

**INTO** »

**UEA** University of  
East Anglia

## UNDER 18 POLICY

1.1 – August 2016



THE QUEEN'S AWARDS  
FOR ENTERPRISE:  
INTERNATIONAL TRADE  
2016

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## 1 Introduction

- 1.1 As you are under the age of 18, you are considered to be a child under the law in England, Wales and Northern Ireland. Therefore, INTO has a duty to safeguard and promote your welfare. We wish to ensure that you are provided with a safe and secure environment in which to study and thrive. The following rules and procedures have been put in place to safeguard you and encourage you to take responsibility for your own conduct and behaviour and we rely on your cooperation.

## 2 Student Freedom

- 2.1 Universities and colleges in the UK may be very different from those in your country and are not like boarding schools. They are adult environments where nearly all of the students are over the age of 18 and have the freedom and responsibilities of adults. INTO aims to provide you with extra support and assist you in settling into this new environment.
- 2.2 All students under the age of 18 need to follow the notification procedure by informing the Welfare Team/Security staff when they are 'going out' by either text, email or popping in to the courtyard office/reception and again when they return back to the INTO building. Students are expected to tell the Welfare team where they plan to go and if they leave the residences in the evening they must return by 23:00hrs at the latest.
- 2.3 If a student wishes to return after 23:00hrs because they are attending a special event, they should get permission 24 hours in advance from either the Welfare Officers or the Head of Student Services and this will be recorded.
- 2.4 In the event that a student does not return to the INTO centre by 23:30hrs, the member of staff on duty at the time will attempt to make contact with the student. If no contact is made the duty staff will instigate a search and take measures to locate the student. If the student remains unlocated the Head of Student Services or Centre Director will be informed, who will instigate a further investigation.

## 3 Nights or weekends away

- 3.1 If a student under the age of 18 wishes to be away from the INTO centre or your host family overnight or for a weekend, they must get permission in advance by at least one week. They must inform a member of the Social & Welfare team of their intended plans. The Social & Welfare team will then try to contact the parent or appointed guardian to seek permission, either directly or through the agent, to agree the plans. If it is not possible to contact your parent and there is no guardian, the Centre Director will make the decision, permission may not be granted. In all cases, INTO will need to know where the student is going and who they are going to see. A contact telephone number must be given for where they will be.

## 4 Guardianship

- 4.1 A Guardian is someone who can act in your parents' place if there are any problems or emergencies. They provide an added level of care for you although your parents continue to have a legal responsibility over you even if they are not living in the UK. Whilst INTO will aim to do everything possible to care for you, we cannot take full parental responsibility. We strongly recommend that a Guardian who resides in the UK to be appointed by your parents before you arrive. The role of the guardian needs to be agreed between your parent and the appointed person. Details of the Guardian or evidence of an alternative arrangement should be provided to us.

## 5 Visitors

- 5.1 All visitors must follow the same notification procedure as students, they must inform the duty staff when they arrive and again when they leave the INTO centre. Visitors must be escorted at all times whilst they are on the premises, they are not permitted to stay overnight in the INTO centre and are expected to leave by 23:00hrs.

## 6 Alcohol, cigarettes and other restricted goods and services

- 6.1 In the UK it is illegal for alcohol or cigarettes to be sold to anyone under the age of 18. It is illegal for anyone under the age of 18 to buy alcohol or cigarettes. Under English law it is a criminal offence to smoke in a public building or enclosed place used by the public. INTO University of East Anglia does not allow smoking or drinking of alcohol by any student either in the main teaching block or in its residences. If a student wishes to smoke there is a designated area in the tunnel of the courtyard. Any student found smoking outside of this area will be fined £100 and if caught a second time they will be fined £200 and could be evicted from living at INTO accommodation.
- 6.2 There are also age restrictions for a number of other goods and services in the UK. Students under the age of 18 are not able to buy solvents, gas lighter refills and some DVDs and computing games. Students under the age of 18 are also restricted entrance to films with an 18 certificate, night clubs and bars.

## 7 Driving in the UK

- 7.1 There are very strict regulations in place for international students who wish to drive in the UK. If it is absolutely necessary for you to drive, please see [www.dvla.gov.uk](http://www.dvla.gov.uk) for further detailed information.

## 8 Conduct and behaviour of students

- 8.1 All students are expected to treat other students, staff and visitors of INTO and the University of East Anglia 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. A copy of the 'Student Code of Conduct' will be given to all students on arrival at INTO and a copy is available on request.

## 9 Attendance

- 9.1 INTO requires all students to attend 100 per cent of classes and to attend all classes on time, unless you are ill or have been granted authorised absence by your Programme Manager. If you persistently miss class you will be given a formal warning and will be notified of this. INTO reserves the right to permanently exclude you from your course for poor attendance. In addition to the standard attendance monitoring procedures, the following will also apply:
- 9.2 If you miss your class, your teacher will notify the Social & Welfare Officers immediately and you will be contacted by a member of staff;
- 9.3 If contact cannot be made, a search will be instigated and the Missing Student Procedure carried out if the need arises.

## 10 Disciplinary Action

- 10.1 If you fail to meet INTO's expectations for attendance or behaviour and conduct, you are likely to face disciplinary action.
- 10.2 If, for any reason, disciplinary action is taken against you, your parent will be informed. They will be told why you were disciplined, what is expected of you in the future and what will happen if you fail to meet the expectations.
- 10.3 In the unlikely event of you being permanently excluded from INTO, you will not be asked to leave INTO before your parent has been informed and had the chance to make arrangements for you to return home.
- 10.4 A copy of the Code of Conduct and Disciplinary Policy and Procedure is available on request.

## 11 Student Services Staff/ Social & welfare Officers

- 11.1 INTO has a number of Student Services Staff, whose role is to look after the welfare of all of our students. Within the team, there are two dedicated Social & Welfare Officers, whose principle role is the welfare and pastoral care of you. Their role includes helping you with personal problems (emotional, academic, family, financial) and crisis management involving, for example, accommodation issues as well as aiming to make sure that any accommodation provided to you by the Centre is suitable. They will also act as the first point of contact in the centre for you if you require other support services, such as counselling or arrangements because of a disability. They will maintain records of you and your agent's details. They also hold meetings during term time and where possible offer out-of-hours emergency support, such as attending hospital or the police station with you, acting as an appropriate adult if your guardian or parent cannot be contacted. They also have responsibility for daily attendance monitoring.

## 12 Personal Mentor

- 12.1 All INTO students are assigned a personal mentor at the beginning of the academic year. Personal mentors are available to discuss and deal with any issues which might arise as a resident student of INTO.

## 13 24-Hour Emergency Support

- 13.1 INTO has a 24 hour emergency support line, which means you can contact someone from INTO day and night, no matter where you are when you have an emergency. You should make sure that you have the number on your phone. The emergency number is +44(0) 7986 957047. Please note that this number should only be used for emergencies and not for general enquiries.

## 14 Accommodation

- 14.1 All students under the age of 18 are required to stay in the appointed INTO Residential Accommodation or with a homestay family. If you wish to arrange your own accommodation, you will need to stay with the appointed guardian agreed by your parent. A signed agreement by your parent is required and needs to be provided to INTO Admissions Team and The Student Services Team.
- 14.2 All INTO accommodation includes either electronic control of access and/or 24/7 staffed security.
- 14.3 If you have chosen the Homestay option, you will be given support by your host family. For students under the age of 18, INTO only uses host families who have had DBS checks. The family is required to report to the INTO Accommodation Officer any concerns they may have for you. If a host has a serious concern about you, they are advised to contact the emergency phone immediately. However, homestay families are only able to provide guidance for you. They are not acting as your parent. Your parent may give them a set of guidelines in advance.

## 15 Contact with Parents

- 15.1 INTO provides access to all students a large number of PCs in the centre, which can be used to make internet calls, such as Skype. In addition, in an emergency, free direct dial contact can be made from phones on the Welcome Desk. We strongly advise you to make contact with your parents regularly.

## 16 Complaints

- 16.1 INTO has a written Complaints Policy and Procedure which is available to all students.

## 17 Medical Services

- 17.1 If you are studying at INTO on a course lasting for 6 months or longer, you are entitled to receive medical care under the National Health Service (NHS) provided you have paid the International Health Surcharge (IHS). You will need to register with a Medical Centre near your accommodation. The doctors are called General Practitioners (GPs). It is important that you inform your GP of any medical conditions you have and provide them with medical evidence if available. The Student Services Team will be able to provide you with details of their local GPs.
- 17.2 If you are studying at INTO for less than 6 months, you will be able to get medical treatment from your medical centre; however, you will have to pay for treatment in the first instance and then you may be able to reclaim the cost from your insurance.
- 17.3 Please note that you are expected to give your own consent for medical treatment and your wishes will be respected by medical staff.

- 17.4 INTO will not administer medication or supervise the taking of medication. If you are unable to take care of yourself, INTO is likely to contact your parent or guardian but will try to take your wishes into account where practicable. If in unfortunate circumstances you are deemed to be unfit to make your own decision, for example, if you are unconscious, the hospital and the doctor will follow formal procedures and contact your next of kin.

## 18 Dental Services

- 18.1 There is a charge for dental treatment; however, it may be possible to reclaim the charge for emergency dental work from your insurance. Please refer to your individual insurance policy for details.

## 19 Student Agreement

I have read and fully understand the Under 18 Policy above.

Student Number: ..... Student Name: .....

Signature: ..... Date: .....

## 20 Creation and Revision History

To be reviewed annually by Head of Student Services.

Next review due August 2017.

Version	Owner	Purpose/Change	Date
1.1	Simon Duckworth, Head of Student Services	Review and rebranding	August 2016