



Student Welfare Policy

Last updated: 29 January 2026

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Introduction

Englishour is committed to providing a safe, supportive and inclusive environment for all students. Student welfare is a priority, and the school aims to ensure that all learners feel respected, supported and able to succeed academically and personally during their time in Ireland.

This policy outlines the systems and supports in place to promote student wellbeing and to assist students in adapting to life in Dublin.

This policy applies to all students enrolled at Englishour, including:

- EU and non-EU students
- Short-term and long-term learners
- Students in accommodation arranged by the school or independently

Welfare Principles

Englishour is guided by the following principles:

- Students are treated with respect, fairness and dignity
- Support is provided in a timely and confidential manner
- Students are encouraged to seek help when needed
- Cultural diversity is respected and promoted
- Students are supported both academically and personally

Student Support Services

Englishour provides ongoing support in the following areas:

Settling into Life in Ireland

Students receive guidance on:

- Living in Dublin
- Public transport and travel
- Cost of living
- Local services and facilities

Administrative Support

Students are supported with:

- IRP (immigration) letters
- PPS number guidance
- Bank account information
- General documentation

Accommodation Support

Students can receive assistance with:

- Host family or residence issues
- Communication with accommodation providers
- Advice on alternative accommodation

Academic Support

Students are supported through:

- Ongoing feedback from teachers
- Level assessment and progression
- Academic guidance

Wellbeing and Mental Health Support

Englishour recognises the importance of supporting students' mental and emotional wellbeing during their time in Ireland. Students who may be experiencing stress, anxiety or personal difficulties are encouraged to seek support. In addition to internal support provided by staff, Englishour offers access to a qualified psychologist for students who may require additional professional support. Students who wish to access this service can request further information or book an appointment by contacting: darren@englishour.ie

Academic and Progression Support

Englishour supports students not only in their English language development but also in their progression beyond their current course.

The school has established partnerships with external organisations, including National College of Ireland (NCI) and Ms Wedding, which provide students with additional guidance and opportunities related to further study and career development.

Through these partnerships, students may receive:

- Information on further and higher education pathways
- Guidance on academic progression
- Support in exploring future study or career options

These collaborations enhance the overall student experience and support learners in planning their next steps.

All requests are handled with sensitivity and confidentiality.

Welfare Responsibility

Student welfare is supported by:

- Student Services Team – primary point of contact for student support
- Director of Studies – academic-related welfare
- Accommodation Manager – accommodation-related welfare

Support is provided on an ongoing basis throughout the student journey.

Safeguarding and Wellbeing

Englishour promotes a safe learning environment by:

- Ensuring all students are treated with respect
- Addressing inappropriate behaviour promptly
- Providing guidance in cases of personal difficulty

Students are encouraged to speak to a member of staff if they experience:

- Stress or anxiety
- Difficulties adjusting to life in Ireland
- Accommodation concerns
- Any form of inappropriate behaviour

Confidentiality

- All welfare concerns are handled with sensitivity and confidentiality.
- Information will only be shared with relevant staff where necessary to support the student or resolve an issue.

Emergencies

In case of emergency:

- Students should contact 112 or 999
- The school will provide emergency contact details during induction
- Staff will support students where appropriate following an incident.

External Support Services

Where necessary, students may be referred to external services, including:

- Medical services (GP, hospitals)
- Counselling services
- Local support organisations

Englishour will provide guidance on accessing these services where appropriate.

Complaints and Welfare Concerns

Students who experience welfare-related issues are encouraged to:

- Speak to Student Services
- Seek informal resolution where possible
- Submit a formal complaint if necessary

All concerns are taken seriously and handled in line with the school's complaints procedure.

Monitoring and Review

Englishhour monitors student welfare through:

- Student feedback
- Informal check-ins
- Ongoing communication