

INTO MANCHESTER
STUDENTS UNDER 18 POLICY
ACADEMIC YEAR 2026/2027

INTO Manchester – Under 18s 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 and are able to make any additional provisions they feel necessary for the wellbeing of their child whilst their child is under 18.

Students under the age of 18, are considered to be a child under the law in England, Wales and Northern Ireland. Therefore, INTO has a duty to safeguard and promote under 18welfare. We wish to ensure that under 18s 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 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 wherenearly 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. This information will set out the ways in which INTO Manchester will support students under the age of 18.

All students under the age of 18 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

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 INTO 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. Details of the Guardian or evidence of an alternative arrangement must be provided to us before student arrival to the UK.

For students not living in INTO arranged accommodation it is compulsory for a UK based Guardian to be appointed. This can be arranged by INTO, if the student is living in an approved alternative PBSA student accommodation. INTO has partnered with Sable Guardians and they will be appointed, at additional cost to the student, by INTO. If the student wishes to live in a private residence they must live with the appointed guardian who is over the age of 21 with who the student will live with in the UK. Parents may appoint the services of an accredited Guardianship Company independently. The Guardianship Company must be anaccredited AEGIS company.

Further information on accommodation requirements set out below.

What INTO 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 alearning environment which is free from physical, emotional and social abuse.

All INTO 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. All staff who have direct responsibilities for students under the age of 18 are required to attend appropriate training.

INTO also has separate Safeguarding Policies to safeguard its students from abuse, which includes physical, emotional, and sexual abuse or bullying. Students or, if INTO has permission to share information, a student’s parents, should contact the Centre Director or Director, 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

Student Support Services Team

INTO has a Student Support 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 Support Team has designated members of staff who are responsible for the care and support for under 18s. They are made aware of eachstudent 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 Student Support Team also help student with:

- Advice and guidance
- Visa and BRP questions
- Registration with a Medical Centre
- Social Programme and activities

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.

Welfare Support

INTO has a Student Services Welfare Team, whose role is to look after the welfare of all of our students. The role of the Welfare team 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, such as attending hospital or the police station with students, if the student's guardian or parent cannot be contacted.

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. Some activities may not be available to students under the age of 18 and these will be clearly marked and monitored. INTO Manchester will always try to ensure there is a range of activities for all students.

INTO Manchester also works closely with an activities company called 'Smiles Adventures' here in Manchester. Smiles provides fully risk assessed activities for all students within INTO Manchester. These range from day trips to social catchups. It is a great way for all students to have a social support network whilst they are studying in Manchester.

We strongly encourage students to join and participate in social activities, where appropriate.

24 hour emergency support

INTO has a 24 hour emergency support line, which means that students can reach out for support and guidance weekends and out of office hours.

The Emergency number is: +44 (0) 7907721469

Please note that this number should only be used for emergencies and not for general enquiries.

Pre-departure

Students will receive a pre-departure guide before they leave home to come to INTO. INTO will also provide pre-departure presentations and opportunities for students to ask questions before they travel to the UK. 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.

Accommodation

Students under the age of 18 have three options for accommodation whilst studying at INTO Manchester.

1. Live in INTO Arranged Accommodation
2. Purpose-Built Student Accommodation (PBSA)
3. Live with a close family relative in the Manchester area

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

1. INTO Arranged Accommodation

It is INTO Manchester's recommendation that all students under 18 should live at INTO arranged 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 forthemselves and have a sufficient level of English.

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

INTO Manchester 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.

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 thatthe 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.

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 adultstudent, 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 ageof 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 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 before the student leaves their home country.

Medical Services

All INTO Manchester students are required to register with a GP in the UK.

Please note that people aged 16 or over 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).

INTO 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, INTO is 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 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 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 INTO Centre 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.

In an emergency free direct dial contact can be made from the phones on the Welcome Desk at the INTO reception.

Complaints

INTO has a written Complaint Policy which is available to all students in the Student Handbook and available on the Virtual Learning Environment.

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. Some disciplinary processes and rules will apply to the student from the accommodation contract, as they do to all other residents within the accommodation. However, additional regulations are in place in order to safeguard students under the age of 18:

INTO Manchester 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

INTO Manchester 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 INTO referred/arranged accommodation, there is additional supervision in the accommodation and there is the requirement (monitored) that students must be back in the accommodation for the curfew. The curfew requires students to be present in their accommodation by 22:30 each evening. Compliance is verified through a check-in with a member of the On-site Team, who records the student's presence.

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 INTO Manchester.

Travel to and from the INTO Manchester Centre

Students are expected to travel to and from their accommodation and the INTO Centre independently. INTO referred/arranged accommodation is only a short walk from the INTO 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 INTO Manchester.

Nights and weekends away

If a student under the age of 18 wishes to be away from the INTO arranged accommodation overnight or for a weekend, they must get permission in advance by at least one week.

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 students wellbeing (eg. missing a medical appointment to visit a friend)

Please complete this form seven days in advance of the date of the overnight stay to allow us to review your request.

Please note, INTO Manchester 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.

A request for permission must be submitted to the INTO Manchester Welfare Team from the student's guardian or parent by using the following link – Overnight Stay Request Form.

Once the request has been received, INTO will 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, INTO will need to know where the student is going and who they will be travelling with. If any of this information cannot be provided, permission may not be granted.

Finance

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

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 bythe 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. 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.