

Policy Name: ICE Student Welfare Policy

Policy Statement:

The Irish College of English commits to assisting our students to settle into our programmes and camps. We have a diverse mix of student types and lengths of stays. The majority of our students are junior short stay junior and adult students. We recognise that due to the short nature of our courses that we may not be in a position to support students with on-going needs and that these are best overcome by seeking support through friends and family. Our team is committed to also being available and offering any support which is reasonably practical. Our student welfare officer can offer support on practical matters.

Sometimes concerns may arise which may require specialist input, support or knowledge in order to resolve them. Some of this support can be provided within the organisation. However, the resolution of certain types of need may go beyond internal resources and capacity. When this is the case, the school will advise students as to where their needs will be more appropriately met. In some circumstances we will advise students/their parents that they should return home to where they can have the support they require, this is especially necessary where junior students are experiencing welfare issues unconnected to our programmes.

Person Responsible –

ICE Main Centre

Student Welfare Officer – General Manager Susan McElhinney

Adult Welfare Officer – Ian McElhinney

Additional Summer Centres have a Student Welfare Officer

Mission

At the Irish College of English, our mission is clear:

To provide quality English language courses and camps for junior and adult students within a friendly, welcoming atmosphere.

The Irish College of English is committed to:

- *Maintaining the highest standards of quality in the area of English Language Teaching.*
- *Striving to put students first, through all our planning and implementation of courses.*
- *Maintaining a personal experience for every student, ensuring all students feel valued and are content that our learning and support services meet their needs.*
- *Ensuring learners' educational and personal development needs are met in a structured and stimulating environment.*
- *Investing in our courses and camps to ensure continuous improvement of the student experience.*
- *Innovating and looking for opportunities to add elements of value to our courses and camps.*
- *Providing accessible English language learning opportunities for adults in Ireland and those wishing to come to Ireland for short or long-term English Language Courses. This includes supporting adults with accommodation options and information.*
- *Providing structures around our English language classes to allow individual and group juniors to take part in English language education in Ireland. These structures include providing quality camps where students can immerse themselves in Irish culture and enjoy a mix of cultural, fun and sporting activities while staying in our quality assured accommodation.*

The objectives of the student welfare program are as follows:

- To create an environment for successful learning
- To assist students who need help, within our capabilities
- To be aware that certain welfare issues are not our responsibilities and to be able to make decisions that some students cannot be catered for on our programmes, due to our lack of capability to deal with their welfare.
- To provide a safe and comfortable school environment
- To provide students with a learning environment free from disruption or unruly behaviour
- To provide students with appropriate support programs
- To ensure students know how to gain access to relevant support services in the community where applicable
- To ensure students have a comfortable safe living environment.
- To conduct risk assessments of our programmes and to put in place mitigating procedures to minimise risk.
- To abide by our safeguarding and child protection policies and procedures.

The Irish College of English supplies each student with a student handbook which includes information on all support services and information on other student welfare issues, we also employ a Student Welfare Officer who is available as a point of contact for students who have questions or need assistance. Their Job descriptions set out how they will fulfil this role.

The Irish College of English also has resources and funds available should a student need urgent funds due to an incident e.g., robbery or loss of money etc.