



## Parent Information Booklet

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

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# Step by Step Guide for Parents

After your application has been accepted there are some important things we need you to do to help us plan your son or daughter's stay. Please read the steps below and send us the information we need as soon as possible.

## Step by Step - What to do Next

Over the next few months, please look out for emails from us with more information or instructions. We typically start to send out emails to prepare for summer from January onwards.

### Join the Parent Portal



The Parent Portal is where you will find important information and documents, and is also where you can complete the information that we need. If you did not create a Parent Portal login when you filled out your application, please do this now - you will have received an email from us with a link to create your profile.

### Apply for a Visa



Students who need a visa should apply for one as soon as possible. We can provide a support letter to help with visa applications - please let us know if you need this and we will add it to your Parent Portal. To check if a visa is needed, go to the [Visas and Insurance](#) page of our website.



### Tell Us Your Travel Plans



To help with any details you might need for planning the trip, please read our helpful Travel Guide. When you have confirmed travel plans for your son or daughter, please log into the Parent Portal and fill out the Travel Questionnaire.

Travel Questionnaires will be in the Parent Portal from late January onwards. We will email you to let you know when they are available to complete.



# Step by Step Guide for Parents

## Check If You Need Travel Insurance



For our UK campuses, travel and medical insurance is provided by Endsleigh Insurance. For our USA campus, medical insurance is provided. Please buy travel insurance to cover lost luggage, or delayed or cancelled trips through your own insurance provider. You will find full information about our policies in the Parent Portal.

## Fill in our Student Questionnaire



Log in to the Parent Portal and complete the Student Questionnaire. Student Questionnaires will be in the Parent Portal from late January onwards. We will email you to let you know when they are available to complete.

### Academic and Elective Questions

Your son or daughter should complete the questions in this section with you. The information we ask for is vital for our teachers to make sure every student gets the most out of their classes.

### Trips & Additional Information

Please allow your son or daughter to make their own trip choices that they will be happy with. Places on each trip are booked before the session starts and cannot be changed.

### Physical/Mental Wellbeing and Medications

Please give us full information about any physical and mental health conditions that could affect your son or daughter's time with us.

Things that can greatly help us to know include information about any previous negative experiences in school (like bullying) or family difficulties (a recent divorce or loss of a loved one). Please also include details of any medical conditions (like asthma, stress or anxiety) or prescription medications that the student needs.

This is extremely important. Anything you disclose will help make sure that your son or daughter is supported while they are with us, and will be treated with great care and confidentiality.

### Allergies, Phobias and Religious Practices

Please give us information about any allergies or phobias that your son or daughter has, or if they observe any religious practices that might be relevant in their day to day activities during the programme.

## Send a Photo



If you did not include a photo of your son or daughter when you applied please upload one to the Parent Portal. This is essential for safety and identification reasons.

# Arrival & Departure

It is your responsibility to make travel arrangements to and from ISSOS. When you have made travel plans please make sure you fill out the Travel Questionnaire, even if the student is being dropped off or collected at the campus by car. **Below is an outline guide, but full and detailed information can be found in our essential Travel Guide.**

## ISSOS Designated Airports

### ST ANDREWS

**Arrival:** Our designated airport is Edinburgh Airport, students must arrive between 0800 - 1530 (BST) on opening day to be met by our staff.

**Departure:** On departure day, buses leave the campus between 0200 and 12 noon, therefore we strongly recommend booking flights that depart between 0600 and 1700 (BST).

### CAMBRIDGE

**Arrival:** Our designated airport is London Stansted Airport, students must arrive between 0800 - 1530 (BST) on opening day to be met by our staff.

**Departure:** On departure day, buses leave the campus between 0200 and 12 noon, therefore we strongly recommend booking flights that depart between 0600 and 1700 (BST).

### YALE

**Arrival:** Our designated airport is JFK International Airport, students must arrive between 0800 - 1430 (EDT) to be met by our staff.

**Departure:** On departure day, buses leave the campus between 0200 and 12 noon, therefore we strongly recommend booking flights that depart between 0600 and 1700 (EDT).

Students arriving and departing in line with the times and airports for each campus will travel to and from our campuses on buses with our staff. Buses make several trips on opening and closing day and this transfer service is included in your fees.

**\* Students travelling to and from other airports or outside of these specific times will need to book a private transfer. Regardless of the airport, please try to book flights within the suggested times for each campus above.**



# Arrival & Departure

## Private Transfers

Students who arrive/depart to other airports, or outside of our designated times, will need to book a private car transfer to campus.

We provide a list of trusted car companies, but it is your responsibility to book and pay for this service. You can find more information about Private Transfers in our full Travel Guide.

## Unaccompanied Minors

If your son or daughter is under 16 years old and travelling alone, some airlines offer an Unaccompanied Minor Service for the journey.

This is an additional service provided by some airlines which you need to book in advance and pay for.

Not all airlines offer this, and will not allow passengers under 16 years old to travel alone. In this case, you must arrange for an adult to travel with your son/daughter on each journey.

Please check with your airline and make the right arrangements for under 16 year olds. If your son or daughter will be using an Unaccompanied Minor service, please make sure you tell us in the Travel Questionnaire.

You can read more detailed information about Unaccompanied Minor services in our full Travel Guide.



# Arrival & Departure

## Drop Off and Pick Up at Campus

If students are being dropped off at the campus by a parent or guardian they should arrive between 12 noon and 4pm on arrival day. On departure day, all students must be collected from campus before 12 noon. Please let us know your planned drop off and pick up times in the Travel Questionnaire on the Parent Portal.

## Luggage Allowance

Students must only bring one piece of large luggage to ISSOS (we cannot guarantee all luggage will fit on the bus to campus if students bring more than this).

## Luggage Labels

Please put a luggage label on your son or daughter's bag with our campus address. If an airline loses a bag, having the campus address on the bag will help make sure it is located and delivered as soon as possible. Campus addresses are available in the Parent Portal.



# Packing List

The day to day dress code at ISSOS is casual, so students are free to wear any clothing that they are comfortable in, as long as it is practical and appropriate.

## Essential Clothing

- Underwear and Socks
- T-Shirts/Sports Tops
- Sweatshirts/Hoodies
- Jeans/Trousers/Skirts/Shorts
- Sports Leggings/Shorts/Sweatpants/Tracksuit Bottoms
- Raincoat/Waterproof Jacket
- Sneakers/Trainers
- Sleepwear

## Formal Clothing

Some of the events in the final week are more formal (Final Night Debate, Creative Night, Final Night Dance, and Dragons' Den) and students will need to bring smarter clothes for these. Examples include a suit, shirt and tie, smart trousers, skirts and tops, or dresses.

## Essential Items

- Prescription Medication if needed (all details must be included in student questionnaire)
- A laptop or tablet for Academic classes
- 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)
- Sun Screen
- Electrical products such as hairdryers, straighteners
- Country adaptors for UK or USA
- Insect repellent

All bedding, as well as one large bath towel and one hand towel, is provided.



# Packing List

Some of our Electives need specific clothing and equipment. If you have any questions about this, please contact us.

## Theatre

Students enrolled in Theatre should bring comfortable clothing that does not restrict movement.

## Tennis

Students taking tennis should bring their own racket and appropriate sportswear and sneakers/trainers to play on court.

## Photography

Students must bring a digital or DSLR camera with the ability to manually focus. Mobile/cell phone cameras are not suitable for this class.

## Golf

Students should pack appropriate sportswear, for example trainers/golf shoes, golf trousers/shorts, polo shirts, waterproof jacket and a hat/baseball cap.

Students who already play golf should bring their own clubs if they have them, which will help them get the most out of the tuition.

Experienced golfers who want to enter the ballot to play The Old Course should bring their golf membership ID and handicap certificate. Ballot entry can be discussed with the golf pros during the programme.

## Outdoor Leadership

Students should bring a swimsuit, clothes that are comfortable to move around in, and a rain jacket.



# Typical Week

Weekdays (except Wednesday afternoons) are when students are in class. Wednesday afternoon and Saturdays are for cultural activities and day trips, and on Sundays students have a later breakfast and more free time to explore or hang out with friends. Every night there is an evening programme event which everyone attends.



Our team are always on hand to help with anything students need. Counselors are on duty all day and live in the same accommodation with students, so they are there 24/7 if needed.

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

## Typical Timetable

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
7:30	Counselors Wake Students						Leisurely Breakfast and Free Time
8	Breakfast						
9 - 12	Academic Class					Cultural Trip	
12	Lunch						
1 - 4	Electives	Cultural Trip	Electives			Workshops	
4	Activities/ Free Time		Activities/ Free Time				
6:6	Evening Meal						
7:30 - 9:30	Evening Programme						
10:30	Check In						
11	Lights Out						

Class and meal times may differ slightly per campus. Students taking our golf elective will have two hours at the Duke's Course every afternoon. Advanced players will have time to play additional golf in the 3rd week of the programme.

# Session Schedule

## Opening Day

When students arrive they will meet their Group counselor and be shown where their room is. During the day there is time to unpack, meet new friends, tour the campus, and Counselors will help them settle in.

We ask all students to call home on arrival to make sure you know that they have arrived safely. In the evening there is a short meeting to welcome everyone and go over some basic information so that students know what we expect of them and are prepared for the first day's classes.

## Weeks 1 and 2

The first two weeks of ISSOS are identical in terms of scheduling from the Typical Week timetable, but the evening programme event will change every night.

## Week 3

Classes end two days before the final day to allow time for some fun activities to mark the end of ISSOS. The last week is the conclusion of the academic and elective programmes, and we have a variety of final week Evening Programmes that showcase everything our students have learned.



# Cultural Trips

## Wednesday Trips

Wednesday afternoons are for students to enjoy a choice of exciting trips away from campus. Students will still attend morning Academic classes, but after lunch everyone will go on one of the trips.

Trips must be chosen before arrival, and it is important for students to make **their own choices** for these trips on the Student Questionnaire. Trips cannot be changed after the session starts.



## Saturday Trips

On Saturdays, full day trips allow students to experience nearby cultural cities. Buses leave campus early on trip days to give students as much time as possible to explore, visit local attractions and enjoy time shopping with friends.

All of our day trips are well supervised and have been planned in advance. Students are allowed free time to explore, but our staff will be nearby and easy to contact at all times.

Younger students will have a more restricted area to explore and will also have additional activities in each city to keep them entertained for the day.

Some Saturday trips offer different activities in each city (depending on the city), and these have to be chosen in advance. Please ask your son or daughter to fill out **their own choices** for any additional activities in the Student Questionnaire.

Tickets for all trips are booked in advance and cannot be changed after the session starts.





# Sunday Workshops

After a busy week, students have the chance to sleep a little longer on Sundays before a later breakfast and free time. This is the perfect opportunity for them to contact home, or for you to contact them. In the afternoon students can take part in our Sunday Workshops.

Our team will run different activities like yoga, football, or arts and crafts. If a student has a particular interest, our team 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). Students can sign up for this in advance on the Student Questionnaire.



# Final Week Evening Programmes

The final week's Evening Programmes are a little more formal, and offer students that have taken specific electives and academics the chance to showcase what they have been working on. We also have a Parents' Reception on the final day when parents can come to campus to meet the staff and friends that students have made at ISSOS.

## Final Debate

Debate students host a formal debate which all of ISSOS attends, giving everyone the chance to take part in a great University tradition. This is a formal event where the best or most improved debaters are chosen to compete in a lively competition. While not all debate students take part in the final debate, they will all be involved in judging the competition or have the chance to give floor speeches.

## Exhibitions and Creative Night

Art and Photography students hold exhibitions to showcase their work, and students from Film and Theatre will show their final project to all students and staff at our Creative Night. Creative Night ends with the ISSOS Awards and is an opportunity to celebrate students who have improved and excelled in their Electives.

## Dragons' Den

Students in Business & Entrepreneurship will work in groups to develop their own business idea, which they will present to the campus as part of the Dragons' Den evening. This is when students get to pitch their business idea to the ISSOS 'Dragons'. The best idea will be chosen as the winners of the event.

## Highland Games

At ISSOS, all students are part of a Scottish Clan and compete in a variety of competitions throughout the three week programme. At the Highland Games, the Clans compete to win the Clan Cup by taking part in traditional Scottish games. It's a great way to finish the session with everyone cheering and coming together in their Clans.



# Final Day and Night

## Parents' Reception

On the day before students travel home we welcome all parents, family and friends for one hour, giving you the opportunity to meet the ISSOS staff and learn more about what students have experienced at ISSOS.

We will email to invite you to parent's Reception and will be happy to recommend a local hotel if you need somewhere to stay. Please email [louiseoconnor@issos.com](mailto:louiseoconnor@issos.com) if you have any questions about coming to Parents' Reception.



## Final Night Dance

The Final Night Dance is a chance for our students to have fun with their new friends before they leave the following day.

To celebrate ISSOS' Scottish roots, the evening begins with a dinner where the Clan Cup is awarded. The dance then begins where everyone can celebrate their time at ISSOS together and dance until later in the evening.



# While Students are at ISSOS

## Pocket Money

All students should use contactless payments on their phones or carry a debit or credit card (not cash) for spending money on treats, souvenirs or shopping trips. Students coming to ISSOS at Yale should bring money to buy a small, portable fan, as bedrooms at Yale are not air conditioned.

All meals, activities and accommodation are included in our fees.

## Visiting or Contacting Students

Students gain the most benefit when they take part in every aspect of ISSOS. Because of this, we ask you not to visit campus during the programme.

For phone calls, Sunday mornings are the best time as this is when students have more free time and can chat for longer.

## Sending Mail

Please do not send mail to ISSOS as it will not be delivered. Our campuses are in University buildings and they will not accept mail for summer residents.

## Electronics at ISSOS

We operate a no phones policy in our classes. Outside of classes we encourage students not to use their phones for anything other than taking photos, and after 11pm we ask that students do not use their phones in their bedrooms, out of respect for their roommates.



# Frequently Asked Questions

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

ISSOS staff will be at designated airports for each campus on opening day. You can find full information in our Travel Guide.

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

An Unaccompanied Minor Service is provided by some (not all) airlines to assist under 16 year olds that are flying alone. Please read Travel Guide for full details.

## What about Safety?

The safety of our students is our number one priority. Students are well supervised in classes, on trips and activities, and their free time. We specifically choose locations for our campuses that are a safe environment for students to enjoy their summer.

All outdoor activities are run by qualified outdoor instructors, and any activities using outside contractors are subject to detailed risk assessments.

## What about Medical Insurance?

We provide medical insurance for all students as part of your programme fees. You will find full information about our insurance policies in your Parent Portal.

## Are students well supervised?

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

# Frequently Asked Questions

## **Do you cater for dietary requirements?**

Yes, we can cater for nearly all dietary requirements. Please fill in our Student Questionnaire on the Parent Portal and make sure that you let us know about any dietary needs.

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

No, as much as we possibly can, we try to make sure that if students are sharing a room, they are paired with someone of a different nationality.

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

Most of our classes are taught for a mixture of ages and abilities, however our staff are well aware of age difference and may give different homework to older students. Some classes (like English Language, Golf and Tennis) are split by ability or level of understanding.

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

Yes! We encourage any students who play a musical instrument to bring it with them. We have lots 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, but this is kept to a minimum as we like to make sure students spend the time out of classes doing activities and making new friends. We are also very aware that this is our students' summer holidays and do all we can to create a unique balance between work and play.

# Frequently Asked Questions

## How does the accommodation work?

All students are housed in the University Halls of Residence; there are separate floors for boys and girls, and staff members stay on each floor. Rooms are either single or twin and students share bathroom facilities. There are common areas for students to spend time together. You can read more about our Rooming Policy on our website.

## Will students have access to wifi?

There is wireless internet access in most areas that students can sign in to.

## What if my son or daughter is sent home?

There are a few reasons that students may be sent home early, usually either for medical reasons or for behaviour reasons. We do as much as possible to try and allow all students to spend the full three weeks at ISSOS, but if they have a medical issue that means it is no longer suitable for them to stay, we will contact you to make arrangements for them to travel home early.

We also understand that coming to ISSOS can be exciting and different, and students might behave differently than they do at home. This is understandable and we will work through any problems to make sure that everyone enjoys ISSOS. On rare occasions, if a student's behaviour is continually disruptive or disrespectful to ISSOS staff or other students, you will be asked to arrange for them to travel home immediately.



## Will students be able to use their phones?

We operate a strict No Phones policy in our classes. During evening programmes they are only allowed to be used for taking photos. After 11pm we ask students to respect their roommates and not to use phones in bedrooms. Your support in encouraging your son or daughter to adhere to our phones policy is appreciated.

# Social Media & Merchandise

Let's stay in touch!

 /ISSOSInternational

 /WelcomeToISSOS

 /@issosinternational

 /ISSOS

 /ISSOSInternational

## ISSOS Merchandise

[issos.imagescotland.com](http://issos.imagescotland.com)

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](http://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.



Jen Munro,  
ISSOS Founder

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™*



@ /ISSOSInternational

@issosinternational

in /ISSOS

f /WelcomeToISSOS

yt /ISSOSInternational