

Information for parents of students under the age of 18

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.

Living in an Adult setting in England

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

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 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.

Your child will, for the most part, be treated by INTO in the same way as any other student, nearly all of whom will be over 18 years of age.

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:

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.

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**, in your child's confirmation pack.

What INTO will 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 a child protection policy to safeguard its students from abuse, which includes physical abuse, emotional abuse, sexual abuse or bullying. Parents should contact the Head of Student Services 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 deal with any issues which might arise as part of the student's studies.

Student Services Team

INTO has a Student Services Team, whose role it is to look after the welfare of all of our students, but particularly those under the age of 18. The Student Services Team has designated members of staff who 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 Team also help student with:

- Police registration (which takes place in the INTO Centre so that students do not need to go to the police station)
- Visa Extensions
- Registration with a Medical Centre
- Social Programme

In addition INTO Manchester also has a welfare team who will introduce themselves specifically to those students under 18 so that they have, if they want, one point of contact whom they know they can turn to for assistance.

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 Manchester also works closely with The International Society in Manchester. This is a charity which provides a social support network for everyone international in Manchester. They provide a world food café, trips, dance, language and other classes along with discussion groups and opportunities for people to come together and chat. We strongly advise students to join the society as an added support network for them.

Language Advisors

For some languages, we have language advisors available to speak to students in their own language. The language advisors are there to help students if they need to speak to someone in their own language. The language advisors are also available to speak to parents if necessary. If the need arises and we do not have a language advisor who speaks your child's native language, we will do our best to find someone within the company who does speak 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 day and night, no matter where they are. Also, if you have an emergency and need to contact someone from INTO out of normal office hours, you can telephone the INTO emergency number.

You should make sure that your child has the number with them before they leave their own country. The emergency number is +44 (0) 7907721469 Please note that this number should only be used for emergencies and not for general enquiries.

Medical Services

All students studying at INTO for 6 months or more will need to register with the closest Medical Centre to their accommodation. It is important that students bring any medical information with them.

Students studying at INTO for less than 6 months will be able to get medical treatment from their closest Health Centre, however they will 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. INTO can only give consent for medical treatment if a student under the age of 18 is unable to do so themselves (for example if they are unconscious or the doctor thinks they are mentally unfit to give consent)

Dental Services

There is a dental hospital in Manchester where students can get emergency dental treatment. It is however vital that they register with a 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. It is strongly recommended that your child has a thorough dental check before leaving home to ensure they are arriving in the UK with no problems. Dental treatment in the UK is excellent but it is expensive – please be aware that insurance only covers “emergency” treatment.

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 Student Route 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.

All students under 18 years old are children. 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 ‘meet and greet’ service, at the cost set out in the brochure or the website, unless they have made satisfactory alternative provision for their child to be met, which must be agreed with the Centre in advance. A taxi will be arranged to meet your child and take them to their 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 should complete the ‘Arrivals Details Form’, which is sent with the student's course confirmation letter

If you do not wish the meet and greet service and have arranged for someone else to meet your child at the airport, you should complete **Form 5** 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 Manchester. This needs to be completed and agreed with the Centre in advance.

Accommodation

All students under 18 should live at INTO referred residential accommodation. This is close to the centre and all amenities within the city. There are Senior Residents on site 24 hours to respond to any queries. However please be aware INTO residential accommodation is not on a campus and is an adult environment. Students should expect to be independent, used to cooking and cleaning for themselves and have a sufficient level of English.

Please note that we are not able to segregate students by age, gender, religion or ethnic group.

Although INTO's standard policy is that all under 18s must live at INTO residential accommodation, and only in **exceptional circumstances** would your child be permitted to have alternative arrangements. In order for INTO to be able to allow your child to live in alternative accommodation the following rules must be met, applied before your child leaves their home country:

- Your child must live with an appointed adult (Guardian) who is over the age of 21. They must reside in the same house/flat with this adult throughout the time they are under the age of 18;
- You must also pay and confirm the services of an accredited Guardianship Company additionally to the appointed adult referred to above. The Guardianship Company must be an accredited AEGIS company.

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 or drinking alcohol by any student in the Centre. Smoking is not permitted in any of the INTO recommended or arranged accommodation.

Please note that under English law it is a criminal offence to smoke in any enclosed place 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. The 'Student Code of Conduct' is given to all students when they arrive at INTO. A copy is available on request.

Attendance

Good attendance is key to academic success. INTO Manchester 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) 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 does not make the required improvements and reaches the withdrawal stage of the Engagement and Attendance process.

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. For major offences, for example where the student's behaviour puts others at significant risk, or where the student has persistently failed to attend classes as required by INTO Manchester, the student will be subject to formal disciplinary action. The Centre Director has the authority to suspend or permanently exclude the student from INTO.

If, for any reason, disciplinary action is taken against a student under the age of 18, the parents will be informed, if consent is given by the student. 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 Manchester is an adult environment and so does not have controls on websites to prevent younger people viewing them. Therefore, your child will have access to any website which can be viewed by other members of INTO Manchester, within the regulations laid out in the IT Acceptable Use Policy. Please see the INTO Manchester Online Safety Policy for further details on how INTO Manchester promotes online safety to all its students.