



# Information for parents

**You're child is ready to go!** Fantastic! We are really excited that they are coming to our programme. Here is an overview of what your son/daughter will be doing between now and Monday evening, together with some frequently asked questions.

## Airport and Arrival Day

- When your child arrives at the airport they need to collect their luggage and go through passport control to the arrivals lounge.
- An EC airport rep will be waiting for them in the arrivals hall. They will be wearing an EC shirt and/or will have an EC sign.
- If you have booked an unaccompanied minor service, the immigration staff will lead your child to the EC rep from the airplane.
- The EC rep will take care of your child until their transfer is ready to take them to their accommodation.
- When they arrive at their homestay or residence accommodation they will be met by their homestay host or an EC Rep if they are staying at a residence. They will show your child to their room and give them information on who they are, where your child is, the rules of the accommodation and what is going to happen over the next couple of days. Your child will also be given a welcome pack with all the information they need about their course and the school.
- Depending on when your child arrives, they have lunch and then spend time with their homestay host, or have an induction to their accommodation and school if they are staying at a residence.
- If your child arrives in time to join the Sunday activity and induction day, they will be given information on the schedule for the day and how to get to the school.
- If your child hasn't arrived in time to go to school for the Sunday induction, don't worry! they will take their test and have their induction on Monday morning/The day after their arrival.
- Dinner is served at the homestay and you have your evening meal with your host or in the canteen/restaurant at the residence.
- Time to sleep (Your child needs to be bright and fresh in the morning).



## Sunday

If your child has arrived to join the Sunday activities they will be given the schedule of the day by their homestay host/The EC member of staff at their residence.

An example is shown below:

- Arrival at the learning centre
- Welcome talk
- Placement test
- Refreshments / Lunch break (packed lunch provided by Host Family)
- City Orientation
- Return and spend the rest of the day with your Host Family/Friends and staff at the residence

## FAQ

### **What should my child bring with them?**

Depending on your location choice, students should bring comfortable practical clothes including something warm and suitable clothes for wet and warm weather and. Sports clothes and shoes are needed for outdoor activities and students should bring a towel and toiletries. And don't forget suntan lotion!

### **What happens if they feel sick or need to go to hospital?**

They should speak to a member of staff straight away. EC has on site first aid trained staff ready to take care of students who are unwell.

### **How do I speak to my child?**

We recommend they bring a mobile phone with them. If they do not have a mobile phone, they can speak to the EC school staff who can arrange for them to use a telephone/Skype to call you. You will be given contact details for EC and can call at any time if you need to speak to your child.

### **Is there internet access?**

There is internet access on our Campuses, Homestay providers and Learning centres, students should ask EC staff for the WIFI code.



# FAQ

## **How much pocket money should they bring?**

This depends on what they plan to buy. All meals and activities are included. However, we would recommend £/€/ \$ 100-150 per week for snacks and souvenirs. (Students who have been informed they need to purchase a bus pass should bring enough money to pay for this)

## **What do they do when they are not in class or on activities?**

There will be activities organised throughout the day with designated breaks. On their first day, your child will have a welcome meeting where the centre staff who will explain where they can go and what they can do in the time when they are not in class or on activities.

## **What time do they go to bed and is there a curfew?**

There is a specific curfew depending on the age of your child:

Curfew times are:

21:30 - for Summer Camp Students

22:00 - for 13-15 year old students

23:00 - for 16-17 year-old students

## **What are the sleeping arrangements and supervision?**

In EC accommodation, students are assigned rooms based on gender and age. As far as possible, EC will assign students to a room with a different first language speaker. EC has Residence Supervisors who are responsible for supervision of students in the residences and students staying in Host Family accommodation are supervised by the host.

## **If my child has specific allergies, food requirements or medical needs who do I tell to make sure these needs are met?**

EC requests that specific allergies, food requirements or medical needs are communicated at time of booking in order for our centre teams to make preparations for student arrival. However, your child can speak to any member of staff if they have any concerns over the special arrangements that have been made for them.

# FAQ



## **What are the schools rules?**

The school rules are outlined in the student handbook which you should have received together with this document. If you require another copy, please contact EC or the agent partner who you booked your programme with.

## **Are there any cultural expectations or laws that I need to discuss with my child before they leave?**

Saying "Please", "thank you", and "sorry" are normal when people talk in the UK. British people are generally polite. As an international student, your child may not be used to this, but they will probably get used to it quickly after their arrival.

When crossing the road, make sure to look both ways and remember that cars in England might drive on the opposite side of the road than they do in your home country. Only cross the road at a pedestrian crossing and when there is a "green man". If your child is with an EC Activity Leader or other EC staff member, they must wait for them to say that it is ok to cross the road.

British people have a high amount of respect for older adults and the disabled. If you are on public transportation, you are expected to give up your seat if someone who is disabled, pregnant or older comes onto the bus/train and there is no other seat.

The EC staff will talk to students about cultural awareness and UK laws in their induction on their first day.

## **Who is responsible for them while they are on the programme?**

The EC Programme Manager/Coordinator has overall responsibility for students on the programme. The Programme Manager/Coordinator is supported by an Academic Manager and Activity Managers/Coordinators who have teams of teachers and activity leaders. In lessons students are supervised by teachers. On activities and at meal times, students are supervised by the team of activity leaders. If your child is staying in host family accommodation, the host is responsible for supervising students staying with them in the evening. If your child is staying in residence accommodation, EC has Residence Supervisors who are responsible for supervision of students in the residences.



# FAQ

## **Can they get food and drink outside of meal times?**

All EC young learners are provided with fresh, healthy and nutritious meals. Your child will have the opportunity to try British cuisine as well as dishes from around the world. Students are free to buy snacks outside of meal times and EC staff will give your child details on arrival.

Other useful information can be found here:

<https://www2.ecenglish.com/en/younglearners/support-safety/useful-information>

We hope they have a great trip and look forward to meeting your child soon.

The EC Young Learner Team