

INTO 

LONDON

WORLD EDUCATION CENTRE

Recognised by more than 100 UK universities, our students have progressed to a wide range of universities including:



INFORMATION FOR PARENTS OF STUDENT UNDER THE AGE OF 18

Under 18 Policy

Under English law, anyone under the age of 18 is considered to be a child. This means that INTO has a special duty of care to students under the age of 18. Parents also continue to have a legal responsibility, even if they are not living in the UK.

We wish to ensure that students are provided with a safe and secure environment in which to study and thrive.

Living in an Adult Setting in the UK

Universities and colleges in the UK may be very different from University and colleges in other countries and are not like boarding schools. Universities and colleges are adult environments where nearly all of the student are over the age of 18 and have the freedom and responsibilities of adults.

Your child will, for the most part, be treated by INTO in the same way as any other student; however, INTO recognises that international students under the age of 18 need extra support and help and that their parents will want to make sure that their children are as safe as possible. This information booklet will set out the ways in which we will care for your child. However, you should also be aware that you are still legally responsible for your child and that you should make any provision you feel necessary for their wellbeing when they are in England.

Guardianship

Whilst INTO will do everything possible to care for your child whilst they are at INTO, it cannot take full parental responsibility for your child. We strongly recommend that you appoint a Guardian, who is resident in the UK, for your child. The Guardian is someone who can act in your place if there are any problems or emergencies and will provide an added level of care for your child and give you peace of mind.

Guardianship options: 1. If you have a friend or relative living in the UK who is over 21 years of age and who you trust, they may be willing to act as your child's guardian;

2. There are a variety of Guardianship agencies in the UK. You should look for a Guardianship agency which is a member of AEGIS. Go to website: www.aegisuk.net. If you have decided to appoint someone to act as your child's guardian in the UK, you should complete Form 4, attached in the Offer Confirmation Package.

What INTO will aim to do to support and help your child

General statement

All students will be treated with dignity, respect and fairness by all staff. They will be provided with a learning environment which is free from physical, emotional and social abuse. INTO has a duty of care to all of its students and especially those under the age of 18. All INTO staff have police checks to make sure that they have not committed any offences which would make them unfit to look after students under the age of 18. These are known as ‘Disclosure and Barring Service’ (DBS) checks.

INTO has Safeguarding and Child Protection policies to safeguard its students from abuse, which includes physical abuse, emotional abuse, sexual abuse or bullying. A copy of the policy can be found on the INTO London website - <https://www.intostudy.com/en-gb/terms/into-london>. Parents should contact the Centre Director, who is the Designated Safeguarding Lead, if they become concerned that their child might be suffering abuse from any other student or any member of staff.

Support for Students

Personal Tutor

Each student is assigned a personal tutor who is available to discuss and help with issues which might arise as part of the student’s studies.

Student Services Staff

INTO has a number of Student Services Staff, whose role is to look after the welfare of all of our students, but particularly those under the age of 18. Student Services Staff are made aware of each student under the age of 18 so that they can provide extra help and support to these students. As well as helping with day to day support, questions and problems, the Student Services Staff also help students with:

- Police registration
- Visa/admissions queries
- Registration with a local Doctor
- Social Programme
- Advice and information on the local area and living in London
- Proof of study letters and other documentation required

Social Programme and Social Activities

INTO runs a range of social activities in the evenings and at weekends. Some of these may be at a small cost to the student. INTO also offers a range of excursions to places of interest in and around the London area. There is a charge for these excursions.

Language Advisors

In INTO, a lot of our staff are from various cultural background and speak different languages. If students need to speak to someone in their own language, we will do our best to find someone within the company who speaks your child’s language.

24-Hour Emergency Support

INTO has a 24 hour emergency support line, which means your child can contact someone from INTO to report an emergency during out of office hours, no matter where they are. You should make sure that your child has the number with them before they leave their own country.

The emergency number is +44 (0) 7867317405. Please note that this number should only be used for emergencies and not for general enquiries.

Medical Services

Students will be advised to register with a local doctor upon arrival. Details of this are included in the Student Handbook which students receive during their induction. It is important that students bring any medical information with them. Depending on the length of studies, students may have to pay for treatment in the first instance and then re-claim the cost from their insurance.

Please note that students between the age of 16 and 18 are able to give their own consent for medical treatment and their wishes will be respected by medical staff. If they are unconscious or the doctor deems that they are mentally unfit to give consent, consent from parents/guardians will be sought and respected.

Dental Services

Students will be advised to register with a local dentist upon arrival. A charge is made for dental treatment; however, it may be possible to re-claim the charge for emergency dental work from the student's insurance. Students will have to pay for treatment in the first instance and then re-claim the cost from their insurance.

Pre-departure

Your child will receive a pre-departure guide before they leave home to come to INTO. You should read this guide together to make sure that your child is prepared for arrival in the UK.

Meet and Greet Service

In the Policy Guidance for Tier 4 of the Points Based System it states that 'All children studying in the United Kingdom must have suitable care arrangements in place for their travel, reception at port and living arrangements while here. Children are all students under 18 years old. If you are 16 or 17 years old and applying as an adult student, you must have your parent(s) or legal guardian(s) written consent that you can live and travel independently.'

To ensure the safety of your child on arrival in the UK, we require parents of students under the age of 18 to use the 'airport pick up' service, at the cost set out in the brochure, unless they have made satisfactory alternative provision for their child to be met. If you book this in advance, a taxi will be there to meet your child and bring them to INTO London or to their chosen accommodation. All of the drivers of the taxi service we use have had police checks to make sure they are suitable to collect students aged under 18 of age. You must complete both the 'Airport Transfer Form' and the 'Arrivals Details Form', sent with the student's course confirmation letter.

If you do not wish to use the meet and greet service and have arranged for someone else to meet your child at the airport, you need to let us know the full details, including flight number, flight arrival time at the UK airport, the name of the person collecting the student and their expected arrival time at INTO London and the accommodation.

Accommodation

Students under 18 can choose between homestay and residential accommodation. All under 18 students in the residences live in a standard studio room with their own bathroom and cooking facilities. Please note that younger students are co-located but that we are not able to segregate students by age, gender, religion or ethnic group in the residential building.

Support in Accommodation

INTO provides support for all students living in our residential accommodation. There are Accommodation Wardens and/or 24-hour staff, whose role is to look after the welfare of students in the residential unit and to maintain good order in residences.

Curfew

All under 18 students in the residence are required to sign in before 11.00 pm every night. If an under 18 student leaves the residence in the evening, they are expected to return by 11.00 pm and sign in with the accommodation warden or the reception. If they wish to return later, they must get permission from the Centre Director or Student Services Team Leader in advance. Failure to comply with the curfew is considered to be a disciplinary matter and could lead to disciplinary action being taken.

Nights or weekends away from INTO residences

If a student under the age of 18 wishes to be away from INTO residences overnight or for a weekend, they must first get permission. The student must inform a Warden or the Head of Student Services of their intended plans and provide evidence that you/guardian have given consent. In all cases we will need to know where your child is going and who they are going with or going to see. We will also need a contact telephone number for the person your child is visiting or traveling with.

Our Expectations of Students

Alcohol and Cigarettes

In the UK it is illegal for alcohol or cigarettes to be sold to anyone under the age of 18. It is also illegal for anyone under the age of 18 to buy alcohol or cigarettes. INTO does not allow smoking in its residences. Please note that under English law it is a criminal offence to smoke in any enclosed place used by the public, including residences used by the public

Conduct and behaviour of students

All students are expected to treat other students, staff and visitors of INTO with respect, dignity and fairness. Students under the age of 18 are treated in the same way as other students and are expected to take responsibility for their own behaviour.

Attendance

Good attendance is key to academic success. INTO London expects students to attend all academic sessions.

Student attendance is monitored carefully and where attendance is not satisfactory, the Centre has an absence procedure, which is administered by the Academic Support Team. The Centre has an additional obligation to report to the Home Office, UK Visas and Immigration (UKVI) service any changes that may affect the terms of an international student's visa, including absence from the programme.

Any student who persistently misses classes will be given a formal warning and you will be notified of this. INTO reserves the right to permanently exclude any student who has to attend three formal attendance meetings.

Disciplinary Action

Any student who fails to meet INTO's expectations for attendance or behaviour and conduct is likely to face disciplinary action. Disciplinary action for minor offences will range from a reprimand to a fine (which is donated to INTO Giving). For major offences, for example where the student's behaviour puts others at significant risk, the student will be subject to formal disciplinary action, which may lead to the student being suspended or permanently excluded from INTO.

If, for any reason, disciplinary action is taken against a student under the age of 18, the parents may be informed. They will be told why the student was disciplined, what is expected of the student in the future and what will happen if the student fails to meet the expectations. In the unlikely event of a student under 18 years of age being permanently excluded from INTO, the student will not be asked to leave INTO before parents have been informed and have had the chance to make arrangements for the student to return home.

A copy of the Disciplinary Policy and Procedures is available on request.

Internet

INTO London provides guidance to students on internet safety and ensures students understand it is their responsibility to access the internet within regulations laid out by INTO London. The Code of Conduct and Disciplinary Procedures apply in full measure to students' online activities.