

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.

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).

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.

→ Also see Safeguarding and Level of Care for Under 18s

Cancellation

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

Up to 90 days before arrival	No charge or full refund
90 days or less	€100 per cancelled participant
14 days or less	50% refund
After arrival day	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 and possible.

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 travel from ADC to their workplace to familiarise themselves with the London transport system and work out the journey from their accommodation to the workplace independently.

Mentoring: 1-to-1 Discussion with Each Participant

Each participant will be invited for a 10-20 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 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.

Work Placement

Multi-ethnicity

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.

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

independently. Accompanying group leaders will be responsible for the care of under 18s outside of ADC lessons.

Remuneration

Work placements undertaken under the programme are unpaid.

Change of Work Placement

Organising a suitable work placement can take up to three months. Changing the work placement during the project period might not be possible, if no other workplace is available at such short notice. ADC will support participants in dealing with any challenges faced and support them in resolving issues in the workplace.

→ 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. 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).

Supervision

We ask 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.

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.

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)

Hours of Teaching

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

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).

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. There is no maximum enrolment age. Participants of under 18 and over 18 may be mixed in the same class but only within the same closed group.

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

Homestay Accommodation (If Applicable)

Location

Mostly in the Harrow area and within reasonable reach of public transport.

Travel Time

Maximum 60 minutes from ADC College and maximum 90 minutes from the workplace.

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.

Multi-ethnicity

Hosts reflect London's diversity, so all participants are asked to be respectful guests, that follow British 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 (Travelcard)

The Oyster 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 transport system. If you have agreed with ADC to make suitable public transport arrangements for participants and/or group leaders, ADC will provide them with Oyster Cards during the induction meeting (usually Monday).

Costs

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

Loss of Oyster Card

No replacement 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

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 to accommodation.

Departure Pick-up

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

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

ADC Technology Training Limited trading as ADC College

Company Address

Station House, 11-13 Masons Avenue, Harrow HA3 5AD, UK

Programme Details

Sending Organisation

Name	Obchodna academia Zilina
Address	Veľká Okružná, 010 01 Žilina
Country	Slovakia

Programme Details

Arrival date	23/04/2017
Departure date	06/05/2017
Participants	15 students 2 group leaders
English lessons	No
Accommodation	Students: Homestay accommodation Group Leaders: self-arranged
Board	Students: Half board Group Leaders: self-arranged
Public transport	Students: Yes Group Leaders: Yes
Total amount	Students: 18,960.00 EUR Group Leaders: 294.00 EUR

Additional Comments

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

	Full name	Full name	
	Jana Muruganathan Strausova	ING. ĽUBICA PEVNÁ	
Date	Signature (for ADC)	Date 17.02.2017	Signature (for the sending organisation)