


Title:	Welfare Support Policy and Procedures		
Policy No.: 14Q	Version No.: 1		
Document author: Sophia Pope	Document owner(s): Sophia Pope		
Approval date: 13/03/2025	Approved by: Academic Committee, Director		
Next Revision:	Not later than 24 months from issue date		

Purpose

The purpose of this policy/procedure is to give clear instructions to management regarding robust and effective student welfare support and to outline who is responsible for what.

More information about welfare support for students can be found in the student handbook.

If in doubt, DOS and receptionist should contact the director for any issue which they are unsure how to deal with, who will provide assistance and advice.

Scope

Management, staff and students.

Policy

This Welfare Support Policy outlines the commitment of Patrick's English Academy to the wellbeing and safety of all enrolled learners, particularly those from non-European Economic Area (EEA) countries requiring visas to study in Ireland. The policy ensures that students are supported academically, emotionally, and practically throughout their time with us.

Procedures


Pre-Arrival Support (DIRECTOR)

- **Information and Guidance:** Prior to arrival, the **school director** provides detailed information on accommodation, transportation, healthcare, visa requirements, and local facilities. (see enrolment procedure for more information). Students also receive the student handbook with information about student services, studying and working in Ireland, visa requirements etc.

Induction (DOS)

Upon arrival, all students attend an Induction session **hosted by the DOS**, which includes:

- A tour of the school and facilities.
- Overview of course progression, assessment and feedback
- Information on healthcare, school and local services, and public transport.
- Safety briefing, including personal safety and emergency procedures.

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General Responsibilities

Welfare Support Officer

Sophia Pope: Students and teachers should report to Sophia for all issues related to welfare and wellbeing

Emergency Support & General Support

Patrick Mccarthy

Available for contact out of hours in case of emergency

Available for general support in the case that the welfare support officer needs assistance.

General Support

Teachers/admin staff

We understand that students spend a lot of time with teachers and at times, will come to them for help and advice. We encourage teachers to be empathetic, attentive and to report any potential issues to the Welfare Support Officer (i.e teacher notices that a student is mentally unwell, having problems with classmates etc.

Other Responsibilities

Accommodation Support (Director)

- The school assists students in helping students to find suitable accommodation, whether homestays, shared housing, or private rentals.
- Information on tenant rights and responsibilities is provided to ensure students are aware of Irish housing laws.


Any queries regarding accommodation should be referred to the director who will engage with the student.

Cultural Integration and Social Activities (DOS)

- The school organizes regular cultural events, social activities, and excursions to help students integrate into the local community and build peer connections.
- Language exchange programs and community engagement initiatives are promoted.

Attendance and Academic Support (DOS, receptionist)

- **Monitoring Attendance:** The school closely monitors attendance to ensure compliance with visa conditions. Students are promptly informed of any issues and provided support to address challenges affecting attendance.
- **Academic Guidance:** Teachers and Director of Studies are available to assist students with course-related queries and study techniques.

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Financial Advice (Director & DOS)

- Assistance is provided to students in managing their finances, opening a bank account in Ireland, and complying with financial requirements for visa registrations and renewals.
- Pre course enrolment emails will include details about setting up a bank account and also in the student handbook.

Any queries regarding accommodation should be referred to the director who will engage with the student.

Emergency Support (Director)

- A 24-hour emergency contact number is available for students to report urgent issues.

Continuing Support (All management and staff)

Students have details about the Welfare support officer (Sophia Pope) in the student handbook.