











Parent Information Booklet

"The best summer school ever, my son had the time of his life." Mother (Germany)

### **Contents**

Our Story
Our Values
Step by Step Guide
Before Arriving at ISSOS
Travel Information
Clothing and Equipment List
Typical Day
Session Schedule
Final Week Evening Programs
Final Day and Night
Cultural Trips and Workshops
While Students are at ISSOS
Frequently Asked Questions
Social Media and ISSOS Merchandise

### **Our Story**

ISSOS was started with one clear mission: To create a safe place for people to learn and grow.

In 2005, ISSOS was established by Jen Munro, a St Andrews University Graduate, who after working as a summer camp counselor, realised she wanted to provide students from all over

the world with a balanced summer program in a safe setting where they could learn from one another and have an experience that would last a lifetime

St Andrews was the obvious choice for the first summer school due to its safe location and historical setting. The first session of ISSOS took place in 2006, with 50 students. In 2011, with growing demand, ISSOS Cambridge was launched and we now run successful programs at St Andrews, Cambridge and Yale Universities. Students have always been at the heart of everything ISSOS does and we have listened to feedback from students and parents to develop all aspects of the company, fast becoming recognised as one of the top International summer schools.

ISSOS has grown significantly since 2005, attracting students from over 80 nationalities and catering to over 600 students. Every year, students and staff talk of ISSOS as being a family, and that's what we're looking to develop and maintain: an international family where friendships span the world.

ISSOS is a values-led company and has a core set of values that run through everything we do. One of our most important assets is our people and we endeavor to find the best people to work with us every year. As we grow, we are committed to offering the highest level of service and quality products. It is imperative that whilst doing this we have fun, making sure everyone associated with ISSOS has *The Experience of a Lifetime*.

"We work together, we play together, we live and grow together. We are the ISSOS International Family."



#### **Our Values**

about.

ISSOS is a values-led company, this quite simply means it is a company run on a basic set of values. These values are set out below. When ISSOS was established it was started with one very simple mission - to help children. That mission was based on

a simple and beautiful quote, which encompasses everything ISSOS is

"One hundred years from now it will not matter the kind of car I drove, the size of house I lived in or how much money I had in the bank, the world will be a little better because I was important in the life of a child." Forest Witcraft



### **Our Values**

#### **People**

At ISSOS we believe that people are our biggest asset. We employ and work with people who have sound moral values and who believe in what we do. We invest in our people and make sure that they are happy and are getting the most out of their time with ISSOS.

ISSOS is a client-focused business, we listen to our students and parents and make sure we deliver on what they need and want in the most innovative fashion.

No school or business is better than its teachers. or staff, ISSOS is as good as its people and we aim to have the best, most enthusiastic, dedicated and most passionate people working with us. ISSOS is a family and we endeavour to welcome more people in to that family every year.

"People who need people are the luckiest people in the world." Barbra Streisand





#### Safety

One core value of ISSOS is safety - if people don't feel safe, they do not learn and they cannot give their best. Safety does not just relate to physical safety, it relates to emotional safety as well, people must feel physically and emotionally safe in order to learn and grow. With this in mind, ISSOS has made sure to select campuses that are safe and welcoming and create an inclusive, encouraging and ultimately safe environment for people to learn, grow and work.

"If people do not feel safe they will not learn and they cannot grow." Barbara Arb

#### **Our Values**

#### **Balance**

ISSOS is all about balance; creating a balanced summer programme for students and creating a balance in all that we do. Academic subjects, elective classes, activities, sport and the arts should have equal weighting. This balance educates the brain and the heart.

"There should be a balance between material and spiritual progress, a balance achieved through the principles based on love and compassion." Dalai Lama





#### **Education**

ISSOS believes in education in the most universal of terms. Education is a means of stimulating passion and interest and increasing confidence and creativity. ISSOS knows that everyone is born with everything they need, all the greatness, talent, creativity and intelligence to lead a brilliant life.

However, it is felt that children have been educated out of their creativity and greatness – it is ISSOS' job to help each student rediscover their own talents, ability and creativity, believe in their own greatness and embrace it.

ISSOS endeavors to deliver education in an innovative and creative form that addresses the needs of today's students. ISSOS endeavors to do all it can through education to help students uncover and rediscover their creativity and innate ability.

"Education is the most powerful weapon to change the world." Nelson Mandela

### **Our Values**

#### Relationships

ISSOS creates and fosters relationships with everyone we come in to contact with. We are not in the business of selling, we are in the business of relationship development, which in turn, creates 'sales'. We develop meaningful relationships with parents, students and advisors. People are our key asset and as such, we treat others as we would like to be treated.

Service with a smile, good chat and leaving people with a warm fuzzy feeing, and the knowledge that ISSOS is a good, honest, fun and real company, is important to us.

The relationships formed with students and parents last way beyond a summer. ISSOS nurtures these relationships and offers advice on university, careers, summer placements

and any other requests. We keep in touch with students through social media and make sure to congratulate them on achievements, sometimes promoting them in newsletters to encourage other students and highlight their successes.

"We discover that all human beings are just like us, so we are able to relate to them more easily. That generates a spirit of friendship and develops meaningful relationships." Dalai Lama







#### **Our Values**

#### **Social Responsibility**

ISSOS brings together students from all over the world and by doing so, breaks down social barriers creating an inclusive and accepting environment devoid of judgment. If every summer we manage to help just one student realize that we are all connected and that



until we accept and help one another, regardless of country, creed or religion, we will never have peace – then we have come one step closer to changing the world.

By fostering friendships that span across countries and oceans, ISSOS creates a social understanding that will in turn, encourage the next generation to create a smaller more connected and accepting world.

ISSOS' social responsibility is not only concentrated on our students, as a company we believe in giving back and are dedicated to impacting Scotland as a country by giving to charity and giving of our time to assist the next generation. ISSOS connects with certain companies and charities that have the same moral and social values and exists to help young people.

"One person can make a difference and every person should try."

John F. Kennedy

#### Fun

ISSOS is all about fun. If it's not fun, then what is the point?

Everyone involved in ISSOS including head office, students, summer school staff and advisors, should have fun when involved with or dealing with ISSOS. Head office and the summer school are full of laughter and fun, and as long as it is safe and legal, it should be encouraged and promoted.

By injecting fun in to all that we do, including classes, activities and in head office, we make sure that people live more and think more with their heart.

"Life is not a dress rehearsal, let's enjoy it."

### **Our Values**

#### Quality

Everything ISSOS does must be done to the highest quality. From promotional materials, staffing and accommodation, to evening programmes and cultural trips, everything must be delivered to the highest standard. ISSOS does not do things by halves; if we do it, we do it well.

We are only as good as our last summer school programme so we have to get it right first time, every time. There are very specific head office and summer school protocols in place along with manuals that detail all procedures. These must be adhered to in order to maintain a high quality in everything we do. If it is not quality we don't do it!

"Quality means doing it right when no one is looking." Henry Ford

#### **Service**

ISSOS is built on providing a service to students, parents, teachers and anyone associated with the company, that is second to none. ISSOS goes beyond basic service; we believe in meaningful engagement with our clients and those who work with us, building meaningful relationships that last beyond a summer.

If you email or call ISSOS, your query will be answered the same day, if you ask for something outwith our normal offerings, we will do all we can to assist.



No student, parent or business contact should only ever have one contact with ISSOS, it's an ongoing relationship, and an ongoing and genuine service. ISSOS has people that genuinely care and that is what our exceptional level of service exemplifies.

ISSOS is not about 'what is in it for me?'
ISSOS exists to deliver on, 'how can I help you?'

### **Step by Step Guide for Parents**

Now that your son/daughter has applied to ISSOS and been accepted there are just a few more things to do so we can make sure that their stay with us is as comfortable, enjoyable and as beneficial as possible. Please complete the steps below as soon as possible.

#### **Next Steps**

#### **Book Flights**



The 'Travel Information' page on our website will give you a guide when booking flights. It is important that students arrive and depart within the suggested time frame to avoid additional transfer costs.

#### **Send us Travel Information**



Once it has been decided how your son/daughter will get to ISSOS, please inform us of their arrival details. Visit our website, click on 'ISSOS Experience' then select 'Parent Information' and scroll down to find the link to our Travel Questionnaire.

#### Fill in our Student Questionnaire



On our website, click on 'ISSOS Experience' then select 'Parent Information' and scroll down to find the link to our Student Questionnaire. This will help us know more about our students and will tell us about any dietary requirements or special needs they may have. Please fill in this form with your son/daughter.



### **Step by Step Guide for Parents**



#### **Purchase Travel Insurance**



We advise you to take out your own basic travel insurance designed for international travellers that includes lost luggage and medical care. Please contact your local provider for information.

#### **Apply for Visa**



For those students who require a visa to enter the UK or USA we suggest applying as soon as possible. Please visit our website, click on 'ISSOS Experience' then select 'Parent Information' and then 'Visas and Insurance' from the drop down menu. Contact us to receive visa support documents.

#### **Send a Photo**



If you have not sent a photo of your son/daughter, please email one to us as soon as possible. This is very helpful for identification.



### **Before arriving at ISSOS**

Once everything is organised for your son/daughter's trip to ISSOS, you can relax but don't forget these essentials.

#### **Pocket Money**

Make sure your son/daughter has access to spending money. Rather than students being responsible for large sums of money, we suggest you set up a pre-paid debit card for their time at ISSOS such as Revolute. For more information on pocket money, see page 23.



# Prepare for the Experience of a Lifetime!

Your son/daughter will have an amazing experience at ISSOS and will meet other 13-18 year olds from all over the world. We are looking forward to meeting and spending time with them this summer!



If you have any questions or need any additional information, please contact our Operations Director, Louise by email: louiseoconnor@issos.com or call us on +44 (0) 3300 777 247



### **Travel Information**

It is up to parents to make their son/daughter's travel arrangements to/from ISSOS this summer. We ask all parents to send full arrival and departure details, even if the student is being dropped off by car. Travel plans must be passed to ISSOS well in advance of arrival to ensure that all of our students arrive safely to a warm ISSOS welcome.

For arrival and departure dates/times for your chosen campus, please see accompanying letter, or our website.

#### **Arrival and Departure by Plane**

All students will be welcomed at the designated airport by a uniformed member of ISSOS staff. Staff will help students with their luggage and accompany them on the coach to their campus. ISSOS staff will be at the designated airport only between 8am and 3pm for our Yale students, and 8am – 4pm for our St Andrews and Cambridge students.

#### **Coach Transfer to ISSOS**

Coaches will make various departures from the airport throughout the day. This transfer service is included, provided students arrive before 4pm on Arrivals Day for our St Andrews and Cambridge students, and 3pm for our Yale students. Travel arrangements can be made outwith these times, and the designated airport, at an extra cost.

#### **Waiting Times**

Due to the large number of students arriving at the airport, there may be a short wait for the coaches to depart, however, our students will be accompanied by a member of staff, and their wait will be made as comfortable as possible.

### **Travel Information**

#### **Unaccompanied Minors**

An *Unaccompanied Minor Service* is provided by some airlines to assist those who are under 16 years old and are flying alone. This is an additional service which is paid for by the student's parents at the time of booking the flight.

In order for our staff to collect your son/ daughter, ISSOS staff must be in possession of the official Unaccompanied Minor paperwork for the student's arrival and departure flights.

Certain airlines may not provide this service or allow passengers under 16 years to travel alone. If this is the case, you must arrange for an adult to travel with your son/daughter on each journey. Please ensure that you make appropriate arrangements for students under 16 years.

If you are unsure about this service, please contact us immediately.

If a student is travelling as an Unaccompanied Minor please inform us of this as soon as possible. Please note that any students travelling as an Unaccompanied Minor must travel within the designated times as we require a staff member to collect them /check them in.

We advise you to check all rules and regulations if your son/daughter will travel as an unaccompanied minor to ensure that they fit with our transfer times and policies. If your particular airline operates a very strict policy, for example, DELTA or Ryanair, again, please contact us before booking any flights to ensure we can meet or check in your son/daughter as smoothly as possible.







### **Travel Information**

#### **Baggage Allowance**

We ask that students travel with only one piece of luggage (students must stick to this, we cannot guarantee all luggage will fit on a coach if all students bring more than one piece of luggage). Please attach the enclosed luggage label to your suitcase, this will be invaluable if the airline misplaces a bag - it will ensure it is sent directly to ISSOS.

#### **Luggage Label Address**

The ISSOS luggage label is pre-printed with the campus address.



#### **Arriving outwith Coach Times**

If students arrive or depart outwith the advised times, alternative transport can be arranged. In this case, there will not be a member of ISSOS staff at the airport to meet students - this means that students cannot travel as unaccompanied minors. If alternative transport is arranged, there will be an additional charge.

#### **Drop Off and Pick Up at Campus**

If students are being dropped off at the campus by a parent/guardian, we ask that they arrive between 12 noon and 4pm on arrivals day. On departures day, all students must leave campus before 12 noon. Please ensure you advise ISSOS of drop off and pick up times.

### **Clothing and Equipment List**

#### **General Clothing**

The general dress code at ISSOS is casual. Students are encouraged to wear whatever they feel comfortable in, as long as it is practical and appropriate, i.e. no offensive t-shirts, nothing too revealing etc.

We have put together a list of clothing that we suggest students bring:

- waterproof jacket/raincoat
- ieans/trousers
- underwear and socks
- swimming suit
- sneakers

- sweat shirts
- t-shirts
- sleepwear
- sweat pants/tracksuit bottoms
- sandals/flip-flops
- formal/smart clothing see below\*

There is access to laundry facilities and students are given allotted times to use the machines - students do not need to label clothes as they are provided with their own laundry bag (students will receive a laundry schedule on arrival).

\* All students should bring various smart outfits to wear to the: Final Night Dance, Debate and Creative Night.

#### Other Items

- bath towels
- sun glasses
- hat/baseball cap
- toiletries sun screen
- small backpack, suitable for day trips

Bedding is provided.

Students attending Yale may wish to bring additional pocket money to purchase a small fan for their room.

#### **Computers and wifi**

We recommend that students bring a laptop or portable device for classroom work and homework purposes. Students will have access to wifi in common areas of the residence and within the classrooms.

### **Academic & Elective Specific List**

Some of our Academic and Elective Programs require specific clothing and equipment. If you have any questions about equipment, please contact us.

#### **All Academics**

We suggest that students bring a laptop/iPad/ tablet for academic purposes.



#### IB

Students taking Extended Essay or Pre IB will need to bring a laptop and any materials from which they have been working.

#### **Debate or Business and Entrepreneurship**

Those taking debate or business and entrepreneurship will be taking part in the final night debate/presentation and are asked to bring something smart:

Boys - smart trousers (no jeans), shirt and tie;

Girls - skirt and top, smart trousers and top or dress.

#### **Theatre**

Students are asked to make sure they have comfortable clothing that is easy to move in.

#### Art

Students should bring an old T-shirt/shirt to wear over their clothes to protect them from paint and other substances.



# Academic & Elective Specific List

#### **Tennis**

We ask students to bring their own tennis rackets if they have one, if not we can provide a limited number. In addition students should bring:

- 2 pairs of sneakers/trainers (non-marking soles essential\*)
- sweat pants/jogging bottoms
- jumper/sweatshirts for colder days
- shorts and t-shirts
- waterproof jacket
- \* Please note students must have appropriate footwear or they will not be allowed on the court.

#### **Photography**

Students must bring a digital or SLR camera with the ability to manually focus. Mobile/cell phones are not sufficient for this class.

#### **Golf**

Students are highly advised to bring their own clubs (not relevant to absolute beginners). Advanced Golfers are advised to bring a dozen quality balls for game play to avoid using range balls which are not appropriate. All golfers are asked to have the following clothing/equipment:

- golf shoes or soft shoes with a grip (sneakers)
- trousers or chinos (no jeans)
- sweater
- waterproof jacket and windbreaker
- golf glove/dozen quality balls (can be purchased in St Andrews)

For those who have the appropriate handicap and wish to enter the ballot to play The Old Course, you must bring your handicap certificate and certificate of membership of a golf club.

### **Typical Day at ISSOS**

The safety and happiness of our students is of the utmost importance at ISSOS therefore we have a team of dedicated counselors who plan Evening Activities, sporting events and take care of our students at all times. There is ALWAYS someone on hand to help students find their way to class, log on to computers, phone home or simply just chat.



Counselors are on duty all day and live in the halls of residence with the students. They are available 24 hours a day if students need them. In addition, two members of head staff are on duty every evening.

ISSOS, where students are at the very heart of everything we do.

#### **Typical Week at ISSOS**

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
7:30	Counselors Wake Students						
8:00	Breakfast						Leisurely Breakfast &
9-12 noon	Academic Class					Cultural	Free Time
12 noon	Lunch						
1.00-4.00	Elect	tives	Cultural	Elect	ives	Trip	Workshops
4:00		rities/ Time	Trip	Activi Free 1			
6:00	Evening Meal						
7:30-9:30	Evening Program						
10:30	Check In						
11:00	Lights Out						

Yale: Due to a different dining schedule the times above may be slightly different at Yale.

### **Session Schedule**

#### **Opening Day**

Once students have arrived at ISSOS and have unpacked, there will be a variety of activities to help them get to know other students and their surroundings. We will have tours of the campus which will let students know where classes and activities take place, as well as give them information about the town.

In the evening, students will be with their counselor and their group. Their counselor will talk them through the next day's classes, activities and schedule, answering any questions they may have. This is a great time for students to get to know each other and understand how ISSOS works.

#### Weeks 1 and 2

The first two weeks of ISSOS are identical in terms of scheduling, however evening programs will change every night.

#### Week 3

Classes run as usual in week three but end two days before the final day to allow for some fun activities to mark the end of ISSOS.

The last week sees the culmination of the academic and elective programs. We have a variety of final week Evening Programs that are run by the students; for more details on these evenings, please see pages 15 and 16.



### **Final Week Evening Programs**

The final week's Evening Programs are a little more formal than those of the first two weeks. Most of the Evening Programs held in the last week are organised by the students and they offer the students that have been involved in certain electives and academics the chance to show the ISSOS staff and students what they have been working on during their time at ISSOS. We also have a Parents' Reception where parents can meet the staff and other students involved in ISSOS.

#### **Final Debate**

Students taking part in the Debate program will hold a number of debates within class time. In the final week, Debate students will hold a formal debate which all of ISSOS attends; the topic for this debate is chosen by the Debate students. This is a formal occasion and gives all students the chance to take part in a great University tradition.

#### **Exhibitions and Creative Night**

Students taking part in the Art and Photography Electives will hold exhibitions to showcase their work. Students of the Film and Theatre Electives will work towards creating a final project which will be shown to all students and staff at the Creative Night. This evening is held in one of the University's professional theatres.

#### **Awards**

The Creative Night ends with the ISSOS Awards and is an opportunity to celebrate students who have really grown and excelled in their Electives.

### **Highland Games**

The ISSOS Highland Games. During ISSOS, each student becomes a member of a Scottish Clan and during the 3 weeks the Clans compete in a variety of competitions.

At the Highland Games, all Clans take part to win the Clan Cup. Students will take part in traditional Scottish games, such as: Welly Wanging, Tossing the Caber and Strongest Person. This is a great way to finish the session with everyone cheering and coming together as part of a Clan.

### **Final Day and Night**

#### **Parents' Reception**

ISSOS hosts a reception on the day before students travel home. We welcome all parents, family and friends between 4pm-6pm on this day, giving you the opportunity to meet the ISSOS staff and gain an insight into the session at ISSOS. If you do wish to attend this reception please visit our website and click on the 'Parents' Information' page for more details, or alternatively email Louise - louiseoconnor@issos.com

We will be more than happy to provide you with a recommendation for a local hotel and take you on a tour of the town during the Parents' Reception.

#### **Final Night Dance**

The Final Night Dance is a chance for students to hang out with friends and staff before they depart the following day. To celebrate ISSOS' Scottish roots, the evening begins with a Ceilidh for students to practise their Scottish country dancing (taught earlier in the session).

The second part of the evening welcomes our DJ who will change the atmosphere a little and keep the students going until later that evening.







### **Cultural Trips and Workshops**

#### **Wednesday Trips**

At ISSOS, Wednesday afternoons are for students to enjoy a choice of exciting Cultural Trips away from the campus. As usual, students will attend their morning Academic Classes; however after lunch, students will go on one of the Cultural Trips that has been planned. Students will sign up for these trips by filling in their Student Questionnaire and have the choice of selecting 2 trips. Students will be able to choose from a variety of trips, depending on which session of ISSOS they are attending.



#### **Saturday Trips**

On Saturdays, carefully selected trips allow students to experience celebrated cultural cities; these trips are well supervised, fun and educational. The trips leave early to allow students maximum time to explore some amazing cities where they can visit local attractions including museums and galleries and enjoy time shopping with friends.

Please note that all our cultural trips are well supervised and have been well thought out in advance. Although students are allowed time to shop, there will be designated meeting points and staff will be clearly visible and easy to contact at all times. Younger students will be given a more restricted area in which to shop and will also have additional activities in each city.



### **Cultural Trips and Workshops**

#### **Sunday Workshops**

On Sundays, students have the chance to sleep a little longer, then enjoy brunch and some free time. This gives them the perfect opportunity to contact home and let parents and guardians know what a great time they are having! In the afternoon students take part in Sunday Workshops.

We have a variety of workshops to choose from, including yoga, football, arts and crafts. If a student has a particular interest, our staff are happy to create a workshop around this for them and their friends. Alternatively, students can ask to try an academic or elective they they haven't chosen this summer, like youth leadership, or photography, giving them an idea as to what the class involves and whether or not they'd like to take this class the following summer.



### While Students are at ISSOS

#### **Pocket Money**

Although all accommodation, food and activities are provided by ISSOS, we recommend that students bring pocket money, around £50 / \$70 per week. This pocket money is for additional snacks, postcards and souvenirs. Your son/daughter may require additional money if they enjoy shopping during weekend cultural trips.

We highly recommend that you apply to for a pre-paid debit card which will allow your son/daughter to spend freely, and you are in control of top ups if necessary (from your home country). A popular card is Revolut, however your own bank may offer a similar card. If students do wish to bring cash with them please be aware that we cannot change money from local currency to British Pounds or U.S Dollars. We do not recommend that students bring large sums of cash for safety reasons.

#### **Contacting ISSOS**

We do encourage students to call home when they arrive but as you will appreciate, they are often preoccupied making new friends and settling in. Please do not call ISSOS if you would like to speak to your son/daughter, instead send an email and we will encourage them to contact home. We recommend Sunday mornings as a good time to reach students; there is a later wake up time and students are given some free time.



### While Students are at ISSOS

#### Mail

Please do not send packages to our Glasgow office. If you would like to write to your son/daughter during ISSOS session, please refer to the mailing address on the letter included with this information booklet.

#### **Visiting ISSOS**

ISSOS is designed as a well balanced summer program; students will gain the most benefit when taking part in everything the program has to offer and remaining part of the program at all times. With this in mind, we encourage parents to refrain from visiting their son/daughter as it often causes students to feel unsettled, homesick and can be disruptive to other ISOSS students.

We would be delighted if you would like to join us at the parents' reception to hear about what your son/daughter has been up to, take a tour of the campus and meet teachers and counselors. This will allow you to enjoy time with your son/daughter before heading home.



### **Frequently Asked Questions**

#### Will my Son/Daughter be met at the Airport?

A member of ISSOS staff will be at the designated airport for your campus, to meet students on opening day. Staff will accompany students on the coach to our summer school where they will be met by their counselors who will help them unpack and settle in.

# Is my Son/Daughter an 'Unaccompanied Minor' while travelling?

An Unaccompanied Minor Service is provided by some airlines to assist those who are under 16 years old and are flying alone. This is an additional service which is paid for by the student's parents at the time of booking the flight. In order for our staff to collect your son/daughter, ISSOS staff must be in possession of the official Unaccompanied Minor paperwork for the student's arrival and departure flights.

Certain airlines may not provide this service or allow passengers under 16 years to travel alone. If this is the case, you must arrange for an adult to travel with your son/daughter on each journey. Please ensure that you make appropriate arrangements for students under 16 years. If you are unsure about this service, please contact us immediately. If a student is travelling as an Unaccompanied Minor please inform us of this as soon as possible. Please note that any students travelling as an Unaccompanied Minor must travel within the designated times as we require a staff member to collect them /check them in.

#### What about Safety?

The safety and well-being of our students is our number one priority. Throughout the three week program, students are well supervised both within scheduled classes, trips and activities, and their free time. We specifically choose locations for our campuses which are known to be exceptionally safe and offer a safe environment for students to enjoy their summer. All outdoor activities are run by qualified outdoor instructors, any activities using outside contractors are subject to detailed risk assessments.

### **Frequently Asked Questions**

#### What about Medical Insurance?

All students should have insurance that covers them for medical care while in the UK or USA. While travelling, all students should carry information regarding their policy, in case of an emergency. For recommendations or advice on who to use as an insurance provider please contact us.

#### Are students well supervised?

We have a team of counselors dedicated to supervising and looking after students. Our counselors organise evening activities and are always there to help students whenever needed. Students are very well supervised and our campus towns are very safe places to spend the summer.

#### Do you cater for dietary requirements?

Yes, we can cater for virtually all dietary requirements. Please fill in our questionnaire on the 'Parent Information Page' to inform us of any dietary needs.

#### Will my Son/ Daughter be sharing a room with someone from the same country?

No, we make every effort to make sure that if students are sharing a room, they are paired with someone of a different nationality.



### **Frequently Asked Questions**

# Will my Son/Daughter be in the same class as students of their own age?

Possibly, English Language is the only class that is split and this is done by level of ability. The other academics are taught to a mixture of ages, however our staff are well aware of age difference and may give different homework to older students.

## Can my Son/Daughter bring a musical instrument?

Absolutely, in fact we encourage students who play a musical instrument to bring it with them. We have a number of staff who are interested in music and in the past, we have had ISSOS bands who have performed at the ISSOS Variety Show.

#### Are students given homework?

Yes, however this is kept to a minimum as we like to make sure students spend the time outwith classes doing activities and making new friends. We are also very aware that this is the student's summer holidays and do all we can to create a unique balance between work and play.

#### How does the accommodation work?

All students are housed in the one University Halls of Residence; there are separate floors for boys and girls, and staff members stay on each floor. Rooms are either single or double and students share bathroom facilities. There are common areas for students to spend time together.

#### Will students have access to wifi?

There is wireless access in most of the University public areas that students can sign in to.

### **Social Media**

At ISSOS, we love to stay in touch. You can join us on our social media channels now for the latest updates and news about ISSOS. Get to know the other students who will be attending your session and familiarise yourself with our summer school. We upload hundreds of photographs to Instagram and Facebook during the summer, so make sure you follow and like our pages and share your ISSOS experience with friends and family.

Let's stay in touch! Search 'ISSOS' on:













### **ISSOS Merchandise**













Tel: +44 (0) 3300 777 247

E-mail: info@issos.com www.issos.com

The state of the s