



English Path

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*To create the world's most accessible
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English Path Global Statement of Student Rights and Responsibilities

Version History

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Introduction

The Statement of Student Rights and Responsibilities outlines the rights and obligations of all students enrolled at English Path. This document is designed to foster a respectful and supportive learning environment, where students can thrive academically and personally. It ensures that students are aware of their rights, including access to educational resources, academic support, and a safe environment. It also outlines the responsibilities students have towards their education, peers, and the institution. The policy serves as a guide to help students make informed decisions during their studies, maintain academic integrity, and adhere to institutional expectations while at English Path.

Translations available; please ask Student Services.



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1. Purpose and Scope

This policy applies to all students enrolled at any English Path campus worldwide. It covers the rights and responsibilities of students regarding their academic journey, attendance, behaviour, and engagement in various activities during their course. The policy also sets out procedures for managing complaints, resolving disputes, and ensuring the safety and well-being of students throughout their time at English Path. Definitions

2. Definitions

Responsibilities: Obligations that students must fulfil during their studies, including academic requirements, attendance standards, and behavioural expectations.

Rights: Entitlements granted to students as part of their enrolment, such as access to learning resources, academic support, and a safe environment.

Student: An individual enrolled in any language program at any English Path campus globally.

Student Services: The department responsible for supporting students with academic, personal, and logistical matters during their studies at English Path.

Visa Compliance: Adherence to the visa conditions set by the relevant authorities in the country of study.

3. Responsibility

The responsibility for ensuring the implementation of this policy is shared between the Student Services team and the Director of Studies/Academic Manager at each English Path campus. Their specific duties are as follows:

Student Services Team:

- Provide students with clear and accurate information about their rights and responsibilities, as well as the available support services.
- Monitor and offer assistance with student welfare, including accommodation, personal issues, and compliance with visa regulations.
- Address complaints and issues related to student services in a timely and fair manner.



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Director of Studies/Academic Manager:

- Supervise student attendance and ensure compliance with attendance requirements.
- Address and manage academic disputes, ensuring students have access to fair procedures for resolving grading or academic progress concerns.
- Handle any behavioural issues that occur during class time, ensuring that students adhere to the expected standards of conduct and that the learning environment is maintained.

Together, the Student Services team and the Director of Studies/Academic Manager work to ensure that all students are supported, informed, and held accountable in alignment with the standards and policies of English Path.

Please see the English Path [Code of Conduct](#) and for behavioural expectations and the English Path [Disciplinary Policy](#) for procedures in case of a breach.

4. Policy & Procedures

4.1. General Rights of Students

Each individual student is guaranteed the privilege of exercising his/her rights without fear of prejudice. Students will be informed of their rights and policies during induction on the first day of their course.

Such rights include the following:

- Students are free to pursue their educational goals; appropriate opportunities for learning in the classroom and on the campus shall be provided by English Path.
- No disciplinary sanctions may be imposed upon any student without due process.
- Staff and students at English Path have the right to expect safety, protection of property and the continuity of the educational process.
- Students have the right to accurate and transparent information about their chosen course, including costs, schedules, and study expectations. All promotional content provided by English Path is realistic and aims to avoid misrepresentation.



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4.2.Booking and Contractual Information

English Path booking forms contain the following:

1. Programme name
2. School name and city
3. Start date and number of weeks
4. Name of course
5. Student name, address, phone, email, language, nationality, gender, date of birth, passport information
6. Flight details (if airport transfer is required)
7. Terms and Conditions
8. Place for a signature

In addition:

- Students will receive clear, fair, and reasonable terms and conditions. These include policies for cancellation, refunds, and changes.
- Booking agreements do not require students to waive their statutory rights, including the right to cancel within the 14-day legal cooling-off period for distance sales, except where a direct-cost, non-refundable item (such as an insurance policy that has already taken effect) has been purchased.
- Students will then be presented an invoice that contains:
 - Student name and email address
 - School name, address, email
 - Package fee total amount
 - Payment instructions
- By paying the invoice, student acknowledge and accept the terms of the contractual agreement with English Path.
- If English Path makes significant changes to a student's enrolled programme—such as cancellation, change of location, major modifications to content or delivery, or alteration of entry requirements—students will be informed as soon as possible. In such cases, students may withdraw from the programme without financial penalty and will be entitled to a full refund of any fees paid.

4.3.Financial Obligations and Refund Policy

- Students must make full payment for courses four (4) weeks before arrival at the school.
- Full payment for accommodation must be made six (6) weeks prior to arrival.
- Payments must include any bank transfer charges.



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Refund and cancellation policy:

1. Course cancellations made at least one (1) week prior to arrival are eligible for a full refund (minus the registration fee).
2. Accommodation cancellations made at least six (6) weeks prior to arrival are eligible for a full refund (minus the registration fee).
3. In the case of visa refusal, a full refund (minus the registration fee) is granted upon presentation of official documentation.
4. Refunds may take up to sixty (60) days to process.
5. No refunds will be made after arrival for tuition, accommodation, or material fees.
6. In the case of illness, course postponement to a later date may be requested. A valid medical certificate is required.
7. Students are entitled to request a deferral or course freeze for up to one year at no additional cost, subject to visa regulations. If the new start date falls within one year of the original booking creation date, the original course price will be honoured; otherwise, the current applicable price will apply. Current prices will apply to accommodation and sundries.

4.4.Documentation and Arrival Requirements

On arrival at English Path, students are required to present the following documents:

- Passport
- Visa (when applicable)
- Proof of medical insurance (when applicable)

English Path does not retain or withhold students' passports or visa documents under any circumstance.

4.5.Accommodation Information and Support

- Students have the right to clear, transparent information about the accommodation options provided by English Path. This includes details about the type of accommodation, services included, house rules, fees, and booking conditions.
- All students will receive an Accommodation Confirmation Document, which outlines relevant details prior to arrival.
- If accommodation must be changed, English Path reserves the right to offer alternative accommodation of equal or higher quality.



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- Arrival and departure transfer services are mandatory for certain packages and are booked through English Path unless the student is travelling with a guardian.
- Accommodation support is available throughout the student's stay. Students may speak with Student Services for help with any accommodation-related issue, including maintenance, behaviour in shared housing, and dissatisfaction with facilities or services.
- Students will also be informed of emergency contact details for out-of-hours assistance related to accommodation or welfare matters.

4.6. Teaching Standards

- Students have the right to be taught by qualified instructors.
- Students may be taught by more than one instructor during their course.
- Instruction is delivered using a variety of methods and materials, and students are expected to actively engage in learning activities.

4.7. Attendance and Academic Expectations

- Students must maintain a minimum of 85% attendance.
- If attendance drops below this level, students will be issued up to three warnings. Continued failure to attend may result in expulsion and, where applicable, visa cancellation.
- If students are more than 15 minutes late for the first class of the day, or more than 5 minutes late after a break or for an elective class, this will be recorded as an absence. In such cases, students may not be permitted to join the class.
- Students are expected to engage fully with their course to meet academic progression requirements.

4.8. Access to Learning Resources

Students have the right to:

- Access suitable learning materials and computer technology to support their studies. Each school has computers and self-study books available for student use.
- Receive guidance on using these resources effectively. Please speak to your teachers and / or Director of Studies.



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- Study in a clean, safe, and conducive environment. Students can use the self-study areas and student lounges made available in each English Path school.

4.9.Academic Records and Support

- Students have a right to access their transcripts for a period of 5 years.
- Students may request academic reports at any time.
- Students under the age of 18 may have academic reports provided to parents or guardians.
- All students are entitled to academic advice and support throughout their course. Students seeking such advice or support can request a meeting with their teacher or a 20-minute learning clinic with the Director of Studies without being charged.
- English Path offers support to students wishing to transition to the workplace or to mainstream education, including advice on applications and career pathways. Please speak to the Student Services Team for advice on these areas.
- Students are assessed through a placement test, speaking interview and writing evaluation on arrival to ensure they are placed in the appropriate course level.

4.10.Academic Disputes

Students who wish to dispute a grade must:

1. Speak to their teacher and present reasons and evidence for requesting a review.
2. If unresolved, students have the right to escalate the matter to the Academic Manager / Director of Studies. The decision of the Academic Manager / Director of Studies is final and cannot be appealed verbally.
3. If further escalation is required, students can submit a written appeal to the Global Head of Academics.

4.11.Intellectual Property and Course Content

- All course materials provided by English Path are copyrighted and are for personal study use only.
- Students must not reproduce or distribute these materials without written consent.



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4.12.Feedback Mechanisms:

- **First Week Survey:** Students are surveyed during the first week of their student journey at English Path. They are able to leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint and you will be contacted by a member of the English Path team. We will action as necessary and your complaint will be recorded in our complaints log. All such feedback and complaints are reviewed periodically by senior staff as part of English Path's continuous improvement and quality assurance process.
- **Mid-Course Survey:** Students are surveyed mid-way through their student journey at English Path. They can leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint by student services, followed up by the Student Services Officer, actioned if necessary and recorded in the complaints log.
- **Leavers Survey:** Students are surveyed during the last week of their student journey at English Path. They are able to leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint by student services, followed up by the Student Services Officer, actioned if necessary and recorded in the complaints log.
- **Members of Staff:** Students can talk to any member of staff at any time during their course. For issues with their classes, they should ideally speak to their teacher or an Academic Manager. For personal problems, or issues with accommodation, they should speak to a member of the Student Services team.
- **Suggestion form:** Students can leave anonymous suggestions and/or feedback through the EP suggestion form, for which the QR code is displayed on the student lounge notice board. If a complaint is received the same process as above will apply. All complaints are logged and actioned appropriately.
- **Visible feedback response:** English Path uses a "You asked for... and we did..." format feedback poster at each school. This is updated regularly to highlight how student suggestions have led to positive changes—such as new equipment, facilities improvements, or service updates. It helps ensure students feel heard, encourages open dialogue, and reinforces our commitment to continuous improvement.
- **Student Ambassador Programme:** English Path operates a Student Ambassador programme in each school. Ambassadors are elected or selected students who represent the wider student body. They help facilitate communication between students and staff by:
 - Sharing student concerns or suggestions
 - Supporting new student integration
 - Assisting with surveys or feedback collection

Ambassadors may be invited to attend feedback sessions or make suggestions directly to the Centre Manager or Student Services team. This ensures that student voices are included in shaping our school environment.



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4.13.Complaints Procedure

English Path endeavours to resolve all complaints promptly and fairly. The English Path [Complaints Policy](#) and procedures can be found on our website.

Complaint Review and Follow-Up

All formal complaints received through feedback surveys, forms, or verbal reports are reviewed on a weekly basis by the Centre Manager and Regional Manager. Actions are agreed and recorded, and students are informed of outcomes where applicable. This regular review ensures a consistent response process and supports institutional improvement.

Complaints data is used to identify themes, prevent recurrence, and strengthen our quality of service.

Step 1: Informal Complaint

Students should first speak to a teacher or Student Services staff, depending on the issue. You will almost always receive a resolution to your complaint within twenty-four hours.

Step 2: Written Complaint

If the issue is not resolved informally, a written complaint may be submitted. The complaint form can be downloaded at <https://www.englishpath.com/policies-and-procedures/>, collected from Student Services Office or by emailing info@englishpath.com. Please email the completed form to info@englishpath.com. You will receive a reply within twenty-four hours, and we will strive to resolve your complaint within 2 working days.

Step 3: Further Action

If you are still unhappy after discussing your complaint with your school team, you can contact a member of the Senior Management Team, email addresses are below:

Canada: Susan Vilhena, svilhena@englishpath.com

UK and Ireland: Sian Matos, smatos@englishpath.com

Europe: Allen Lofaro, alofaro@englishpath.com

Middle East: Gareth Smith, gsmith@englishpath.com

Australia: Mark Bailey, mbailey@englishpath.com

Academic Complaint Global: Mary-Ellen Wright, mwright@englishpath.com

Online Complaint: Greg Nowak, gnowak@englishpath.com

Appeals: Managing Director of English Path: Mike Summerfield, msummerfield@englishpath.com

Appeals

If a student is dissatisfied with the outcome of a formal complaint, they have 5 working days to submit a clear explanation and supporting documents to the Managing Director for appeal. This will be reviewed and a final written decision will be communicated to the student within 10 working days. This decision is final.

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**External Escalation:**

Students may also submit complaints to country specific accreditation bodies / membership associations as per the below table.

Campus Location	Accreditation Body	Membership Association
London (Greenford)	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
London (Canary Wharf)	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
Birmingham	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
Manchester	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
Leeds	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
Dublin	ACELS (QQI) + 353 1 9058100 ACELS / QQI Complaints Form	EEI Ireland info@mei.ie / + 353 1 6180910 Complaints info EEI
Malta	ELT Council + 356 2598 1240 info@eltcouncil@give.mt ELT Council Contact Form	-
Dubai	Knowledge and Human Development Authority (KHDA) KHDA feedback page +971 4 364 0000 info@khda.gov.ae	-
Riyadh	TVTC (Technical & Vocational Training Corporation. +966 11 289 6664 csa@tvtc.gov.sa Inquiries-Complaints	
Toronto	Languages Canada +1 (613) 234-6111 info@languagescanada.ca Languages Canada Contact Page	Languages Canada +1 (613) 234-6111 info@languagescanada.ca Languages Canada Contact Page



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Paris	Qualiopi Complaints should be in French on the CNPM Complaints form Or by post addressed to AME CONSO, 11 Place Dauphine - 75001 Paris	-
Brisbane	ASQA + 61 3 8613 3910 ASQA complaint process and form	-
Berlin	-	FDSV https://fdsv.de/en/startseite-en/ +49 (0)30 789 53 640 info@fdsv.de https://ec.europa.eu/odr

4.14. Right to Support in Disciplinary Procedures

- In case of involvement in disciplinary procedures, students have the right to be accompanied by a support person (such as a peer, staff member, or approved third party) during formal disciplinary hearings.
- This support person may assist the student, speak on their behalf if requested, and help ensure the student feels safe and informed.
- Legal representation is not permitted. For further information about disciplinary procedures, please refer to the [English Path Disciplinary Policy](#).

4.15. Compliance with the Law and Legal Accountability

Students are expected to always follow the law, including during classes, in accommodation arranged by English Path, and at school activities. If a student engages in criminal behaviour (such as theft or harassment), we may have to involve the relevant authorities. In such cases, legal action may follow, and English Path cannot take responsibility for the student's actions.

4.16. Participation in Social and Leisure Activities

- Students have the right to access and participate in a variety of social, cultural, and leisure activities offered by English Path during their studies.
- These activities are designed to promote social interaction, cultural awareness, and the development of language and communication skills.



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- Information about available activities is shared with students through welcome materials, weekly updates, posters, and online platforms.
- English Path aims to ensure that activities are inclusive, appropriate for the student cohort, and reflective of local culture and traditions.
- Activity schedules may vary by location and season, and participation is voluntary unless otherwise stated (e.g. Young Learner programmes).
- Students are encouraged to make suggestions and provide feedback on social programmes in the first week and last week feedback to support continuous improvement.

4.17. Safeguarding and Wellbeing

- English Path is committed to safeguarding all students, especially those under the age of 18.
- Robust [welfare policies](#) and country specific [Safeguarding Policies](#) are in place, and staff are trained accordingly. There is a Designated Safeguarding Lead (DSL) or local equivalent in every English Path school.
- Any concerns about health, safety, or wellbeing are taken seriously and responded to within 24 hours.

4.18. Data Protection and Privacy

- Student data is collected, stored, and processed in compliance with local data protection laws.
- Personal data will be used only for academic and administrative purposes and will not be shared without consent.
- Students have the right to know how their data is used; please speak to the Student Services team for further information.
- Consent for student photographs will be collected on arrival and student photographs will not be published without their consent.
- Further information is can be found in the English Path Privacy Policy, GDPR Policy and Data Retention Policy, available [here](#).

4.19 Jurisdiction

These rights and obligations are governed by the jurisdiction in which English Path is registered. Any disputes arising from these policies will be handled under the laws of that jurisdiction.



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5. References and related policies

- British Council / Accreditation UK – Criteria 2024 (Third Edition, February 2025)
- QQI (Ireland) – Code of Practice for Provision of Programmes of English Language Education to International Learners (August 2024)
- QQI – Statutory Quality Assurance Guidelines for English Language Education Providers (August 2024)
- Eaquals – Accreditation Scheme Quality Standards Version 7.3 (February 2025)
- ELICOS – Standards for English Language Intensive Courses for Overseas Students (2018, current as of 2025)
- ASQA – National Code of Practice for Providers of Education and Training to Overseas Students (2018)
- Languages Canada – Quality Assurance Scheme Standard (Approved March 2, 2024)
- ELT Council (Malta) – Policy Manual (2020)
- ELT Council (Malta) – Safeguarding Minors in ELT Malta Schools (2025)

The below related policies can be [found here](#).

- English Path Code of Conduct
- English Path Complaints Policy
- English Path Disciplinary Policy
- English Path Privacy Policy
- English Path Data Retention Policy
- English Path GDPR Policy
- English Path Attendance Policy
- English Path Plagiarism Policy

6. Forms

The Complaint form can be found on our website under the [Complaints Tab](#).

- EP Complaints Stage 2 Form

7. Policy Review

This policy will be reviewed annually to ensure continued alignment with applicable accreditation standards, current legislation, evolving best practices, and the strategic and operational needs of the school.



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Appendix A: Student Pathways After English Path

At English Path, we believe that language learning is just one step on your educational and professional journey. We're here to support your next steps—whether that's university, work, or further English development.

Academic Pathways

We can support you in:

- Applying for **IELTS, Cambridge, TOEFL** and other recognised qualifications
- Preparing for entry to **foundation or university programmes** in English-speaking countries
- Transferring to **partner colleges or universities** (where applicable)

Talk to your **Director of Studies** or **Student Services** team for help with:

- Course selection and application deadlines
- Academic reference letters
- English proficiency support for applications

Career & Work-Readiness Support

We provide guidance for students looking to enter or progress in the workplace, including:

- Help understanding **CVs, cover letters, and interview English**
- Advice on applying for **volunteering or part-time roles**
- Pathways into **English-speaking professional training or certification**



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Continuing Your English Journey

Some students want to:

- Return for more advanced levels
- Join a different EP campus
- Access **online extension courses** for continued learning

Ask your Student Services team how to stay connected to English Path opportunities.

Need Help?

Speak to your local **Student Services Officer, Director of Studies**, or email us at:
info@englishpath.com

We're here to help you take the next step with confidence.



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Appendix B. Simplified Summary for Students.

Your Rights & Responsibilities at English Path – A Quick Guide for Students

This is a short summary. For full details, read the full Statement of Student Rights and Responsibilities on our website, or speak to Student Services.

BEFORE YOU ARRIVE

Bring Your Documents

Passport, visa (if needed), and acceptance letter.

Plan Your Arrival

Tell us your travel plans early so we can help.

Understand Your Contract

Know your refund policy, course rules, and responsibilities.

YOUR RIGHTS

Safe & Respectful Environment

Feel secure, respected, and treated fairly by everyone.

Quality Education

Qualified teachers and clear lessons to help you improve your English.

Learning Tools

Free access to books, online resources, and learning support.

Academic Help

Ask for help if you are struggling – support is always available.

Accommodation Support

If you stay in school-arranged housing, you will be supported throughout your stay.

Clear Course Info

Get all the details about classes, times, exams, and your progress.

Feedback & Complaints

Tell us what you think – and report problems without fear.

Data Privacy

Your information is safe and protected under UK law.



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YOUR RESPONSIBILITIES

Attend Classes

Attend at least 85% of your lessons and be on time.

Study Honestly

Don't copy or cheat – always do your own work.

Respect Others

Be polite and respectful to classmates and staff.

Follow the Law

Respect local laws and school rules at all times.

Keep Info Updated

Tell the school if your contact or address changes.

Ask for Help

If you feel unwell or unsafe, talk to Student Services – we care.

DURING YOUR COURSE

Check Your Progress

Regular assessments help track your learning.

Appeals Process

Disagree with a grade? You can appeal it fairly.

Get Your Certificate

Receive a certificate when you complete your course.

Need Help?

- Ask at **Student Services**
- Email: info@englishpath.com
- Visit: www.englishpath.com
- Translations available – just ask!