memory or a list held elsewhere.
3 Live feedback score	Visible on the profile. If it is below the good standing threshold, look at why before placing.

Check	Why
4 Vetting current	For any junior placement: every household member aged 16 and over, with the disclosure on file and not expired.
5 No adults in the house	For any junior placement: no adult learner booked on overlapping dates.
6 Room genuinely free	Against the room record and, for residences, the rooming file. Two learners in one bed is a failure the learner experiences on arrival.
7 Requirements deliverable	Diet, allergies, accessibility: confirmed with the host, not assumed.
8 Host has confirmed	The host has accepted this learner for these dates. An assumption of availability is not a confirmation.

Part C: Confirming the Placement

Three parties need information and each need something different. A placement is not complete until all three have it.

The Learner	Host name, address and telephone; room and board; dates; transfer details and meeting point; description of the home and family; the 24-hour emergency number. Sent directly or through the agent and saved to file.
The Host	Learner name, age, nationality and gender; dates; board type; dietary requirements and allergies; arrival time, travel and transfer arrangements; the learner's timetable; the 24-hour emergency number. Sent by email for acceptance through the booking confirmation link, and the acceptance recorded. The host declares at this point if they are also hosting for another provider.
Admissions and Bookings	The confirmation letters, so the agent holds what the learner holds. Any subsequent change is sent again; an out-of-date letter in an agent's hands is a complaint in preparation.
Juniors: Additional	The departure letter is provided to the host, so the learner is ready, and to the agent, so the parents are informed. Arrival and departure transfers are mandatory; where one is not booked, the placement officer queries it with bookings rather than proceeding.

Part D: Arrival

Before Arrival	• Bookings are reconfirmed with the host shortly before arrival • The host receives a text reminder with flight information
Individual Learners	• Where a transfer is booked, the learner is taken to the home, typically around 1.5 hours after landing
Groups	• Groups are collected from and returned to a designated meeting point (normally the school) on arrival, on departure and for weekend tours

Learner Induction	At induction, every learner is told how to raise an accommodation concern, who to speak to at school, and the 24-hour emergency number
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Part E: Welfare Contact During the Stay

Juniors	Welfare contact during the stay through the Student Experience team, in line with Section 14, and contact with the host. Any concern goes to the DLP, not into the accommodation record alone.
Groups	The group leader is contacted early in the stay and asked specifically about host families, since group learners rarely contact the office themselves.
Long Stays	For stays over four weeks, one further contact mid-stay. Long-stay learners are the least likely to be surveyed and the most likely to tolerate a deteriorating placement.
Evening Activities	Hosts of group learners receive the activity timetable in advance and are informed by text of any special evening events.

Part F: Changes After Placement

Changes are where information goes missing. When a placement changes for any reason (a host cancellation, a room change, a move or a date extension), the old letter is replaced rather than copied, the new letter goes to the learner, the host and bookings, and the change is recorded. A host cancelling a confirmed booking at short notice is recorded on the profile, because a pattern of late cancellation is a reliability issue that belongs in the audit.

Part G: Moving a Learner

A learner who asks to move is moved. ELI Schools does not require the learner to justify the request, and does not require them to stay while a complaint is investigated.

- Where a Tier 1 matter is involved, the move happens immediately and is not negotiated with the host
- Where a junior is involved, the DLP is informed before the move completes, and the agent and parents are informed under Section 14
- The host is paid for nights stayed, as the Guidelines set out, and told of the move promptly and factually
- The learner's identity is not given to the host in the account of what was reported unless it is unavoidable
- The reason for every move is recorded on the host profile (Procedure 19.4, Part B), including moves for personal or ELI-side reasons
- The learner is contacted again within 48 hours to confirm the new placement is satisfactory, and that contact is recorded

Responsibility

Accommodation Team	- Matching, the Pre-Placement Check, confirmations and changes - Recording moves and 48-hour follow-up contact
Student Experience Team and Group Coordination	In-stay welfare contact with juniors and group leaders
Admissions and Bookings	Transfers for juniors and current letters with agents

19.4 Policy and Procedure on Complaints and Student Feedback

QA Area(s)	• Supports and Services for International Learners • Complaints and Grievance Procedures • Child Safeguarding and Protection
Applies to	☐ Staff only ☐ Learners only ☒ Staff and learners
Policy Owner	Accommodation Manager

Purpose

This policy and procedure sets out how accommodation complaints and learner feedback are received, recorded, classified and acted on, and how ELI Schools decides whether a host family continues to receive learners.

Scope

This procedure applies to every complaint, concern or move relating to host family accommodation and to all Accommodation Feedback Survey results. Complaints about residences follow the same method, recorded against the residence (Procedure 19.6). Safeguarding concerns are handled under Section 14, which takes precedence.

Policy Statement

Commitments	• Every complaint is assessed against the Host Family Guidelines • Every move and every complaint is recorded on the host profile, without exception • Recording is separate from classification: the record is always made, and the tier is confirmed afterwards • A learner who asks to move is moved, whatever the tier • Hosts are told of recorded issues promptly and in plain terms, and decisions about hosts are documented • Learners who are not satisfied with the outcome have access to the Student Complaints Policy and to the EEI Independent Complaints Review
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Procedure

Part A: Receiving a Complaint

The conversation has three purposes: to make the learner safe, to find out what actually happened, and to leave the learner willing to tell ELI Schools things in future.

Do	• Listen first; let the learner finish before asking anything • Ask open questions: “Tell me what happened” produces better information than “Was the room dirty?” • Ask when it started, whether it has happened before, and whether they raised it with the host • Write down what the learner said in their own words, not a summary • Tell them what will happen next and by when
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	• Thank them. Learners have told ELI Schools that they stay quiet because of how they feel as students and as migrants, so a complaint has usually cost them something
Do Not	• Promise it will stay between you; if it concerns welfare or safety it must be passed on • Ask leading questions or press for detail the learner has not offered • Put it to the host before it is recorded and, where relevant, discussed with the Accommodation Manager • Tell a learner nothing can be done; if the answer is genuinely no, explain why and record that you did • Close a complaint by moving the learner; the move helps the learner but does nothing about the host
Language Support	• Where a learner is not comfortable in English, a colleague who shares their language is used. A language barrier is never the reason a serious report is reduced to a short note
Juniors and Safeguarding	• Any concern about the safety or welfare of a junior, and any concern that may be a safeguarding matter for an adult, is reported to the DLP the same day under Section 14.3 and 14.4

Part B: Recording

Format	Date Learner ID Tier What happened Initials
Example: Tier 1	14/08/26 36310 Tier 1 Host entered room and moved belongings. Learner moved to ELI residence same day. DLP notified. Status set to Suspended. MG
Example: Tier 2	14/08/26 36310 Tier 2 Charged €6 for laundry, contrary to Guidelines. Learner refunded. Status set to Profile Review. MG
Example: Tier 3	14/08/26 36310 Tier 3 Moved to be nearer friends. Asked whether anything else was wrong; nothing raised. No status change. MG
A Record Must Contain	• Date raised and who took it • Learner ID and dates of stay • What happened, in one or two lines, in the learner's own words where possible • Whether the learner moved, and to where • Who was told: Accommodation Manager, DLP, Senior Operations Manager • What was said to the host, and when • Tier and outcome, once classified
Weak Record	Student unhappy, moved to residence. Personality clash.
Adequate Record	Learner reports breakfast was bread only and ran out twice in the second week; six learners in the house. Says she asked the host twice. Moved to ELI residence 14/08. Host not yet contacted. Referred to Accommodation Manager for classification.

Part C: Classification

Every complaint is recorded against one of three tiers, and the tier decides what happens to the host profile. The placement officer applies the tier and the status change at the time. The tier is about the host, not the learner.

Tier	Status set to	Who decides the outcome
Tier 1	Suspended	Placement officer suspends immediately. Accommodation Manager reviews within five working days and confirms or lifts the suspension.
Tier 2	Profile Review	Placement officer flags. Accommodation Manager reviews at the monthly review and decides: return to Active, or Suspend.
Tier 3	No change	Recorded and counted. A third Tier 3 entry within twelve months is recorded as Tier 2 and the status set to Profile Review.

Profile Review and Suspended both remove the host from the placement dashboard, which shows only Active hosts, so the flag stops new placements the moment it is applied. Bookings already confirmed are not affected, so forward arrivals are checked whenever the status changes and learners are moved if the complaint warrants it. Only the Accommodation Manager returns a host to Active.

Tier 1: Immediate Suspension	The status is set to Suspended there and then. No further placements, learners in the home are moved, the DLP is notified the same day, and the Accommodation Manager reviews within five working days. Tier 1 never waits for the monthly review and does not need the manager's permission; the suspension is provisional, but the risk ends immediately. • Entry into a learner's room without permission, or interference with their belongings • Any intrusion while a learner is washing, dressing or sleeping • Aggression, shouting, threatening behaviour, or any physical contact • Discriminatory conduct or remarks, including about nationality, religion or sexual orientation • A learner's property missing or damaged • Smoking indoors where this was not declared • An undeclared occupant, or an unvetted adult with access where a junior is placed • No working smoke or carbon monoxide alarm, or a blocked escape route • The property materially different from the profile: extra beds, more learners than agreed, a different room • A junior hosted alongside an adult learner • Refusal of a home visit or of vetting • Any report in which the learner says they felt unsafe or afraid
Tier 2: Profile Review	The status is set to Profile Review. The host takes no new learners and enters the Accommodation Manager's monthly queue for an active decision. • Feedback score below the suspension threshold, or any single category rated 1 or 2 • A second standards-related move within twelve months

	• Meals not provided as contracted, or a declared dietary requirement repeatedly unmet • Charges to a learner that are not in the Guidelines • Access denied that the Guidelines promise: kitchen, laundry, shower, a key to the house • Cleanliness of bathroom, kitchen or bedroom • Heating, hot water, ventilation or storage inadequate • Overcrowding short of a profile breach, or repeated placement of learners sharing a first language • Host unresponsive to the office or to booking confirmations, or repeated late cancellation • A learner reporting that they felt uncomfortable, as distinct from unsafe • A third Tier 3 entry within twelve months
Tier 3: Logged, No Status Change	Recorded and counted. Before adding a Tier 3 entry, the placement officer reads what is already on the profile; if this is the third within twelve months, it is recorded as Tier 2. • Learner moved to be near friends or a partner, took a job, or preferred a residence • Commute longer than expected, where the distance grade was accurate • A one-off food dislike with no shortfall behind it • Minor maintenance reported and fixed promptly • Noise or behaviour of other learners not attributable to the host • ELI-side moves: capacity, campus change, programme change, extension

Part D: Host Status

One status field on the host profile carries the whole model. It is what the placement officer sees before placing and what the Accommodation Manager filters on each month, so it must be accurate at all times.

Prospective	Recruitment incomplete. Not bookable (Procedure 19.2).
Active	On the placement dashboard. Bookable, and bookable for juniors where vetting is complete and approval covers it.
Profile Review	Off the dashboard. No new bookings. A complaint, score or redeclaration issue is open and awaiting the manager's decision.
Suspended	Off the dashboard. No new bookings, and learners currently in the house are moved. A serious matter is open, or a review has concluded against the host.
Removed	No longer a host. The profile is retained, not deleted, so the record and the reason survive.

Part E: Communicating with Hosts

A host who receives a recorded issue is told at the time, in plain terms: what was reported, what the standard is, and what is expected. Hosts told at the first issue very often fix it; a suspension arriving without warning produces an argument about process rather than a conversation about standards; and an undocumented decision cannot be defended.

First Issue	Written note setting out what was recorded and the relevant clause of the Guidelines. Acknowledgement requested.
Second Issue	Written note and a conversation with the Accommodation Manager. Home re-visit if the issue is physical.
Suspension	Written notice: no new placements, what must change, when the review will happen, and what reinstatement requires.
Removal	Written notice approved by the Senior Operations Manager, stating the reason and the record it rests on. Profile set to Removed, not deleted.

Part F: Accommodation Feedback Survey

Every learner in placed accommodation receives the Accommodation Feedback Survey. It rates five categories from 1 to 5 (overall experience, welcome, facilities, food and cleanliness), and the five ratings produce a score out of 100. The host's average is displayed live on the host profile, so that a placement officer sees prior learner experience at the moment of placing.

Average score	Band	Action
85 and above	Good standing	Normal placement.
70 to 84	Feedback and monitor	Written feedback to the host. Next two placements reviewed. Status changed only if the score is falling or a complaint is attached.
Below 70	Suspend	Status set to Profile Review when flagged. Where the Accommodation Manager confirms the score at the monthly review, the host is Suspended and re-inspected before any reinstatement.
Below 55	Remove	Removal recommended to the Senior Operations Manager, subject to the minimum reviews rule.

Minimum Reviews	A host is not suspended or removed on the strength of a single review. With fewer than two reviews, the profile is flagged for verification instead, because one aggrieved learner is not evidence and misattributed reviews do occur.
Juniors	Hosts taking learners under 18 carry a bar five points higher in every band (90, 75 and 60).
Trend	A host drifting from 92 to 78 across a season is reviewed even though 78 is within tolerance. The direction matters as much as the number.
Category Floors	Any single category rated 1 or 2 triggers a review regardless of the overall score. An average of 82 can conceal a cleanliness score of 2.
Thresholds	Reviewed annually against the actual distribution of scores (Procedure 19.5). They are working numbers and are adjusted as the host portfolio changes.

Part G: The Feedback Comment Rule

Scores catch poor hosting; they do not catch incidents. A learner can rate a stay generously and still describe something serious in the comment box, and in ELI Schools' own data the majority of the gravest reports sat at scores of 76 or above. Every comment is therefore read in full, including comments on high scores, and anything that would be Tier 1 or Tier 2 as a complaint is treated as a complaint.

Part H: Monthly Feedback Review

Step	What happens
1 Read every comment	In full, including those on high scores. Anything falling under the comment rule is referred immediately.
2 Set the flags	Scores below the suspension threshold, any category rated 1 or 2, averages that have fallen below 85, and sharp drops against the previous period. Those profiles are set to Profile Review so they join the monthly queue. This is the one part of the flagging a person must do rather than the system.
3 Validate	Reviews that appear misattributed (a learner saying they never stayed there) are voided with a written reason and the placement record corrected. Never deleted silently.
4 Act	Written feedback to hosts in the 70 to 84 band. Suspension and re-inspection below 70 where confirmed. Removals to the Senior Operations Manager with the record.
5 Look across hosts	A complaint recurring across several unrelated hosts is a process issue, not a host issue. Recurring laundry charges point to induction, not individual families.
6 Record	Actions taken, with dates and owners, in the action log. A score acted on but not recorded counts as not acted on.

Part I: What the Survey Does Not Tell Us

Learners who leave a placement early often never complete a survey, so the instrument systematically under-samples the weakest placements, and learners on long stays are surveyed least. The complaint and move record is therefore the better early-warning signal, and the reason Part B requires it to be complete. The survey confirms what the record should already have shown.

Part J: Escalation and External Review

Internal Escalation	• A learner who is not satisfied with how an accommodation complaint was handled may use the ELI Schools Student Complaints Policy • Serious non-safeguarding matters, refunds and disputes are escalated to the Senior Operations Manager
External Review	• Where the internal procedure has been completed and the matter remains unresolved, the learner may refer it to the English Education Ireland (EEI) Independent Complaints Review, which is independent of ELI Schools and of QQI, in line with ELE Code 8.6(b)

Part K: Confidentiality and Data

- Complaint records contain personal data about learners and hosts. They are held on the host profile and the learner record only, and are not circulated by message or email beyond those who need them

- Safeguarding records are held separately by the DLP under Section 14.8 and are not stored on the host profile
- A learner's identity is not disclosed to a host except where unavoidable, and never where the complaint concerns the learner's safety
- Where a learner asks for their feedback to be kept confidential, ELI Schools honours that as far as it can and tells them honestly where it cannot
- Host contact details are shared with learners and agents under the consent given on the Application Form, and for no other purpose

Responsibility

Accommodation Team	• Receiving and recording complaints; applying tier and status at the time; moving learners; 48-hour follow-up
Accommodation Manager	• Tier 1 review within five working days; monthly Profile Review queue; monthly feedback review; written communication with hosts
Designated Liaison Person	• All safeguarding concerns and all Tier 1 notifications
Senior Operations Manager	• Escalations, refunds and disputes; approval of host removals
Version	1.0
Date Approved	September 2026
Approved by	Board of Directors
Next Review Date	September 2027 (Annual Review)

Related legislation, regulation or guidelines:

- Code of Practice for Provision of Programmes of English Language Education to International Learners (2023), sections 8.4, 8.6 and Appendix Five
- Children First Act 2015
- Data Protection Act 2018 and GDPR

19.5 Policy and Procedure on Safety and Quality Audits

QA Area(s)	• Supports and Services for International Learners • Management and Governance of Quality Assurance • Child Safeguarding and Protection
Applies to	☒ Staff only ☐ Learners only ☐ Staff and learners
Policy Owner	Accommodation Manager (monthly); Quality Officer (quarterly)

Purpose

This policy and procedure establishes the monthly, quarterly and annual checks that confirm the accommodation procedures in this section are being applied: that every host placing learners is approved and current, that every junior placement was safe, that complaints were recorded and classified correctly, and that feedback was acted on.

Scope

This procedure applies to all host family and residence accommodation in Dublin and Drogheda and to all records held under Procedures 19.2 to 19.4 and 19.6.

Policy Statement

ELI Schools does not regard a procedure as working because it is written down, or because a record exists. The audit cycle tests whether the criteria in this section were applied. Monthly checks are carried out by the Accommodation Manager as part of running the process; the quarterly audit is carried out independently by the Quality Officer; and the annual review is reported to senior management and the Board.

Procedure

Part A: Monthly Review (Accommodation Manager)

The Accommodation Manager does not read through the host database looking for problems. Because the status field is the flag, the queue builds itself as the team works. Each month the Accommodation Manager reviews:

Profile Review Queue	• Every host in Profile Review; an active decision is made and recorded: return to Active, or Suspend • Forward arrivals for each host are checked
Suspended Hosts	• Every Tier 1 suspension is confirmed or lifted (within five working days of the event) • Progress against reinstatement conditions; re-inspection completed where required • Hosts suspended without progress are considered for removal
Prospective Records	• Profiles left incomplete, so that no record is activated without all seven gates or left dormant without a recorded reason
Currency of Approval	• Annual redeclarations, three-yearly re-inspections and vetting renewals falling due in the coming month are scheduled

	• Hosts past their redeclaration date are set to Profile Review
Feedback	• The monthly feedback review (Procedure 19.4, Part H)
Reliability	• Late host cancellations and unresponsive hosts
Action Log	• All decisions and actions recorded with dates and owners

Part B: Quarterly Audit (Quality Officer)

The Quality Officer audits a sample of records drawn across both cities and all host statuses. Every Tier 1 case in the quarter is reviewed in full. The audit tests the following:

Area	What the audit confirms
New approvals	All seven gates evidenced for every host approved in the quarter: signed form, signed Visit Checklist, photographs, safety items confirmed at the visit, induction record, complete profile, vetting where approved for juniors.
Junior placements	For sampled junior placements: vetting for every household member aged 16 and over held and current at the date of placement; no adult learner on overlapping dates; transfers booked; parents and agent informed.
Complaints and moves	Every sampled move has a recorded reason. The tier was correctly applied against the lists in Procedure 19.4. The status change was made at the time. The host was told in writing. The 48-hour follow-up with the learner was recorded.
Tier 1 cases	Suspension applied immediately; DLP notified the same day; learners moved; manager's review within five working days; outcome recorded.
Feedback actions	Scores and category floors below threshold were flagged; written feedback sent to hosts in the 70 to 84 band; misattributed reviews voided with a reason; actions logged.
Approval currency	Redeclarations returned and matched; re-inspections and re-vetting within the three-year cycle; residence inspections within the year.
Findings	• Findings are reported in writing to the Accommodation Manager and the Senior Operations Manager, with actions, owners and deadlines • Actions from the previous quarter are checked for completion
Serious Findings	• Any finding that a junior was placed without complete vetting, or with an adult learner, is reported to the DLP and the Managing Director immediately and treated as a safeguarding incident under Section 14

Part C: Annual Accommodation Review

Content	• Feedback score distribution by city and host type, and review of the thresholds in Procedure 19.4 against it
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	• Complaint and move data by tier, with patterns across hosts that point to process issues (for example induction content) • Completion of the redeclaration, re-inspection and re-vetting cycles • Residence inspections and agreements (Procedure 19.6) • Review of the Host Family Guidelines, the Application Form, the Visit Checklist and host rates • Quarterly audit findings and the status of actions
Reporting	• The review is presented to the Managing Director and the Board and feeds the annual self-evaluation (Section 12) • Changes to thresholds or procedures are approved and recorded in the version history of this section

Part D: Key Indicators

Indicator	Standard
Active hosts with all seven gates evidenced	100%
Junior placements with vetting verified at the date of placement	100%
Junior placements with no adult learner on overlapping dates	100%
Moves with a recorded reason	100%
Tier 1 cases with DLP notified the same day	100%
Moved learners contacted within 48 hours	100%
Hosts re-inspected within three years	100%
Annual redeclarations returned by the approval anniversary	Monitored; late returns set to Profile Review
Average feedback score and survey response rate, by city	Monitored for trend
Recorded issues by tier, by city	Monitored for trend and cross-host patterns

Part E: Safety Checks

- The four safety items (smoke alarms on every floor, carbon monoxide alarm, fire blanket, clear escape route) are physically checked at every home visit and re-inspection
- A report from a learner or a finding at a visit that a safety item is missing or not working is a Tier 1 matter
- Residences are inspected against statutory fire safety and health and safety requirements at least annually (Procedure 19.6)

Responsibility

Accommodation Manager	• Monthly review and action log • Preparing the annual accommodation review
Quality Officer	• Quarterly audit, written findings and follow-up of actions

Senior Operations Manager	Receiving audit findings and ensuring actions are resourced and completed
Managing Director and Board	Receiving the annual accommodation review
Version	1.0
Date Approved	September 2026
Approved by	Board of Directors
Next Review Date	September 2027 (Annual Review)

Related legislation, regulation or guidelines:

- Code of Practice for Provision of Programmes of English Language Education to International Learners (2023), sections 6.3, 8.4 and Appendix Five
- QQI Statutory Quality Assurance Guidelines for English Language Education Providers, sections 2.2 and 2.5

19.6 Policy and Procedure on Residences and Residential Accommodation

QA Area(s)	• Supports and Services for International Learners • Partnerships and Collaborations • Child Safeguarding and Protection
Applies to	☐ Staff only ☐ Learners only ☒ Staff and learners
Policy Owner	Accommodation Manager, with the Senior Operations Manager

Purpose

This policy and procedure sets out how ELI Schools approves, contracts, inspects and monitors residential accommodation, whether operated by ELI Schools or by a third party, and the additional requirements that apply when learners under 18 are accommodated in a residence.

Scope

ELI Residences	Residential accommodation owned or operated by ELI Schools, currently the houses at Nephin Road, Dublin 7.
Third-Party Residences	Student residences, residential centres and other accommodation operated by another organisation and used by ELI Schools under a written agreement, including residential centres used for junior summer programmes.

Policy Statement

Every residence used by ELI Schools is inspected before use and at least once a year, operates under a current written agreement (for third parties) or house rules (for ELI residences), complies with statutory requirements, and is suitable for learners to live and study in comfortably. Where ELI Schools owns or operates the accommodation, this is declared to learners and stakeholders before they book.

Procedure

Part A: Approving a Third-Party Residence

Due Diligence	• The operator's reputation, experience with international learners and any risk to ELI Schools or the sector are assessed before an agreement is entered, in line with ELE Code 6.5(c)
Pre-Agreement Inspection	• The residence is visited and inspected in person by the Accommodation Manager or a nominated member of the accommodation team, and the inspection is documented on the Residence Inspection Record
Statutory Compliance	• Evidence is obtained of compliance with local authority requirements for planning, construction, water and sewage, and fire safety • Evidence of appropriate insurance cover is obtained
Written Agreement	• A written agreement with terms and conditions is signed before any learner is placed. It covers: rooms and facilities; meals or self-catering; booking, cancellation and payment; health and safety; complaints handling and cooperation with ELI Schools' procedures; data protection; and parallel quality assurance, including learner feedback and access for inspection

	- Where learners under 18 are accommodated, the agreement requires that all relevant residence staff are Garda vetted and that supervision meets Part D - Residence owners and managers are fully acquainted with ELI Schools' terms, including booking and cancellation procedures
Approval	Approval is given by the Senior Operations Manager and recorded

Part B: Inspection

Annual Inspection	Every residence, ELI and third-party, is visited and inspected at least once a year, and the inspection is documented
Change-Triggered Inspection	A further inspection is carried out when a change of circumstances is identified, such as refurbishment or extension, or when learner feedback or complaints call the standard into question
What Is Inspected	- Rooms against the rooming file: beds, storage, study space, heating, lighting and ventilation - Cleanliness and maintenance of bedrooms, bathrooms, kitchens and common areas - Fire safety: alarms, extinguishers or blankets, signage, clear escape routes and certification - Security of the building and of learners' rooms - Self-catering facilities where provided

Part C: Standards

- Residences are appropriate to the needs of international learners and are well maintained throughout
- Residences hold correct insurance and make adequate provision for learner health and safety
- Self-catering facilities are available where appropriate
- The rooming file is accurate at all times; no bed is allocated twice
- Learners receive the house rules, a named contact and the 24-hour emergency number on arrival
- Maintenance issues reported by learners are logged and resolved promptly

Part D: Learners Under 18 in Residences

Supervision	- Supervision of at least one supervisor to 20 learners is in place 24 hours a day, carried out by Garda-vetted members of staff, in line with ELE Code Appendix Five, 5.2.1 - A supervisor is present in the building overnight
Separation	Junior learners are not accommodated in the same residence building as adult learners
Rules and Safeguarding	- Curfew and evening rules are communicated to learners and group leaders in writing - Headcounts are carried out at curfew and at night - The Missing Child Procedure (Section 14.9) applies - All safeguarding concerns are reported to the DLP under Section 14

Part E: ELI Residences

Declaration	That the residence is owned or operated by ELI Schools is stated in the accommodation description on the website, in booking materials and in the confirmation, before the learner or agent books (ELE Code 6.5(f) and 8.4(c))
Management	- ELI residences are managed by the accommodation team, with house rules, a named contact and a maintenance log - They are also used to receive learners moved at short notice from a host family, and rooms are kept available for this purpose where possible
Feedback and Complaints	- Learners in ELI residences complete the Accommodation Feedback Survey - Complaints are recorded against the residence record and acted on under Procedure 19.4

Part F: Monitoring Third-Party Residences

- Learner feedback on third-party residences is collected through the Accommodation Feedback Survey and reviewed monthly
- Complaints are recorded against the residence and raised with the operator in writing
- Repeated or serious issues lead to a review of the agreement, which may result in the residence no longer being used
- The effectiveness of each agreement is reviewed at the annual inspection, in line with ELE Code 6.5(b)

Responsibility

Accommodation Manager	Inspections, rooming accuracy, feedback and complaints for all residences
Senior Operations Manager	Due diligence, approval and agreements for third-party residences
Designated Liaison Person	Vetting of residence staff supervising juniors and all safeguarding matters
Marketing Manager	Declaration of ELI-owned accommodation in all materials
Version	1.0
Date Approved	September 2026
Approved by	Board of Directors
Next Review Date	September 2027 (Annual Review)

Related legislation, regulation or guidelines:

- Code of Practice for Provision of Programmes of English Language Education to International Learners (2023), sections 6.5, 8.4, 8.5 and Appendix Five, 5.2
- Fire Services Acts 1981 and 2003
- Children First Act 2015
- Data Protection Act 2018 and GDPR