

Quality Assurance Manual 2026

ELI Schools
elischools.com



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Company Profile

ELI Schools
elischools.com

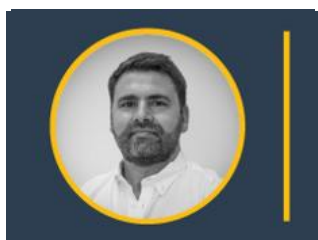


Senior Management

Founded in 2017, ELI Schools is an English language training provider with three schools in Ireland. We hire enthusiastic staff, and our teachers are university graduates with internationally recognised qualifications and extensive experience. Our support teams come from a variety of backgrounds, so they know it is the simple details that make the difference. We are members of English Education Ireland and in 2026 all three of our schools were accredited for excellence by Eaquals.



Director – Ireland Operations



Peter Hutchinson has been working in the English language industry in Ireland for nearly 20 years. He previously sat on the marketing board of MEI Ireland.

Director – Sales, Marketing and Finance



Alex Mucciaccito has been involved in the study travel industry in Canada & Spain for over 20 years. He previously founded Language Campus a chain of six English language schools located across the Canary Islands.

Senior Operations Manager



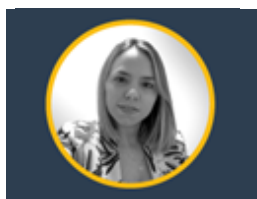
Vourneen McGeough

Operations Manager



Lais Alves

Marketing Manager



Mayra Goncalves

Senior Director of Studies



Tetiana Myronova

Director of Studies



Eimear Hanley

Director of Studies



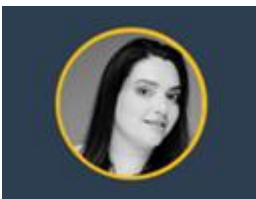
Judy Winters

Senior Academic Manager



Andrew Lennon

Finance Manager



Maria Jimena Geronimo

Mission, Vision and Values

Mission

At ELI Schools, we are more than an English school, we are part of a transformative experience that helps students learn, live, and grow. Our mission is to empower students to achieve their goals by improving their English skills in a native, diverse, and multicultural environment. We provide comprehensive support from the moment they arrive and offer meaningful cultural experiences that help them adapt, integrate, and thrive within the Irish and international community.

Vision

Our vision is to become Ireland's leading destination for international students seeking academic, professional, and personal growth through affordable, high-quality English language education. We strive to be recognized for our professional teaching staff, our diverse and vibrant student community, and our commitment to providing transformative experiences and meaningful learning

Values

Community

We encourage a sense of community in all aspects of life at ELI. Through a series of social events, activities, and workshops we help you to get to know the city and to meet likeminded students who are on the same journey.

Diversity

We thrive on diversity. We seek to create a global community of learners from different countries, lifestyles, cultures, and traditions all united by a common goal to transform their lives through English.

Quality

We are committed to delivering a quality experience for all. We seek regular feedback from our students and staff and have internal Quality Assurance policies and procedures to ensure we measure and manage our performance.



Our Schools

We are proud of our schools and believe the quality of the learning environment should match the quality of the experience, so we have invested to provide comfortable learning spaces for all.

ELI Dublin

As a young modern city Dublin is bustling with art, music, theatre & culture, and the city-centre is small and easy to get around. The nightlife is world famous, but equally attractive is the accessible outdoors with large parks and green spaces, and beautiful seaside towns are just 30 minutes from the centre. Dublin has something for everyone.

ELI Dublin

Dame Street

Located on Dame Street, arguably the most prominent central street in Dublin, our school occupies a landmark and beautiful building overlooking Trinity College and Temple Bar. A modern large school with the best of Dublin on your doorstep

- 22 Classrooms
- Landmark building with easy access to everything
- Overlooking Temple Bar and Trinity College
- Library, student café and student lounges
- Lively central Dublin close to tourism hotspots

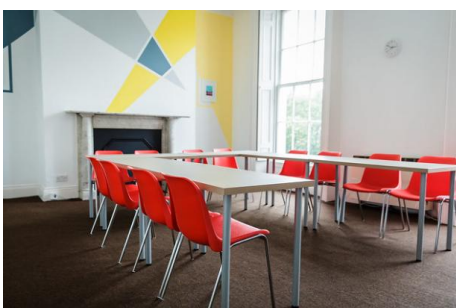


ELI Dublin

Grand Canal

Housed in a beautiful period building beside the canal, our classrooms have large windows and high ceilings, and the open spaces are brightly coloured with interesting artwork and funky furniture. Our café offers hot drinks and snacks with comfortable seating and an outdoor garden terrace for when the sun shines.

- 16 Classrooms
- Beautiful school beside the canal
- 15-minute walk to Trinity College and shopping
- Library, student lounges, café and garden
- Professional area close to Google and Facebook



Our Schools

ELI Drogheda

Located just 45 minutes from Dublin city centre, and 30 minutes from Dublin airport, Drogheda retains a lovely small-town atmosphere and has a history that dates back 5,000 years. Home to 70,000 people, Drogheda is packed with things to see & do and with plenty of high street shops and authentic Irish culture, it is the perfect destination for students of all ages.

ELI Drogheda

Merchant House

Housed in a beautiful old stone warehouse building on the waterfront, our large school is located just 5 minutes' walk from the main shopping and cultural areas. Large student lounge with games area and a student café serving snacks and hot drinks.

- 17 Classrooms
- Beautiful school on the waterfront
- 5 minutes' walk to the town and shopping
- Self-access library, large student lounge and café
- Historic city with small town atmosphere



Support Services

At ELI we seek to create a global community of learners from different countries, lifestyles, cultures, and traditions all united by a common goal to transform their lives through English.

Support Services

At ELI we hire friendly and enthusiastic people who love what they do, and we give them the tools and training to deliver the best experiences for our students. Our teachers are all university graduates with globally recognised teaching qualifications and significant teaching experience both in Ireland and overseas. Our support teams come from a variety of backgrounds, and most have travelled, so they know that it's the simple things that make the difference.

Academic Induction

We provide a thorough Induction and Orientation to welcome new students and to ensure they understand how all aspects of our school services operate. They will meet their Academic Manager and be assigned an entry level and class. Students are provided with links to our online [Student Handbook](#) with key contacts.

Reception

Our reception team provide administrative services to students and are the first line of your support if they have questions or concerns. The Reception Manager will provide all new students with an Induction Contract to ensure they understand the program rules and requirements.

Student Experience – Welfare

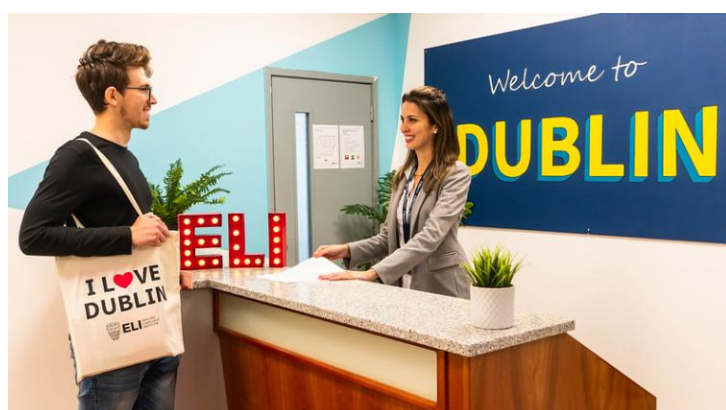
The student experience team deliver a varied and fun social and cultural program while also being available if students need medical or other professional welfare support. New students are actively encouraged to participate in events to meet new people and make friends.

Accommodation -

Many new students book short-stay accommodation on arrival in Ireland. We provide options for host family, or in Dublin we have our own shared residence, or more premium residential options with single rooms and a many additional services and facilities. We advise students on long-term accommodation options in our Student Handbook and on our noticeboards.

Community Groups

We manage communications with students through a variety of platforms. We use email and/or mobile for formal communications about their attendance, school updates or official notices. We share updates about events, activities or interesting public events on our noticeboards and social media. We use WhatsApp Groups to share broadcast messages and host community groups for discussion.



Accommodation

We are proud of our friendly host families and the welcome they provide. We also offer the option for single and shared room residences for students who want a more independent living experience.

Host Families

All Locations

Available all year

Staying with the right family is crucial to feeling happy and to creating those memories that will last a lifetime. All our families have been inspected by our team and have passed police checks. In Dublin students should expect to travel up to 45 minutes to school. In Drogheda many families are within walking distance or a 20-minute journey.



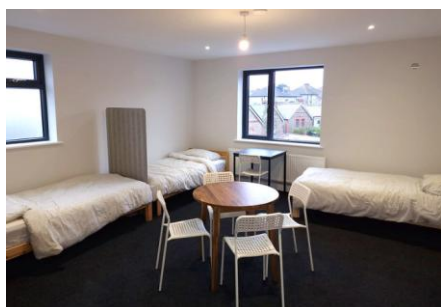
Nephin House Residence – Adults 18+

ELI Dublin

Available all year

Housed in beautiful modern houses this small private ELI residence is located just 20 minutes by bus from ELI Schools and the city centre. The residence offers large shared comfortable rooms with beautiful bathrooms, large kitchen, and a private garden. This centre is owned and managed by ELI Schools.

- 35 Shared Rooms (Shared Bathroom) bedrooms.
- Houses with Twin, Triple and Quad rooms
- Self-catering with shared kitchen and living area.
- Shared laundry and a garden area.
- 25 minutes by direct bus to ELI and Dublin City



Our Courses

English Classes for Adults

Using a blend of communicative and task-based methods, our experienced teachers use a core textbook to guide their lessons, while incorporating authentic content and materials tailored to students' interests and goals. We offer English classes across seven levels, fully aligned to the Common European Framework of Reference for Languages (CEFR), ranging from A1 (Beginner) through to C1 (Advanced).

General English 15 Hours

General English

General English 15-hour focuses on the four main skills while developing each student's individual grammar and vocabulary.

IELTS Preparation 15 Hours

IELTS Preparation

Students who are Level B2 and above can change classes to IELTS Preparation 15 Hours as alternative to General English.

Extended English 20 Hours

Speaking Fluency

Speaking Fluency is a level specific guided conversation class designed to improve communications skills for all contexts.

Levels

At every level, our curriculum is built around clearly defined learning outcomes across all four skills — reading, writing, listening and speaking — so learners always know what they are working towards and how they are progressing.

Progression

We follow an academic calendar with defined 13-week terms. We deliver progress tests every three weeks and level progression every 12 weeks. Feedback is documented and provided to students at every stage.

Exam Preparation

We include test preparation for Oxford Test of English (OTE) exam as standard and offer IELTS Preparation as an alternative to General English from level B2 and above. We are a recognised test centre for OTE.

Timetable

We offer classes in two sessions of 15 hours in the morning and afternoon in all schools. We also offer an additional hour (20-hour program).

Program Timetables	Dame Street	Grand Canal	Drogheda
15 Hour – Morning	09:00 – 12:15	09:00 – 12:15	09:00 – 12:15
20 Hour – Morning	07:55 – 12:15	07:55 – 12:15	09:00 – 13:25
15 Hour – Afternoon	13:00 – 17:00 (4 day)	13:00 – 17:00 (4 day)	13:45 – 17:00 (5 day)

Student Experience

There is so much more to life at ELI than the time spent in the classroom. We know our students want to maximise their experience with us while making new friends and using English all the time. We deliver a year-round program of activities and events to help create memories that will last a lifetime.

Student Experience – Activities and Tours

For Adults aged 16+ we deliver a year-round free activity program which includes a minimum of 2-3 cultural and sporting events per week outside school, and 1-2 events per week in the school building. This activity program is guided by the ELI Student Experience team and available for all students. Many events are free, but some events and venues have a small charge.

Cultural Corner & Social Circle

We offer at least one museum or cultural activity per week in themes of music, art, history, or poetry and our weekly pub trip is a chance for new students to make new friends.

Sports and Fresh Air Fridays

We include at least one outdoor activity per week and on Fridays we escape for fresh air and a chance to see parts of the city students may otherwise miss.

Weekend Tours

We offer a guided ELI full day tour at least once per month all year with options to book discounted public tours every weekend.

Job Support

We offer free weekly workshops throughout the year including ELI Employment Hub which helps students to prepare their CV and prepare to find a paid job. We also invite employers who are seeking to hire part-time students to visit our school.

Welfare

We provide a 24/7 emergency phone service to support students throughout their stay. If a student needs medical or professional support, we guide them to appropriate services.

Activity Calendar

We share updates about events, activities or interesting public events on our noticeboards and social media. We use WhatsApp Groups to share broadcast messages and host community groups for discussion.

Student Experience

ELI Schools is committed to providing a quality experience to all our students and employees. We have developed extensive policies and procedures to ensure we have a systematic and documented approach to Quality Assurance. We publish fair, transparent and regulatory aligned student policies, procedures and Term and conditions on our website, in our student handbook and on our noticeboards in our schools.

Quality Assurance

We have developed extensive policies and procedures to ensure we have a systematic and documented approach to ongoing [Quality Assurance](#) for all.

Student Policies

We have published key policies and procedures that affect students in plain English in our [Student Policy](#) section to ensure they can be accessed and understood.

Terms and Conditions

We have published key program, application, and attendance requirements along with general [Terms and Conditions](#) on our website.



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
☎ +353 1 55 98 717



ELI ENGLISH
LANGUAGE
INSTITUTE

Quality Assurance Manual

Introduction

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: | <ul style="list-style-type: none">• 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: | <ul style="list-style-type: none">• 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: | <ul style="list-style-type: none">• 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: | <ul style="list-style-type: none">• 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: | <ul style="list-style-type: none">• Ensure learners' safety, welfare, rights, and interests protected• Establish fair, transparent policies and procedures• Provide clear information and accessible complaint mechanisms |
| Support Staff: | <ul style="list-style-type: none">• 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: | <ul style="list-style-type: none">• 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, fixed-term)
 - Teaching staff and non-teaching staff
 - Management and administrative staff
 - Volunteers (if applicable)
 - Service providers, agents and other 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):**
 - Qualifications and Quality Assurance (Education and Training) Act 2012 (as amended), including section 65 on learner protection
 - 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:

Version	1.1
Date Approved	March 2026 (v1.0); 2 October 2026 (v1.1)
Approved by	Board of Directors
Next Review Date:	October 2027 (annual review), or sooner if significant changes are required
Version History	v1.0, March 2026: first approved. v1.1, October 2026: contents updated for Chapter 2 v1.1 (Board of Directors as governing body, section 2.3 added and later sections renumbered) and Chapter 16 v1.1 (sections 16.6 and 16.7 retitled; sections 16.8 to 16.12 added); Chapters 2, 6 and 16 revised following the QQI due diligence evaluation; annual review cycle adopted.

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 the Board of Directors, following review by the Academic Committee where academic matters are affected
- 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
- **Managing Director:** Peter Hutchinson Email: peter@elischools.com
- **Academic Coordinator / Senior Academic Manager:** Andrew Lennon Email: andrew@elischools.com
- Website: www.elischools.com General Email: hello@elischools.com Phone: +353 1 1 5598717