



Under 18 Policy

Under English law, anyone under the age of 18 is considered to be a child. This means that ISC 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 and are able to make any additional provisions they feel necessary for the wellbeing of their child whilst under 18.

Students under the age of 18, are considered to be a child under the law in England, Wales and Northern Ireland. Therefore, ISC has a duty to safeguard and promote under 18 welfare. We wish to ensure that under 18s are provided with a safe and secure environment in which to study and thrive. This policy has been put in place to safeguard all under 18s and encourage students to take responsibility for their own conduct and behaviour.

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.

ISC recognises that international students under the age of 18 need extra support and help. This information will set out the ways in which ISC Exeter will support students under the age of 18.

All students under the age of 18 will, for the most part, be treated by ISC in the same way as any other student, nearly all of whom will be over 18 years of age.

Guardianship Requirements

A Guardian is someone who can act in the parents' place if there are any problems or emergencies. They provide an added level of care for students under the age of 18 although parents continue to have a legal responsibility over their child even if they are not living in the UK.

Whilst ISC will put in place additional support for students under the age of 18, we cannot take full parental responsibility. We strongly recommend a Guardian, who resides in the UK, be appointed by the student's parents before they arrive. The role of a Guardian needs to be agreed between the parent and the appointed person.

For students not living in ISC arranged accommodation it is compulsory for a UK based Guardian to be appointed. Details of the Guardian or evidence of an alternative arrangement must be provided to us before arrival in the UK. This can be arranged by ISC, if the student is living in an approved alternative PBSA student accommodation. ISC has partnered with Sable Guardians, a professional AEGIS accredited UK-based guardianship organisation, and they will be appointed, at additional cost to the student, by ISC.

If the student wishes to live in a private residence they must live with the appointed guardian, who is over the age of 21, while in the UK. Parents may appoint the services of an accredited Guardianship Company independently. The Guardianship Company must be an accredited AEGIS company. Further information on accommodation requirements set out on pages 3 to 5.

What ISC will do to support and help students under the age of 18

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.

Exeter ISC has a duty of care to all of its students and especially those under the age of 18. All ISC staff have police checks to make sure that they have not committed any offence which would make them unfit to look after any students. These are known as “Disclosure and Barring Service” (DBS) checks.

ISC also has separate Safeguarding Policies to safeguard its students from abuse, which includes physical, emotional, and sexual abuse or bullying. Students or parents should contact the Centre Director or Director of Support Services if there is any concern that a student is suffering abuse from any other student or member of staff. The concern will be dealt with in line with the Safeguarding and Prevent Policy.

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.

Support Services Team

ISC has a Support 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 Support Services Team has designated members of staff who are responsible for the care and support for under 18s. They are made aware of each student under the age of 18 so that they can provide extra help and support to these students.

The Team takes responsibility for daily attendance monitoring. All teachers will take a register at the beginning of every class and if students are absent, the Support Services team will follow up with the student to find out why they haven’t attended class and if they need any help or support. Further detail can be found at the Attendance paragraph below. The team is also here for all students if they have any questions regarding to their timetable or course.

As well as helping with day-to-day support, questions and problems, the Support Services Team also help student with:

- Advice and guidance
- Visa questions
- Registration with the Student Health Centre
- Social Programme and activities

Welfare Support

ISC has a Support Services Welfare Team, whose role is to look after the welfare of all of our students, which includes helping students with personal problems (emotional, academic, family, financial) and crisis management involving, for example, medical issues.

They will also act as the first point of contact in the Centre for students if they require other support services, such as counselling or arrangements because of a disability. They also hold meetings during term time and where required offer out-of-hours emergency support, if the student’s guardian or parent cannot be contacted.

Social Programme and Social Activities

Exeter ISC runs a range of social activities in the evenings and at weekends, some of these may be at a small cost to the student. The University also has a range of social clubs and activities which students are encouraged to join. Some activities may not be available to students under the age of 18 and these will be clearly marked and monitored. We strongly encourage students to join and participate in social activities, where appropriate.

Out of Hours Emergency Support

Estate Patrol, which is responsible for the safety and security of students and staff within the University of Exeter campus (this includes Duryard Halls), can be contacted in the event of an emergency outside office hours. They are available from 5:30pm each workday and all day Saturday and Sunday. Estate Patrol phone number: 01392 723 999. This number should only be used for emergencies and not for general enquiries.

During week days 8.30am to 5.30pm, students can contact Exeter ISC for support via 01392 724282.

Pre-departure

Students will receive a pre-departure guide before they leave home. We highly recommend that students and parents read this guide together to make sure that the student is prepared for their arrival in the UK.

[Pre-arrival guide for international students | University of Exeter International Study Centre](#)

Accommodation

Students under the age of 18 have three options for accommodation whilst studying at ISC Exeter:

1. ISC-arranged accommodation at Duryard Halls
2. Purpose-Built Student Accommodation (PBSA)
3. Live with a close family relative in the Exeter area

Information on each type and set requirements are set out below.

1. ISC-Arranged Accommodation

It is ISC Exeter's recommendation that all students under 18 should live at ISC residential accommodation. There is access to Support Services staff during office hours and outside those hours the University of Exeter's Estate Patrol Team offer emergency support.

However please be aware ISC residential accommodation is an adult environment. Students should expect to be independent, used to cooking and cleaning for themselves. Laundry facilities are provided at the accommodation, and students will be shown how to use these.

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

2. Purpose-Built Student Accommodation (PBSA)

Under-18 students may live in professionally managed Purpose-Built Student Accommodation (PBSA). A guidance document is available to applicants which provides recommended minimum requirements, including distance from each centre:

[Under 18 Accommodation Information](#)

Important: Not all PBSAs permit under-18 occupancy. Students must ensure the chosen provider accepts under-18 residents.

Guardianship Requirement (PBSA)

All under-18 students living in PBSA must have an AEGIS-accredited UK-based guardianship service in place for the full duration that they are under the age of 18.

3. Living with a Close Family Relative in the UK

Under-18 students may live with a close family relative in the UK, provided that the relative:

- Is over the age of 21
- should have immigration permission which permits them to be UK based for the period the student is under-18
- Lives within a reasonable distance of the study location
- Meets the UKVI definition of a “close family relative”:
 - Grandparent
 - Step-parent
 - Aunt or uncle (parent’s sibling)
 - Brother or sister

The relative must be formally nominated by the student’s parent/guardian as the student’s UK guardian. The parent/legal guardian will be asked to complete a form as part of the student’s application process that will nominate the relative as the UK guardian.

A guidance document with more information is available:

<https://www.intostudy.com/en/under18s>

Students living with a close family relative do not need to additionally have an AEGIS-approved UK based guardianship service in place.

The under-18 and the close family relative over the age of 21 must be living together, for the period that the student is under 18.

Accommodation Not Permitted

Under-18 students **may not** live in:

- Private rented accommodation
- Shared houses
- Lodgings
- Informal arrangements with friends

This applies even if other students reside in the property.

Meet and Greet (Airport pick-up) 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, students must have their parent(s) or legal guardian(s) written consent that the student can live and travel independently.'

To ensure the safety of students under the age of 18 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 the student 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. Students can confirm their arrival plans to the UK by completing the 'Arrivals Details Form'.

If alternative suitable arrangements have been made and confirmed to the Centre and the parent does not wish the meet and greet service, parents should complete Form 5 to confirm 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 ISC Exeter. This needs to be completed and agreed with the Centre before the student leaves their home country.

Medical Services

The Student Health Centre (SHC) is on campus. All students studying at Exeter ISC will register with the SHC. It is important that students bring any medical and or disability information with them.

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. Exeter ISC 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).

ISC staff will not administer medication or supervise the taking of medication. If a student is unable to take care of themselves and there are serious concerns for their welfare, ISC staff are likely to contact a student's parent or guardian but will try to take the student's wishes into account where practicable. GDPR regulations will be followed. If in unfortunate circumstances a student is deemed to be unfit to make their own decision, for example, if they are unconscious, the hospital and the doctor will follow formal procedures and contact the student's next of kin.

Dental Services

There are dental services available in Exeter. 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 students have 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.

Contact with Parents

Due to General Data Protection Regulations (GDPR), the ISC is not always able to share student information with parents or guardians without the explicit consent from the student. This includes students under the age of 18.

We strongly advise students to contact parents regularly and share information regarding their wellbeing and studies.

Complaints

ISC has a Complaints Procedure which is available to all students in the Student Handbook and available on ELE.

Our expectations of students

Accommodation

Parents will be required to sign student accommodation contracts. Students will be expected, with the support of their parents, to comply with the accommodation rules. Although the student who is under the age of 18 is considered a child in the UK the contract signed by the parent will also apply to the student.

It is important that the Terms and Conditions of the accommodation the parent is signing up for, is read and understood before signing. Disciplinary processes and rules will apply to all residents within ISC accommodation.

ISC Exeter accommodation is an adult environment, and students are expected to cook and clean for themselves, this includes the communal areas within each flat. Laundry facilities are provided at the accommodation, and students will be shown how to use these.

Supervision outside of class times

ISC Exeter is an adult environment and outside of class times there is very limited supervision. Students are expected to be independent learners and able to look after themselves.

For those U18 students living in ISC accommodation, there is the requirements that students must be back in the accommodation for the 10.30pm curfew.

For students living in private accommodation with their parent/guardian, the responsibility of supervision and ensuring they comply with this is the parent/guardian's and not that of ISC Exeter.

Travel to and from the ISC Exeter Centre

Students are expected to travel to and from their accommodation and the ISC independently. ISC accommodation is 15 minute walk from the ISC Centre.

For students living in private accommodation with their parent/guardian travel to and from their accommodation and the Centre will be the responsibility of the parent/guardian and not that of ISC.

Curfew

There is a curfew in place for the under 18 students starting from 10:30pm every night and ending 6:00am.

Nights or weekends away from the Exeter ISC accommodation

If a student under the age of 18 wishes to be away overnight or for a weekend, or go on a trip, they are requested to inform the Welfare and Student Experience Manager (WSEM). Parents must give their written permission no later than 12:00pm UK time prior to being away and this information needs to be sent to ISC.Welfare@exeter.ac.uk

Overnight Stay Criteria

- Overnight stays should not interfere with studies (overnight stays during the week during term time will usually be refused)
- They should have clear, safe travel plans (this will usually mean an u18 being accompanied)
- They should involve staying with an appropriate adult over the age of 21
- The student must stay in a safe and appropriate location
- The reason for an overnight stay must be age-appropriate
- Overnight stays should not impact a student's wellbeing (eg. missing a medical appointment to visit a friend)

Please note, ISC Exeter reserves the right to refuse any overnight stay request should it not meet the criteria above or be in the best interests of the student and their studies.

Once the request has been received, the WSEM will attempt to discuss the travel plans with the student's parent, either directly or through the agent. In the event that a student's parents have informed INTO that they have a guardian in the UK, we will pass the details of the proposed trip to them to make a decision.

Please note that if it is not possible to contact a student's parent/guardian on time, permission will not be granted. In all cases, ISC will need to know where the student is going and who they will be travelling with. We will also need a contact telephone number. If any of this information cannot be provided, permission may not be granted.

Finance

All students studying at ISC Exeter are expected to manage their own expenses and monthly budgets. The Support Services team will be available to assist students in opening a bank account in the UK.

Our Expectations of Students

Conduct and behaviour of students

All students are expected to treat other students, staff and visitors of Exeter ISC and the University of Exeter 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 available to all students via the Student Handbook on ELE.

Alcohol, Cigarettes and Vapes

In the UK it is illegal for alcohol, cigarettes or vapes to be sold to anyone under the age of 18. It is also illegal for anyone under the age of 18 to buy these items, and by definition, consumption of such items by U18s are prohibited.

Exeter ISC does not allow smoking or drinking alcohol by any student either in the main teaching block or in its residences. Please note that under English law it is a criminal offence to smoke in any enclosed place used by the public.

Attendance

Good attendance is key to academic success. Exeter ISC expects students to attend all academic sessions. Student attendance is monitored carefully and where attendance is not satisfactory, the Centre's Attendance and Engagement Policy will be implemented. This is administered by the Support Officer-Attendance, who also monitors U18s attendance daily and takes appropriate actions when a lesson is missed without a valid reason.

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 parents will be notified of this. Exeter ISC reserves the right to permanently exclude any student who falls below UKVI requirements.

Disciplinary Action

Any student who fails to meet Exeter ISC's expectations for attendance or behaviour and conduct is likely to face disciplinary action. For each identified breach of expectation, students are issued a warning, which depending on the nature and the numbers of the offences, will be escalated and the relevant policies and procedures will be exercised fully.

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 the Border and Immigration Agency, the student will be subject to formal disciplinary action. The Exeter ISC has the authority to suspend or permanently exclude the student.

If for any reason, a disciplinary action is taken against a student under the age of 18, parents will 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 an under 18 student being permanently excluded from Exeter ISC, the student will not be asked to leave Exeter ISC 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

The University is an adult environment and so does not have controls on websites to prevent younger people viewing inappropriate material. Therefore, your child will have access to any website which can be viewed by other members of the university, within the regulations laid out by the University of Exeter.

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1.0	May 2026	Senior Management Team	15/5/26