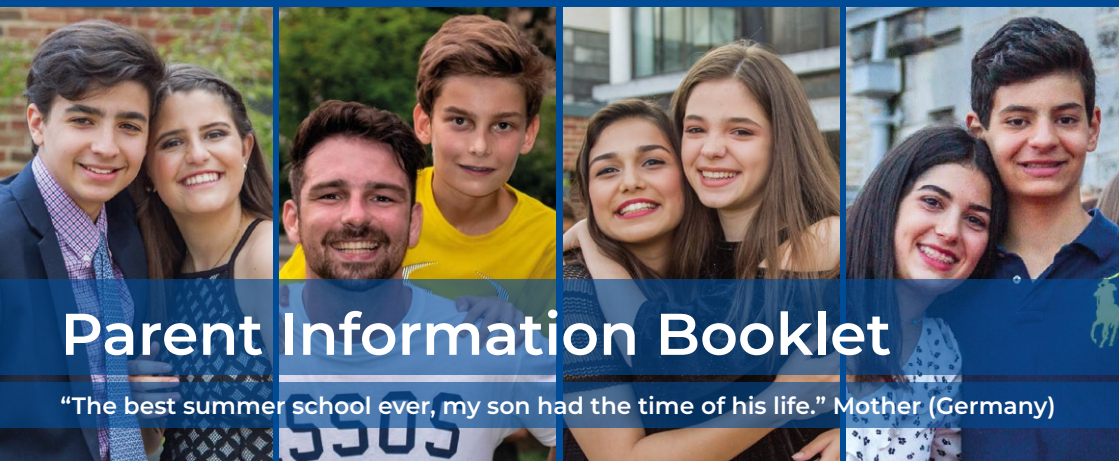


ISSOS

the experience of a lifetime™



Parent Information Booklet

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

Contents

Step by Step Guide	1
Having applied, what do we do next?	
Travel Information	3
All information related to arrival and departure, insurance etc.	
Clothing and Equipment List	6
All clothing and equipment needed for ISSOS.	
Typical Day	8
An example of a typical day at ISSOS.	
Session Schedule	9
Break down of the session, trips and evening programme.	
Final Week Evening Programmes	10
Details of final week evening activities.	
Final Day and Night	11
Parents' Reception and Dance.	
Cultural Trips and Workshops	12
A detailed look at the cultural trips and workshops.	
While Students are at ISSOS	14
A compilation of helpful information for parents, relevant while your son/daughter is at ISSOS.	
Frequently Asked Questions	15
Answers to questions frequently asked by parents.	
Social Media and ISSOS Merchandise	18
Join us on Social Media and get your ISSOS Merchandise.	
Our Story	19
Everything you need to know about ISSOS.	
Our Values	20
The ISSOS family's values and goals.	

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

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, log into your Parent Portal and complete the travel questionnaire.

Purchase Travel Insurance



For our UK campuses, travel and medical insurance is provided via Endsleigh Insurance. Please see your Parent Portal for full information.

For our USA campus, medical insurance is provided. Please be sure to purchase travel insurance to cover lost luggage, delayed flights via your local provider.

Fill in our Student Questionnaire



Visit our website, log into your parent portal and complete the student questionnaire with your son or daughter. We require as much information as possible to help us provide the best possible experience.



Step by Step Guide for Parents

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 add one to the application via the Parent Portal. This is very helpful for identification.



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 2.30pm for our Yale students, and 8am – 3pm 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 3pm on Arrivals Day for our St Andrews and Cambridge students, and 2.30pm for our Yale students. Travel arrangements can be made outwith these times, and the designated airport. Private transfers are solely booked by parents to ensure accurate information is shared.

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 see our website for campus address to add to your luggage label, this will be invaluable if the airline misplaces a bag - it will ensure it is sent directly to ISSOS.

Luggage Label Address

Campus addresses will be available on our website for luggage. Please refer to the Parents' Page.

Arriving outside arranged Coach times

If students arrive or depart outside 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. Private transfers are solely booked by parents to ensure accurate information is shared.

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 & Equipment Packing

Please bring the following in your suitcase:

- Underwear and socks
- Tshirts/Sport Tops
- Sweatshirts/Hoodies
- Jeans/Trousers/Skirts
- Shorts
- Sports Leggings/Shorts/Sweatpants/Tracksuit bottoms
- Raincoat/Water proof jacket
- Sneakers/Trainers
- Sandals/flip flops
- Sleepwear

Formal/Smart Clothing for the following 4 events:

- Final Night Debate/ Creative Night, Dragon's Den, Final Night Dance

Other Items

- Bath towel (1 is provided by the University)
- Reusable water bottle
- Hat/Baseball Cap
- Sunglasses
- Small backpacks for trip days
- Toiletries (toothbrush, toothpaste, shampoo, shower gel, deodorant)
- Electrical products such as hairdryers, straighteners
- Country adaptors for UK or USA
- Insect repellent
- Prescription Medication if appropriate (all details must be included in student questionnaire)
- All students are required to bring a personal computer or tablet for Academic classes
- Suggested Hand Luggage Items should include a basic toiletries, clothing (including underwear) and all prescription medication

All bedding is provided

Academic & Elective Equipment

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

Academics

We ask all students to bring a laptop or tablet.



Electives - Tennis

We ask students taking tennis to bring their own racket, and appropriate footwear to play on court.

Electives - Photography

A DSL/SLR or mirrorless camera is mandatory for this class as phone cameras are not appropriate to learn theory and skills with.

Electives - Golf

Students should bring their own set of clubs if they currently play. All students should bring appropriate footwear and a golf glove (this can be purchased in St Andrews).

Please bring your golf membership and appropriate handicap certificate if necessary to enter The Old Course Ballot.



Typical Day

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 available to talk to, help you understand more or just have a chat with.



Counselors are on duty 24 hours a day if needed so students feel safe. At each campus, there are two members of Head Staff on evening duty.

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

Typical Week

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

Class and meals times may differ slightly per campus.

Session Schedule

Opening Day

Once students have arrived on campus 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. There will be a short Welcome meeting to welcome all students to ISSOS and to go over some basic information.

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 programmes 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 Programmes that are run by the students; for more details on these evenings, please see pages 15 and 16.



Final Week Evening Programmes

The final week's Evening Programmes are a little more formal than those of the first two weeks. Most of the Evening Programmes held in the last week are organised by the teachers 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

Debate students host 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

During ISSOS, all students are part of a Scottish Clan and 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

We host a reception on the day before students travel home. We welcome all parents, family and friends for one hour 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

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.

Follow the parents portal to select trip preferences trips on the student questionnaire.



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.

Follow the parents portal to sign up for an additional preferences for trips on the student questionnaire.



Cultural Trips and Workshops

Sunday Workshops

Students have the chance to sleep a little longer on Sundays, 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. In all campuses we offer a University admissions workshop for students aged 15 and over, to express an interest in this workshop please sign up on the Student Questionnaire on the Parent Portal.



While Students are at ISSOS

Pocket Money

We recommend that students use their payment service on their phones or carry a debit or credit card - not cash - to make purchases such as treats, souvenirs and clothing on shopping trips.

All meals, activities and accommodation are already paid.

Visiting ISSOS

ISSOS is designed as a well balanced summer program; students will gain the most benefit when taking part in everything the programme has to offer and remaining part of the programme 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 ISSOS 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 Portal 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 & Merchandise

Let's stay in touch!

Search 'ISSOS' on:



www.issos.com/summer-schools/merchandise

Visit our online store to see our range of fantastic merchandise. Choose from ISSOS or Clan clothing and accessories!

GET YOUR ISSOS HOODIE



BUY YOUR HOODIE ONLINE

GET YOUR
HOODIE
NOW!
issos.com

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 programme 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 programmes 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

ISSOS is a values-led company, where our set of values run through everything we do. The ISSOS values are at the core of ISSOS decision-making on staff, location, programme content and our day-to-day operations, our values have created our company culture and are a marker of success in creating and delivering The Experience of a Lifetime.



ISSOS was started with one very clear mission - To create a safe place for people to learn and grow. The mission was based on a simple and beautiful quote that encompasses everything that ISSOS is about.

“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

Safety

Of all of our values, this is the one that comes above all others. Safety doesn't just mean physical safety, it's about emotional safety too. Because without feeling safe in every sense of the word people cannot learn and cannot grow.

Safety relates to everything we do, from the way we set up our classrooms to the people we choose to work with, the trips we choose, the campuses we run in.

Safety is also the number one reason behind choosing our campus locations. Parents trust us with their sons and daughters, but we also want to give our students a chance to explore their independence at ISSOS, and we feel fully confident that our campus locations allow them to do that safely.

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



Our Values

Community

This is a big one, it's who we are and it's what we do.

ISSOS brings together students from all over the world with the aim of breaking down cultural barriers to create a truly inclusive global community where no one is judged on the colour of their skin, their race, their religion, or anything else! By helping build friendships that cross countries and oceans we help to create a greater social understanding that will in turn pass to the next generation, building a more connected and accepting world.

Our community is also about the wider network of people we work with, and the campus towns we operate in. We pride ourselves on developing meaningful relationships and hope that everyone involved with ISSOS, from students and parents, to staff members and our university partners feels safe in the knowledge that we are a good, honest and fun company.

We're also dedicated to continuing to build our community and have a strong sense of social responsibility. As a company, we believe in giving back and are committed to giving to charities both at home and in the countries that our students are from.

“One person can make a difference and every person should try.”

John F. Kennedy



Our Values

Education

We believe in a balanced education and in creating a balance in everything we do. It's why we created our programme structure around subjects and activities to educate and enrich both hearts and minds so that academics, electives, sports, the arts and hobbies all have equal importance.



Traditional education settings tend to focus a lot on academic excellence and students' creativity gets left behind. It's our job at ISSOS to help all of our students rediscover their natural creativity, which is why our programmes deliver education in innovative and creative ways, encouraging every student to believe in their own greatness.

To help us deliver our award-winning educational programmes, we only employ and work with people who are experts in their fields, who share our values and who believe in what we do.

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

Quality

Everything that we do, from the moment a student signs up to the moment they leave, must be done to the highest standard. If we do something, we do it well because we are only ever as good as our last summer school programme so we have to get it right the first time, every time.



We follow strict protocols both at head office and at our summer campuses with manuals that detail all of our procedures so that the experience we deliver is always of the quality that people expect from us.

Our students are at the heart of everything we do so we make sure we listen to our students and their parents to make sure we always deliver the high standards they expect from us. We remain committed to our students long after the summer ends too, and we are always happy to offer advice whenever we are needed.

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

Our Values

Fun

Here at ISSOS we truly believe in work hard, play hard, because life should always be about creating balance in everything we do. Everyone involved in our programmes from the head office staff to our students and summer school teams should have fun when attending or working with ISSOS.

Every aspect of ISSOS, from head office to the summer school campuses is full of laughter, and by making sure that we think about the fun aspect of everything we do, it helps to make sure that every ISSOS summer really is The Experience of a Lifetime.

“Life is not a dress rehearsal, let’s enjoy it.”



Service

ISSOS is built on providing a service to our students, their parents, our summer teams and everyone else associated with our company. We always aim to go beyond basic service, building meaningful relationships that last far beyond the summer.

ISSOS has people that genuinely care about what we do and who care about our students, and that shows in our high standards of service. We work hard to make sure that the teams we employ and the service we provide truly are second to none. Our service is what sets us apart from others and helps us to deliver and create the Experience of a Lifetime at ISSOS.



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

ISSOS

the experience of a lifetime™



Let's stay in touch!

Search 'ISSOS' on:



ISSOS 69 St Vincent Street, Glasgow G2 5TF,
Scotland, UK

Tel: +44 (0) 3300 777 247

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

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