

FREQUENTLY ASKED QUESTIONS

QUESTIONS ABOUT APPLYING

Q: Who can apply?

A: Our programmes are for students aged 13 - 18 years old and we welcome applications from every nationality around the world, from native English speakers and non-native English speakers.

Q: Do students need to speak English all the time?

A: Yes, ISSOS is a fully immersive programme and English is spoken at all times. Students do not need to be fluent but we do need everyone to have a basic understanding of English.

Q: Do you have academic acceptance criteria?

A: No. We don't ask for students' grades on application because we believe in education in the broadest sense, educating and enriching hearts and minds.

Q: Are you affiliated with the universities?

A: No. We run our programmes from the university campuses but we are an independent company. We employ our own staff and design our own bespoke, award-winning summer programmes.

Q: Will we need to apply for a visa?

A: Entry requirements for the UK and USA will differ. You can find website links to the official visa advice websites for each country on this page: <https://www.issos.com/summer-school-parents/visas-insurance/>. For students who do need a visa, we can provide the support documents that you might need.

Q: Do you have a two week programme?

A: No, all of our programmes are 3 weeks long.

QUESTIONS ABOUT PAYMENTS

Q: What are the programme dates and fees?

A: For dates and fees please visit: <https://www.issos.com/dates-fees/>

Q: Do you offer financial aid or scholarships?

A: Unfortunately we cannot offer financial aid or scholarships.

Q: Will I get my registration fee back if I change my mind?

A: If you change your mind within 14 days of us accepting your application we will refund the registration fee. After this time the registration fee is not refundable.

Q: When do I pay the remaining balance/tuition fee?

A: The tuition fees are due 21 days after you receive the acceptance email from us.

Q: What does the cost include?

A: ISSOS is an all-inclusive programme. Your programme fees cover accommodation, meals, trips, activities, airport transfers from our selected airports, insurance, completion certificate, merchandise and much more.

QUESTIONS ABOUT ARRIVAL**Q: Who will meet my son/daughter at the airport?**

A: ISSOS staff will be at the specified airport to meet students on opening day and will take students to the campus by bus. Students must arrive at our designated airport and between the specified times on opening day in order to be met at the airport by our team. Please see full travel information here:

<https://www.issos.com/summer-school-parents/travel-information/>

Q: What if we cannot find a flight to the right airport, or at the right time?

A: If you are having problems finding a suitable flight, please contact us. We can arrange for a private pick up for any students who arrive at a different airport, or outside of our specified times, but this will be at an additional cost.

Q: What should students pack?

A: When your application has been accepted we will send out our information pack which will give you information about what to pack as well as our contact details, travel tips, laundry, clothing, trips and general information.

QUESTIONS ABOUT ACCOMMODATION**Q: Will students be in a shared bedroom?**

A: The majority of our rooms are shared by two students, who will be the same age and gender as each other. We do have some single rooms but we cannot guarantee these unless it is for a medical reason. Students in shared rooms will be sharing with someone of a different nationality. Most of our rooms do not have ensuite bathrooms.

Q: My son/daughter would like to share a room with their friend, is this OK?

A: We do not allow friends to share rooms. We have a very successful rooming policy that is designed to help students build new friendships with students from all over the world.

Q: Do students have access to a laundry service?

A: Yes. All of our residences have laundry facilities and our staff will tell students how and when to use them. All students are given a laundry bag when they arrive.

Q: Can you cater for different dietary requirements?

A: Yes. After your application has been accepted we will ask you to complete a student information form. This is where you can let know of any special dietary requirements/allergies that we need to be aware of.

QUESTIONS ABOUT CLASSES

Q: What classes are available at each campus?

A: Classes fill up quickly, so please apply early to secure your first choice. The options are different at each campus, and can be found here: <https://www.issos.com/the-program/>

Q: What level of English do students need for each class?

A: To come to ISSOS, students need to be at least A2/B1 level. Each class has different language level requirements. Please contact us for details.

Q: I changed my mind about the classes I applied for, can they be changed?

A: If we have availability in a different class before the summer school starts, we will do our best to change students to a different class.

Q: What if a student doesn't like their class when they start?

A: If a student does not like their class they should let their Counselor know and they will speak to the Head Counselors. They cannot guarantee that students will be able to move classes but they will try to see if a change can be made.

Q: Will my son/daughter receive a certificate for completing ISSOS?

A: Yes. All ISSOS students will get a Certificate of Completion as well as a full Academic Report, written by their teacher.

Q: How many students are in a class?

A: This will depend on the subject. For instance, a Debate class may have up to 20 students per class. Other subjects may be smaller with only around 8 - 15 students per class.

QUESTIONS ABOUT SAFETY/SUPERVISION

Q: How are students supervised?

A: We have a team of Counselors who are dedicated to supervising and looking after our students. All of our Counselors live in the same area of accommodation as their students, and are there to wake them up, walk them to their classes, hang out with students after evening activities and generally offer support and make sure our students are happy throughout the programme. Our staff are on campus 24hrs a day.

Q: Will students get free time?

A: The ISSOS schedule is very busy and there are always lots of things going on, but students will get some free time every day. After evening programs, and for shorter times throughout the day there are lots of chances for students to relax, go to the shops for snacks, or hang out with friends.

Q: What about safety around the campuses?

A: All 3 of our campuses are well known as safe university towns and campuses, offering a secure environment for students to enjoy their summer and explore their independence. There are staff available 24 hours a day and when students have free time between 4-6pm, they are able to explore the campuses under the supervision of staff.

Contact Us: info@issos.com

