

## Young Adults at LILA\* in 2018

### Information for agents and parents

LILA\* has a growing and constantly developing offering for **Young Adults (16-17 year old students attending adult English courses with us)**. While keeping in line with UK law and industry guidelines for under-18 learners, we are also proactive in improving the experience of our younger students. Please read below to see a few changes for 2018, and to learn how we are shaping our practices to provide the best possible support and experience for all our Young Adults students.

### How do we support Young Adults (YAs)?

At LILA\*, we have a healthy focus on the safety and welfare of young people. LILA\* staff know which students are 'Young Adults', and we know that it can sometimes be a challenging time for Young Adult students in a new and different environment. For this reason:

- Our **staff** aim to be positive role models for younger students; showing consideration and doing the right things, whilst our welfare and safeguarding team are proactive in supporting our Young Adults. On their first day, the YA student will be welcomed by a member of our safeguarding staff, who will provide information, set clear expectations for them to be safe during their stay in Liverpool, and encourage them that we are here to offer any help they need. Regular training is given to all staff so that everyone knows what to do when a Young Adult student shows signs of needing support.
- To help monitor their progress, we check in each week with our Young Adults to encourage and support them, and we contact parents regularly too to share any necessary information and pass on progress from hosts and teachers. To further create a sense of **community** and inclusion here for Young Adult students, from 2018, LILA\* will hold a welfare session each Monday, followed by a free 'conversation club' held in a café. This will be open to adult students too and led by LILA\* staff or our Social Programme Manager.
- LILA\* is also providing more support to our **hosts** with whom we place Young Adult students. More than just the standard legal checks to find safe and suitable hosts for the students, we are sharing up-to-date information with them about how to support Young Adults in different situations – whether that's getting them the right medical attention, or communicating responsibly if the student goes on a trip. Parents can help us too by sharing any information about the student prior to arrival for our hosts to provide a great welcome and take good care of them.

- We assess the risks of all our **activities** that are available to Young Adults, so that the students can join in safely wherever possible. In this way, alongside helping them be responsible, keep safe and enjoy some independence, the school also provides opportunities for Young Adults to structure their week outside of their English lessons.

## What can agents/parents do to help?

### Important information needed 2x weeks in advance

We ask that the student, parents and agent provide the necessary documents and information (as below) at least two weeks prior to the student's start date. It is vital we know if they will need any extra support in lessons, outside of the school or at their accommodation, so we need parents to share useful **welfare information, medical conditions, food allergies, dietary requirements, preferences** etc. with us. The following documents will be requested upon booking confirmation:

- General parental agreement form – including consent(s)
- Airport transfer waiver in case a friend/relative is accompanying the child on arrival
- Copy of passport
- Proof of payment
- Student information form
- Level test

Of course, for the families making the booking, LILA\* also wants to share information in advance – about expectations for Young Adults and the support available – so that the students have plenty of time to learn what to expect before they travel.

### Airport transfers

On arriving in a new country, many people, no matter their age or ability level, can struggle to understand and communicate confidently in their first few days. "Culture shock" can be stressful enough for anyone, so we have to take measures to ensure children arrive safely to their accommodation in Liverpool. **From January 2018**, LILA\* now has **two options** for Young Adult students on arriving at the airport.

1. If the family has a **friend or relative** living or staying in Liverpool, this person can act as guardian, meet the student on arrival and travel with him or her to their accommodation. LILA\* needs the parents to sign and send a consent form, sharing the travel arrangements

and the guardian's contact details well in advance of the day of travel. A further consent would be required for the day of departure.

2. If 'option 1' is not possible, at an extra cost (see below), **LILA\*'s trusted transfer service** will provide travel from the airport to the accommodation. The student will be met at the arrivals area. Our representative will be waiting with a LILA\* sign, and will take them directly to where they will be staying by car.

Without one of these two options, there are many risks to Young Adults students on arrival, and it can be very uncomfortable for them. For example:

- If there is a problem with Border Control or elsewhere in the airport (e.g. with luggage not arriving at the right place), it is important that the child has telephone numbers to contact our staff so we can help.
- Travelling in a strange country for the first time can also be confusing. Adults, let alone children, can find themselves taking the wrong train or bus by accident.
- In the event of a flight delay for any reason, any alternative onward travel plans would also be disrupted.
- Where there are delays to late-arriving flights, Young Adults cannot book hotel rooms, and so are also exposed to other risks if they miss other onward travel arrangements.
- Sometimes there is disruption to the public transport services themselves (e.g. due to bad weather, strike action etc.), which can lead to a time-consuming, worrying journey, often at extra expense.
- It is not uncommon for people to lose possessions when travelling with a lot of luggage under pressure like this.
- Young people are also unfortunately a bigger target for crime when travelling solo with luggage.

As a result of all of these concerns and taking into account what UK law and safeguarding bodies prescribe, the school has a duty to ensure a responsible adult is present to meet and accompany Young Adult students on arrival and departure. We believe this is reassuring too for parents.

### **LILA\* Transfer Service**

For each arrival or departure transfer, the 2018 prices will be:

- £40 (Liverpool John Lennon Airport) one way
- £85 (Manchester Airport) one way
- We can provide transfers from any UK airport, so please contact us for a price

If you have any questions, please don't hesitate to contact us. Thank you for reading.