

# Terms & Conditions

## for Work Experience Programmes

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## **Project Management**

### **Deadlines for the Sending Organisation**

*3 months before arrival:* Registration forms, CVs, English assessment results, DBS (if applicable), Flight details

### **Deadlines for ADC**

*2 weeks before arrival:* Overview of planned work placement and accommodation.

*Up to arrival:* English lesson dates and times (if applicable).

*Up to 5 days before Monitoring Visit:* Monitoring Visit appointment dates and times.

### **Arrival Day**

Arrival day is Sunday. Arrival on Saturday can be agreed in exceptional circumstances and is subject to extra charges. No rebate can be given for arrivals after Sunday.

### **Departure Day**

Departure day is Saturday. Departure on Sunday can be agreed in exceptional circumstances and is subject to extra charges. No rebate can be given for departures before Saturday.

### **Insurance**

Participants accommodated in Homestay accommodation are insured through Student Guard insurance. The insurance is not applicable to participants or group leaders staying in hotel accommodation. Please check the current Insurance Policy for details.

### **Certificates**

ADC College certifies completion of the Work Experience programme. Certificates will be presented to participants on the last working day of the programme (usually on a Friday).

ADC reserves the right to withhold certificates or confirmation of project completion when work place attendance is less than 80% or ADC's Code of Conduct has been breached.

### **Emergency Line**

All participants have access to ADC's 24h emergency line. In case of an emergency, an English speaking ADC representative will provide suitable advice or will take appropriate action according to the nature of the emergency and the age of the participant.

As the assigned emergency officer carries a mobile device, it is possible that the phone can't receive calls on rare occasions due to lack of reception. ADC aims to keep such incidents to a minimum.

→ Also see [Safeguarding and Level of Care for Under 18s](#)

### **Cancellation**

Once a programme is agreed, the following cancellation terms apply:

### For programmes of up to 6 weeks' length:

Up to 90 days before arrival	No charge or full refund
90 days or less	€100 per cancelled participant
14 days up to Friday, noon (12:00), before arrival	50% refund
From Friday, noon (12:00) before arrival	No refund

### For programmes of 7 weeks'+ length:

Up to 90 days before arrival	€100 per cancelled participant
90 days or less	90% refund
14 days up to Friday, noon (12:00), before arrival	50% refund
From Friday, noon (12:00) before arrival	No refund

### **Payment**

Payment must be made in the currency indicated on the sales invoice and be free of transaction charge to ADC. Payment must be made in full, at least 1 month before the arrival date, unless agreed otherwise with the responsible Country Manager and specified on the sales invoice.

### **ADC Responsibilities**

#### Arranging Work Placements

ADC will arrange suitable work placements based on available student details provided, e.g. CVs, Registrations Forms, Group Leader Assessments, English Placement Tests etc. The content and quality of documents provided with applications, such as CVs and the English level of candidates, will influence the final company placement.

#### Organising Homestay Accommodation

ADC will arrange Homestay accommodation in compliance with British Council standards and will consider health, dietary requirements and participant preferences wherever this is reasonable. For organisational reasons, non-medical requirements cannot be guaranteed.

### Induction Meeting

An ADC representative will meet all new participants on the first working day of the week after arrival (usually Monday) to provide them with relevant information for their stay. After this meeting, participants will independently travel from ADC to their workplace to familiarise themselves with the London/Dublin transport system. Participants may need to work out the journey from their accommodation to the workplace with help of the journey planner of [tfl.gov.uk](http://tfl.gov.uk) or Google Maps.

### Mentoring: 1-to-1 Discussion with Each Participant

Each participant will be invited for a 5-15 minutes long mentoring session during which participants give interim feedback on their accommodation and work placement. This meeting takes place 2-4 days after starting the work placement. A trained member of ADC staff will offer guidance and advice on how to deal with challenges encountered during the programme and report back to the responsible Country Manager on any decisions taken or actions required. There is a written record of each mentoring session.

### Assistance and Advice

ADC staff is committed to providing practical and useful advice to participants and group leaders to inform them about processes, procedures and the planning of the programme. Country Managers and appointed mentors (see Mentoring) will also assist with finding reasonable solutions to any problems faced by participants or group leaders. Country Managers are available during working days. We recommend that an appointment is made in advance.

### Feedback Collection

During the induction meeting, ADC will collect written feedback on accommodation if it was organised by ADC, so that appropriate improvement can be made if necessary. Written feedback on the work placement will be collected during the mentoring session and at the end of the programme. Overall programme management will be evaluated in written form at the end of the programme. Feedback from participants can be made available to group leaders and coordinators upon request.

### Other Services

ADC will organise any other services specified in this contract or on the sales invoice.

## **Coordinator Responsibilities**

### Information Flow

Coordinators will forward all relevant information discussed with the Country Manager via phone calls or by e-mail to participants and group leaders, notably the terms of this agreement, placement information and policies applying to participants and group leaders. In the case of group leaders leaving or arriving during the course of the programme, coordinators will take care to fully inform new group leaders on any action previously taken and decisions made, so that continuity of support for participants and the Country Manager can be ensured.

### Preparing Participants and Group Leaders

Coordinators will take special care to prepare participants and group leaders for the programme, including intercultural training and expectation management based on information given by the Country Manager. Special emphasis will be put on making participants and group leaders understand the importance of following ADC policies and procedures.

### Main Contact for the Country Manager

ADC encourages the appointment of a single coordinator so that information can be managed and shared reliably. This also supports a good programme experience for participants and group leaders.

## **Group Leader Responsibilities**

### Ill Participants

In case of illness, group leaders take responsibility to accompany all participants under 18 to the nearest GP walk-in centre or hospital. ADC representatives will not be able to accompany participants.

### Enforcement of ADC's Code of Conduct

It is essential that group leaders support ADC's Code of Conduct (which is part of the Student Handbook) to ensure the success of the programme.

### Collecting ADC Property

Group leaders will collect any ADC property from participants (e.g. Oyster Cards or mobile phones) and return it to ADC before departure. Unreturned property will be subject to surcharges.

### Monitoring Visits

Any monitoring visits agreed for group leaders must follow ADC's Monitoring Visits Policy which is available on ADC's website.

### Availability

Group leaders must be available during working hours to discuss any emergencies or short notice changes with Country Managers.

### **Dealing with Complaints**

All complaints will follow ADC's Complaints Procedure Policy which is available on ADC's website.

### **Use of Information and Data Protection**

The Sending Organisation will not disclose or share any information or pictures pertaining to Work Placement Providers, Homestay Providers or ADC, without obtaining ADC's expressed consent.

The Sending Organisation agrees not to contact the Work Placement Provider/Homestay Provider or arrange any further work placements/accommodation placements outside of any agreement with ADC College.

## **Work Placement**

### **Diversity**

Following UK core values, participants and group leaders must show tolerance and respect towards all cultures and ethnicities.

### **Minimum Level of English**

#### Participants

The minimum level of English of participants should be B1. A lower English level is likely to result in limited responsibilities and restriction to shadowing activities of other staff in the workplace.

#### Group Leaders

Group leaders must be able to communicate appropriately with English speaking staff during Monitoring Visits. Unfortunately, ADC is unable to provide translation assistance.

### **Quality of Application Documents**

Participants are encouraged to put effort into their CVs and any other documents that support their application for work experience so as to improve their

chance to be accepted by good quality work placement providers.

### **Minimum Age**

Participants should be over 18. ADC might exceptionally agree to host younger participants, if they are mature enough to spend their time in London/Dublin independently. Accompanying group leaders will be responsible for the care of under 18s outside of ADC lessons.

### **Remuneration**

Work placements undertaken as part of the programme are unpaid.

### **Change of Work Placement**

Organising a suitable work placement can take up to three months. ADC will support participants in dealing with any challenges faced and support them in resolving issues in the workplace.

Participants will immediately be removed from the placement in case of a threat to health and safety in the work place, gross misconduct of co-workers, or permanent closure of the company.

Change of company due to lack or nature of tasks, chemistry with co-workers, or personal preferences of Participants/Group Leaders is not possible.

→ Also see [Public Transport/Change of Workplace or Accommodation](#)

→ Also see [Work placement/Dress code](#)

### **Location**

ADC works with companies that are located all over London/Dublin. Standard travel time can range from 20-90 minutes and cannot be restricted in advance. In case of longer travel times, ADC will endeavour to agree shortened working hours for participants to compensate for longer travel times (subject to agreement of the work placement provider).

→ Also see [Homestay Provider/Travel Time](#)

### **Supervision**

We encourage the work placement provider to appoint a supervisor that will be responsible for monitoring and supporting the participant during the work placement.

### **Nature of Work**

The nature of work will usually follow the day-to-day tasks of the work placement provider. Participants may discuss their wishes with their supervisor. However, exposure to specific tasks cannot always be guaranteed. The work placement may involve shadowing (watching other staff perform tasks), working under close supervision or working independently, depending on the judgement of the work placement provider and the nature of business.

### **Working Hours**

Working hours depend on the preference of the work placement provider, but will not exceed 8 hours per day or 40 hours per week. Breaks follow [UK regulation](#).

### **Absence from Work**

If a Participant is absent from work for justified reasons, the Country Manager must be notified by Participants between 08:00 and 09:00 of the first day of absence. The Country Manager may ask the Participant to see a doctor to ensure Participants receive medical treatment if necessary. Participants being absent from work without ADC's consent or without notifying ADC will receive a warning and might be excluded from the programme at their own expense.

### **Dress Code**

The work placement provider might ask participants to follow a dress code. Participants are required to cover costs for any required clothing privately and make suitable arrangements prior to arrival based on placement information provided by ADC.

### **Documentation**

Any documentation that is required to be filled by the work placement provider must be discussed and agreed with ADC. ADC has contractual agreements with work placement providers, enabling ADC to sign on behalf of companies.

### **Mentoring**

→ see [Project Management/ADC Responsibilities/Mentoring](#)

### **Monitoring Visits**

→ see [Project Management/Group Leader Responsibilities/Monitoring Visits](#)

## **Short-notice Change Before Arrival**

ADC will inform you about any changes of workplace. Work placement information provided before arrival is provisional and might change up to the arrival day due to unforeseen circumstances.

→ Also see [Public Transport/Organising Oyster Cards Before You Travel](#)

## **English Classes (If Applicable)**

### **Maximum Class Size**

The maximum class size is 15. Larger groups will be split according to the participants' English level, which is assessed by an online test prior to arrival.

### **Qualification of Teachers**

English teachers are CELTA qualified (Certificate in Teaching English to Speakers of Other Languages).

### **Hours of Teaching**

There will be 15 hours of teaching unless specified otherwise in this agreement or on the sales invoice.

### **Time of Classes**

Classes will take place either between 09:00 and 12:30 or 13:30 and 17:00. The exact timetable depends on other classes running at the same time. Class times will be made available to coordinators before the arrival date.

### **Non-teaching Days**

There are no classes on weekends and bank holidays.

### **Enrolment Age**

The minimum enrolment age for English lessons is 16. Exceptions for younger Participants may be made for closed groups. There is no maximum enrolment age. Participants of under 18 and over 18 may be mixed in the same class within the same closed group.

→ Also see [Safeguarding and level of care for under 18s](#)

## **Homestay Accommodation (If Applicable)**

### **Location**

Mostly in the Harrow/north-west London area/north Dublin area and within reasonable reach of public transport.

## **Travel Time**

Maximum 60 minutes from ADC College and maximum 90 minutes from the workplace (this may take longer during rush hour).

→ Also see [Work Placement/Location](#)

## **Meals**

Depending on the chosen board option, hosts prepare or give participants access to breakfast, packed lunch and a warm meal for dinner. Hosts will respect allergies and medical requirements, but may not be able to consider personal food preferences. Meal provision will follow British food customs.

## **Rooms**

Two participants of the same gender and of the same group will share one room. Up to four participants may stay with the same accommodation provider.

## **Accommodation with Friends**

Participants can provide preferences with whom they would like to share accommodation. This will be considered. However, medical requirements, allergies, workplace distance, and host preferences take priority in the allocation of accommodation.

## **Use of Kitchen and Appliances**

The kitchen and other facilities can be accessed if explicit permission is given by the host. The host may restrict the use of kitchen facilities and other appliances due to safety concerns. Participants are asked to request permission to store food of any kind.

## **Provision of Keys**

The host can decide whether to provide keys to their guests. If the host decides not to provide keys, the host will agree reasonable curfew times.

## **Diversity**

Hosts reflect London's/Dublin's diversity, so all participants are asked to be respectful guests, that follow European core values such as tolerance and respect towards different ethnicities, genders, religions, and sexual orientations.

## **House Rules**

Participants are required to follow all reasonable house rule requests of their hosts, set out in accordance with ADC's Code of Conduct which is available on ADC's website (part of the Student Handbook).

## **Visiting others at the Accommodation**

Participants or group leaders are not permitted to visit accommodation that is not their own, unless this is agreed with ADC and the accommodation provider in advance.

## **Change of Accommodation**

If there is reasonable cause, it might be necessary to arrange a change of accommodation, either on request of the participant or on request of the host. All change requests are subject to an impartial investigation that will consider the view of the participant, group leaders, the host and ADC's accommodation team. If a change request is agreed, ADC will provide alternative accommodation as soon as a new host becomes available. This usually takes up to three working days or occasionally longer in busy periods.

→ Also see [Public Transport/Change of Workplace or Accommodation](#)

## **Short-notice Change Before Arrival**

ADC will inform you about any changes of accommodation within two working days from when ADC has become aware of the change. Any accommodation information provided before arrival is provisional and might change up to arrival in the event of unforeseen circumstances.

→ Also see [Public Transport/Organising Oyster Cards Before You Travel](#)

## **Public Transport (If Applicable)**

### **Oyster Cards/Leap Cards (Public Transport Travelcards)**

The Oyster Card/Leap Card is a plastic card that can be electronically charged with money (top-up) or a weekly/monthly travelcard covering different zones of the London/Dublin transport system. If you have agreed with ADC to make suitable public transport arrangements for participants and/or group leaders (London only!), ADC will provide them with Oyster Cards on arrival day.

If Participants wish to purchase Leap Cards, they may do so at the airport.

If Participants wish to purchase their own Oyster Cards, their arrival must be organised so that they can reach ADC on Sunday before 16:00 as shops selling Oyster

Cards will be closed from 17:00 and ticket machines at the station are not always reliable.

## **Costs**

Participants are required to cover costs for their travel outside of any arrangements made with ADC.

## **Loss of Oyster Card**

No replacement or refund can be given by ADC for lost Oyster Cards.

## **Change of Workplace or Accommodation**

If participants change their workplace or accommodation after their arrival date and this will require additional travel arrangements, ADC will reimburse the participant for extra costs unless the change was requested by the participant or was due to participants contravening the Code of Conduct as outlined in the Student Handbook which is available on ADC's website.

## **Organising Oyster Cards Before You Travel**

To avoid any extra costs to participants or group leaders, ADC advises against purchasing Oyster Cards from third parties such as travel agents before arrival in the UK. Accommodation and workplace can change prior to arrival or during the programme. **DO NOT BUY PAPER TICKETS** as no refund can be obtained in the event of any change.

## **Transfer (If Applicable)**

### **Weight of Luggage**

Participants and group leaders must be able to carry their luggage, for example on arrival and departure day. Accommodation providers, transfer providers, and ADC staff might not carry luggage for health and safety reasons.

### **Arrival Pick-up**

If airport transfer is agreed with ADC, participants and group leaders will be picked up from any London/Dublin airport or train station. Surcharges apply for Gatwick and Southend airport.

### **Arrival Drop-off**

Participants and group leaders will be dropped off at the ADC car park where an ADC representative will make sure that everybody is allocated to the correct host. Group leaders will make their own arrangements for onward travel.

Group Leaders that arrive on a different date than the group arrival date will make their own arrangements for airport transfer and onward travel.

### **Departure Pick-up**

Participants and group leaders will be picked up at the ADC car park. Departure time will be notified in advance.

Group Leaders that depart on a different date than the group departure date will make their own arrangements for airport transfer and onward travel.

### **Departure Drop-off**

Participants and group leaders will be dropped off at the airport terminal or train station.

## **Safeguarding and Level of Care for Under 18s**

### **Safeguarding and Level of Care**

Safeguarding of under 18s and the level of care provided is in accordance with ADC's Safeguarding Policy which is available on ADC's website.

## **ADC College Details**

### **Company Name & Registered Address**

#### London

ADC Technology Training Limited trading as ADC College London

41 WHITEFRIARS DRIVE  
HARROW  
MIDDLESEX HA3 5HW  
UNITED KINGDOM

#### Dublin

ADC Technology Training (Ireland) Limited trading as ADC College Dublin

22 NORTHUMBERLAND ROAD  
BALLSBRIDGE  
DUBLIN 4  
IRELAND



# Programme Details

## Sending Organisation

Name	Gymnazium, Stredni pedagogicka skola, Obchodni akademie a Jazykova skola Znojmo
Address	Pontassievska 3 669 02 Znojmo
Country	Czech Republic

## Programme Details

Destination	ADC London
Dates	<b>Sun, 09/06/2019 to Sat, 22/06/2019</b>
Date notes	
Participants	15 Students and 1 Group Leaders
English lessons	No
Accommodation	Homestay/Host Family
Board	Half board (breakfast and dinner)
Public transport	No
Total amount	€ 15600.00

## Additional Comments

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By signing I agree to ADC's Terms and Conditions.

	Full name		Full name
	Alexander Schimmel		
Date	Signature (for ADC)	Date	Signature (for the sending organisation)