

learn more than a language



Agent Manual 2019

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Welcome to IP!

Why IP?

- Learn more than a language: Our students will meet people from all over the world
- More than 30 years of experience in the junior language market
- We offer high-quality products. All our summer schools are chosen with great care in order to provide safe and exciting holidays
- We guarantee well-trained and age-appropriate supervision by our dedicated international teams
- We offer an exciting and supervised activity programme – seven days a week. “IP Ocean-Lounge” – central meeting point with non-alcoholic beverages, fruit, music, and games
- For parents, our staff are also available 24 hours a day in case of emergency
- No registration fees and no placement fee for our junior and young adult summer schools
- Minimum stay: 1 week

What do we offer?

- Summer Programmes
 - Junior Summer Courses in the UK, France and Germany
 - Young Adult programmes in the UK and France (16-20 years)
- Off-season Ministays for closed groups (junior groups ages 10-17 years)

Our Marketing & Sales Crew is at your service:

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Arrivals & Departures

IP centre	Closest Airports
Bournemouth, Winchester (UK)	Bournemouth, Southampton, London Heathrow/Gatwick; St. Pancras train station
Exeter, Teignmouth (UK)	Exeter, Bristol, London Heathrow/Gatwick; St. Pancras train station
Biarritz (France)	Biarritz, Pau, Bordeaux, San Sebastian, Bilbao
Hohensolms Castle (Germany)	Frankfurt International

IP LOW BUDGET TRANSFER – UK only

Low Cost Transfer from Heathrow: For all UK centres we offer on Saturday (summer season only) a low budget transfer from/to London Heathrow. This requires flight arrival at London Heathrow Airport before 16:30 (**for non-European students we recommend arriving before 15:00**). On the day of arrival our Meet & Greet Service will be waiting for your students at their arrival terminal to accompany them to the meeting point for all students and then to the transfer service. Our coach shuttle will depart from Heathrow or a nearby pick up Service Station at approximately 18:00 to leave for the course centres.

On the day of departure, the students will depart early in the morning from the course centre and will be dropped-off at Heathrow between 11:00 – 12:00 – so please book the flight to depart after 14:00. A staff member will help the students to their respective terminal and check them in until 17.30. For all later departures there might be a supplement.

Please note:

If flight arrival is before 13:00 we urgently recommend a private transfer (see below) to avoid long waiting times at the airport. For departures the flight should be up until 17:00, otherwise we also recommend a taxi transfer. **If you do not make it on time to the coach shuttle on arrival, e.g. because your flight is delayed, border control takes too long, etc., there might be a supplement.**

Private Transfers (all schools)

On arrival: A member of staff or the taxi driver will be waiting for you at the customs exit with a sign of either the student's name/s or the name of the taxi company and ensure a safe transfer to the centre.

On departure: Private transfers will leave the centre as required to make sure that each student is able to complete a timely check-in. Please keep in mind that students may have to wait a length of time before their flight departs to enable our staff to comply with a 2 hour pre-departure check-in.

Kindly arrange your flight arrivals and departures between 10:00 and 20:00 (19:00 for stays in Hohensolms).

FULL flight details are required 2 weeks before arrival of the student, to ensure transfer!

Supplement for late arrivals and early departures

Late flight arrivals:

at Stansted and Luton Airport after 17:00
at Heathrow and Gatwick Airport after 18:00

Early flight departures:

from Stansted and Luton Airport before 12:00
from Heathrow and Gatwick Airport before 11:30

supplement per student per way: 15 GBP

For homestay accommodation: Please arrange your arrival in and departure from the course centre between 6.00 am and 24.00. If you do not meet these times, kindly arrange an alternative accommodation for the first and/or last night.

UM Service

If you book for your students an *unaccompanied minor service* (UM) at the airline, please do not forget to book this extra service with IP as well. This is mandatory! Otherwise we cannot give you the name of an IP staff member! FULL FLIGHT details are required 2 weeks before arrival of the student to ensure transfer and the UM Service!

Accommodation

At some centres students may choose between accommodation in a Residence (our facilities include: boarding schools, universities, college student accommodations, apartments, and youth guesthouses) or with a hospitable host family.

Residences

The type of accommodation varies from centre to centre, (single, twin, or multi-bedded rooms – mainly for younger students – with a personal shower/toilet or shared facilities), however they are always safe and clean. Some residences have a common room. Public payphones and launderettes are either on site or close-by. In most centres floors/houses are shared by the same sex.

Safe Storage for valuables is available in the staff office at the IP Centres, but only where rooms are not lockable. Students always share a room with a member of the same sex. When possible, students will also share a room with students of different nationalities (if requested), but this may not always be practical. Bed linen is provided; students must bring their own towels.

Homestay

To experience as close as possible the authentic life and culture of a country, homestay accommodation is definitively the best choice. It allows a true and realistic insight in the way of life and daily routine of a real English family. Our families are as individual as our students, such as single parents or younger and older couples – with or without children. This offers the unique possibility to our students to get to know how other people live which may be quite different from their own experiences. All our hosts respect our strict homestay guidelines and are carefully chosen by our local Welfare officer.

Students share a twin room with other students of the same sex. If possible, students will also be placed with a roommate who is of the same age and of a different nationality, but this is not always practical. We do not place more than 4 students in a family. A student may also be placed in a host family alone. Triple rooms on request only. Please keep in mind that each homestay accommodation will be different from the student's home in his or her home country, since cultural customs vary from country to country.

The distances between private homes and the schools vary. Some are close; while others can be up to 60 minutes away (this distance includes walking distances plus public transport). **If students need to take public transport to get to the school centre, they are not necessarily able to participate in the evening programme, because some local bus services already stop at 21:00 or 22:00. If students want to join the full programme, we strongly recommend accommodation in Residence.**

- Minimum age for homestay is 13 years
→ If your agency sends a group to one of our junior summer schools, and students stay both in residence and homestay, we make exceptions upon request. Please note that if **students aged 12 and below** are in homestay, they must receive a transfer to the centre and back (pick up in the morning / drop off in time for dinner), if the family lives further than half a mile walking distance from school. **The charge for this extra transfer is 90 GBP per week and will be invoiced immediately.** The participation in the evening programme is NOT possible in that case. The extra charges are not applicable if the group leader of the group accompanies the student.
→ If this transfer is not necessary, we will refund the amount to the agent after arrival.

Meals

Students always have full board. The food provided is “typical” for the destination country. Generally, we are also able to offer a vegetarian option, as well as gluten free meals, or take care of lactose intolerance.

Please do inform us directly on booking, if any special diet is required or if your students need halal food as, we must check this option individually.

Water is normally served at lunch and dinner. Lunch for students staying in a homestay accommodation is always a packed lunch from the host family.

IP Staff / Supervision

Our friendly and helpful **International Team** will run a supervised activity programme. They have been trained intensely to get prepared for their summer job. Our staff ratio is based on age groups, for the age group 13 and older we follow a ratio of 1:15, for students 12 and younger 1:10.

Students aged 10 to 12: Our youngest students are supervised more thoroughly by specially trained staff. The staff ratio for this age group is 1:10. The activity programme is mandatory for you and your supervisors will ensure that you take part in the offered activities. You are not allowed to leave the campus without supervision, but we will offer town walks almost every day. It is not possible for your parents to give you permission to leave the campus without supervision. The staff ratio for this age-group is 1:10.

Teenagers aged 13 to 15 participate in a compulsory programme with a wide range of activities. You are not allowed to leave the campus without staff members- even if your parents give you the permission to do so. Our staff will accompany you into town. You will then have the opportunity to explore the city centre with your friends in pairs or bigger groups for a period of up to two hours. From the meeting point in the city centre, your staff members will take you back to the campus. During excursions you will also have the chance to explore and have some free time in pairs or groups with a staff member waiting for you at the meeting point. The staff ratio for this age group is 1:15. The programme is mandatory for you in this age group and you can choose from the various options.

Teenagers aged 16 or 17 are free to experience and explore things with their friends in pairs or bigger groups on and off campus. Our supervisors provide a good mix of supervision and personal freedom for this age group. Participation in the afternoon and evening activity programme is voluntary for students over the age of 16.

You can choose between taking part in the offered programme activities or exploring the town with your friends in pairs or bigger groups in the afternoon after informing our staff members and signing out. You will not be allowed to leave the campus without supervision after dinner, but there can be special supervised programme activities off the campus for you. If you don't want to take part in the evening programme, you can choose to stay in the residence from time to time where a staff member will be around to make sure that everything is all right. The supervision ratio for this age group is 1:15.

Please note: Our supervisors may restrict the level of freedom if necessary, for example if you don't follow our centre rules!

Young Adult Programme (16-20 years)

During our language holidays for young adults, our staff members do not supervise the students but instead provide guidance on how to enjoy their holiday (safely). Students enjoy the freedom as well as the rights and duties of an adult. If necessary, there is assistance provided by our IP Young Adult Coordinator, whom the students will meet during the welcome meeting upon arrival. The coordinator shows them around the course town, introduces them to local hot spots and possible dangers. The coordinator also provides all the information they might need in order to plan their holidays, and will have dinner with them every day (Bournemouth only). Young Adults students will be able to contact their coordinator at any time if they need help or assistance. Curfew applies for 16-17 years old students in Bournemouth.

Rules & Regulations for Students

Rules and regulations are different for each destination country (Germany, UK & France) and specified in each Centre Profile. In consideration of this, country specific rules and regulations, as well as the parental permission form for each destination, will be provided with the travel documents.

The IP rules and regulations are designed to ensure students' safety in our centres, and are in accordance with the laws of the host country. In addition to our rules and regulations, we also have a strong connection to the local authorities and police. We would like to assure you that we are ready to take measures in case students do not adhere to the rules. The Centre Manager will talk to them and inform them again about the rules. If the misbehavior happens again, as a next step the students get an official warning and their parents plus the agent will be informed about the misbehavior. From this point, we reserve the right to exclude students from the program in the event of any further abuse of the rules or misbehavior. Please note that parents have to pay for any additional costs that might arise in this case.

Responsibilities of accompanying group leader

Supervision of their students according to age and in line with our supervision policies and procedures (under 16y/o's are not allowed to leave campus unattended, please see the supervision concept in each Centre Profile) which includes: Wake up and night checks; attending assemblies and TTT (time to talk); participation in daily group leader meetings with Centre Manager (to be agreed in the centre); disciplinary actions when students are breaking rules (e.g. smoking, drinking, etc); reporting any damages or misbehavior to Centre Manager.

The group leader will be fully integrated into our teams and all the rules and regulations and policies will be communicated to them prior to arrival in our centres. The Group Leaders work alongside our teams and our teams do very much appreciate any active support from the group leaders on site.

IP Language Courses and Teachers

All our UK summer schools are **British Council accredited**. We provide proficient language learning at different levels, for different age groups based on an innovative curriculum. We use an integrated communicative approach in our teaching, based on the Common European Framework of Reference Levels for Language Learning (A1-C1). A placement test upon arrival determines the course level for each student.

Our language courses, afternoon and evening activities are an integral part of the language learning experience and are therefore closely connected.

A Certificate of Attendance indicating the student's language level, according to the European Framework of Reference Levels for Language Learning, is given to each student at the end of the course.

All our teachers are native or native level speakers. We primarily employ teachers who have a TEFL or PGCE qualification but during peak weeks in some centres we may also work with unqualified teachers who we feel have an appropriate background and experience. They are friendly and approachable, with experience teaching multinational classes (if possible) in addition to deal with the learning demands of a diverse classroom.

We offer **morning lessons only**, so that all students can meet in the afternoons and enjoy the activities.

Specials

In some of our summer schools we offer special activities where students can combine an exciting afternoon activity with learning English (with supplement).

Surf Course	Bournemouth & Biarritz
Water Sports Experience	Teignmouth
Special Fun Day	all UK centres

IP Activity and Trip Programme

We offer a supervised activity programme seven days a week!

Every afternoon the IP Team will offer several activity options ranging from sports activities to workshops, and trips. Students are free to choose whichever activity they like best. Please note that the activity programme is mandatory for students aged 10-15. For junior students between 16-17 years the activity programme is optional in the junior programme. Students 16+ years who have booked the Young Adult programme have five activities per week and one full day excursion in two weeks included; also, an IP guide is available on site.

A sample programme can be found in the respective centre profiles. Please note that the final activity schedule won't be provided before students' arrival but will be designed every week before arrival of the students. A group specific sample programme can be requested before arrival.

The IP Ocean Lounge is our international meeting place and the heart of the IP Centre. Students can meet friends, listen to music, relax, borrow games and equipment, and make plans for the day.

A day at our summer school

To give you an idea of what to expect, here's a timetable of a typical day!

08:00	Breakfast in the refectory/homestay
09:00	Students begin morning lessons
10:30	Mid-morning break - 30 minutes
11:00	Back to lessons
11:45	General Course lessons are finished. "The IP Ocean Lounge" is open for drinks, music, and information
12:30	Intensive Course Lessons finish. ASSEMBLY & TTT compulsory for all students – what's new, what's happening today? What's the programme for today.... Lunch is served in the refectory!
14:00	Start of afternoon activities; group leaders and the International Team provide constant supervision
17:00	Afternoon activities finish; time to go to "The IP Ocean Lounge" to write postcards and relax before dinner.
18:00	Dinner time in the refectory or in homestay accommodation
19:00	TTT – Time to Talk!
20:00	Evening programme – Let the fun begin!
22:00	Evening Activities end; students go to their residential accommodation or host family

Useful information

What to bring?

- Passport
- Tickets / Vouchers
- Health /Insurance Papers
- Visa (if required)
- Parental Contact Details Form
- Parental Permission Form
- A photocopy of the above items
- Pocket money
- Towels (2 towels for the residence and 1 beach towel)
- Adapter plug
- Sun lotion
- Some warm clothes
- Sport shoes or trainers (with white soles for the sports halls)
- Comfortable shoes for walking
- Swimsuit
- Sports equipment if desired (i.e. tennis racket)

We strongly recommend bringing additional copies of all important documents like passports, flight tickets, visa, etc.

Students should make sure that all their valuables, especially money and credit cards, are safe at all times!

Small Gift for the Host Family

It is considered nice and thoughtful if students bring a small gift for their hosts as a gesture to say “thank – you”. It is even more appreciated if the gift is something typical from their home country or family, i.e. photos, sweets, wine or a characteristic souvenir.

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Pocket Money

It is difficult to estimate how much pocket money students will need. We know from experience that students generally need £60 to £80 or 80 to 100 EUR a week (more or less), although this varies frequently. Students should remember to bring enough money for medicine in case they should they are ill during the course of the trip. We also advise students to bring enough money for the entire stay, as money transfers can be complicated. If students require us to provide pocket money there will be a 10 GBP/10 EUR service fee.

Deposit

Please note that some centres require a deposit on arrival for accommodation to cover possible damages caused during the stay. The deposit is approximately 40 GBP or 50 Euros.

School Holidays

France: no lessons on 14.07.2019 and 15.08.2019

Great Britain: No lessons on bank holidays: 01.01.2019; 19.04.2019; 22.04.2019; 06.05.2019; 27.05.2019; 26.08.2019; 25.12.2019 and 26.12.2019

If your course starts on a bank holiday you will start on the Tuesday. There is no refund for classes not taught on public holidays.

Terms & Conditions 2019

Please see on our website: <https://www.internationalprojects.com/en/info/terms.html>