

Putting Students First: Our commitment to caring for students under 18 from arrival to departure

Notes for parents and students

Embassy's study centres are primarily designed for students aged 18+, but we also welcome individual students aged 16-17. We do not provide 24-hour supervision; i.e. outside of lesson times, students can join our social programme but they do not have to participate. They also travel to and from the school to their accommodation independently. However, we do have policies, procedures and measures in place to ensure your child will study in a safe, secure and comfortable environment:

Airport Transfer

Embassy English recommend that all unaccompanied minors (16- and 17- year olds) book an Embassy transfer service on arrival and departure. The on-arrival *meet and greet* arrangement is provided by background checked (Disclosure and Barring Services) drivers. Drivers are instructed to have the student's full name and destination centre and to make themselves known to the student. They are instructed not to leave the airport without the student.

If a transfer service is not booked, we will ask parents to confirm details of how their child will travel from the port of entry to their destination, and to confirm that parents are confident that their child is capable of independent travel.

If there is any concern at all, the officials at the port of entry will need to be entirely satisfied that all under 18s will be safe before allowing them to leave.

Accommodation

Unaccompanied minors are required to stay in Embassy English approved accommodation. If Embassy English approved accommodation is not required, we will ask for details of where they will be living on a separate Private Accommodation Indemnity form.

Under 18-year olds can live with a host family in a homestay or in selected residences.

Staying in homestay accommodation

We take care to match the right student with the right homestay so that they are able to enjoy each other's company and have the opportunity to learn and experience something new.

We provide detailed safeguarding and child protection materials and training to all of our homestay providers. We require that all homestay providers, together with family members over the age of 16 years, have a DBS background check to confirm that they are suitable hosts before students are placed with them.

We expect hosts to be present when under 18s are at home and require hosts to always be present overnight.

We give hosts a copy of our *Code of Conduct for Students*, which describes our expectations for reasonable student behaviour.

We have a dedicated team, in each of our schools, available to support your child, to ensure they have the best possible experience with our hosts.

Staying in a residence

We provide 24-hour supervision of our residences, appropriately trained staff, and first aid facilities together with an arrangement with a local doctor in case of emergencies.

Meals & Board Plan

Embassy English recommend the Full Board meal plan (breakfast, lunch and dinner). During the week, lunch will either be at the school canteen or in the form of a luncheon voucher that may be exchanged at food outlets.

If the Half-Board plan (breakfast and an evening meal) is booked, we need to be informed in advance of arrangements for under 18s to have lunch.

Travel to and from school

Coming to school: we ask our Homestay hosts to help all new students to get to the study centre on their first day, and thereafter students travel to and from school unsupervised.

First week at school

All under 18s meet a designated staff member, responsible for supporting them throughout their stay, on their first day. The staff member will confirm student contact details including email and mobile phone number for use in case of an emergency.

They receive a separate orientation specifically for under-18s. The orientation includes safety guidelines, information and advice on how students under 18 spend their unsupervised free time, focusing on safety.

We ask all under 18-year-old students to agree to and sign a *code of conduct* to help ensure their well-being. We arrange weekly welfare tutorials with the under 18-year-olds in the school to ensure their continued safety. Attendance at these tutorials is compulsory.

Student cards

Student ID cards are issued from Student Services on arrival. The student card includes an emergency number.

Academic progression

We send a report on each student's academic progress to parents and guardians each month.

Absence, holiday & independent travel – written authorisation

We monitor student attendance on a daily basis.

Parents or guardians must sign a consent form for each occasion a child plans to travel away from the centre and to stay overnight.

Leisure programme:

We offer a social programme of daytime and evening activities, and weekend activities appropriate for the age, ability and interests of under 18s, although participation is not compulsory.

Self-guided activities are offered throughout the week. On weekdays, activities will often be supervised by centre staff. Weekend activities will be supervised by a vetted provider, and we require written permission in advance by parent or guardian for these.

We set reasonable return home times for students to return to their homestay or residence after evening activities and we start safety & security checks immediately if they do not return by that time.

We require parents or guardians to sign a consent form on each occasion for weekend excursions where students stay away overnight and any other occasion where students stay away.

In case of emergency we provide:

An emergency 24/7 contact number to every student and parent/guardian.

Emergency contact details in the confirmation of enrolment letter.

Emergency contact details on the Student ID card.

In addition:

We confirm all students' contact details including email and mobile phone number on arrival, for use in case of an emergency.

We give all students on all field trips and excursions the mobile number of the teacher or activity leader who also has a list of all the students in their care.

We have an emergency SMS system in place to contact all students in an emergency situation away from the school or outside of school hours.

We contact the parent or guardian, in case of emergency.

Medical care

Information on medical and dental care (Doctor, Dentist, Accident and Emergency Hospital) in the UK is provided on the first day and qualified First Aid is provided on site. We require parents/guardians to notify us in advance of pre-existing conditions and prescription drug needs. We also require parental permission in advance for emergency medical treatment.

Money

Student Services can provide advice about money upon a student's arrival. Meanwhile, it's better to use electronic banking cards linked to an account at home than to carry large amounts of cash. Students staying in England for more than 6 months may be able to open a bank account; Student Services can provide a letter for the bank.

Useful Links

My Embassy English for further information for under 18s and general pre-arrival information at www.my.embassyenglish.com a student username and password are required.

These are provided on the confirmation of enrolment

Child line – for additional support while students under 18 are in the UK

www.childline.org.uk/Pages/Home.aspx

TalktoFrank is an organisation which offers advice on drugs

www.talktofrank.com

Other Embassy English safeguarding & welfare documents

Safeguarding and Welfare policy

Parental consent forms

Student Code of conduct

Welcome letter