

LEARNER POLICY: INTERNATIONAL LEARNER POLICY

This policy is biennially reviewed to ensure compliance with current regulations

Approved/reviewed by	
Approved by: Executive Director: Business, Innovation and Partnerships	
Reviewed by: International Manager, Head of Learner Services	
Date of next review	April 2023

This policy and procedure is subject to The Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual orientation, Disability, Socio-Economic Disadvantage

1. Document Control

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1.3. Distribution

Name	Email	Organisation
All Staff	Uploaded to SharePoint	Boston College

1. INTRODUCTION

- 1.1 An International Learner is defined as any learner who has been recruited by the International team either from the EU or sponsored by the college under the United Kingdom Visa and Immigration student visa system.
- 1.2 Boston College values the positive contribution made by International Learners who add cultural diversity to the general life of the College.
- 1.3 The College seeks to maximise the range of courses offered to international learners and to attract learners from a wide range of countries.
- 1.4 The College recognises that International learners will have specific educational, personal, residential, social and cultural needs and aims to meet these requirements.
- 1.5 Whilst recognising the individual requirements of International learners, they are subject to the general rules, policies and procedures that are in place for all learners. In particular, Boston College will not discriminate against any International Learner on the basis of any protected characteristic or of any other factor e.g. cultural background or language.

2. ENQUIRIES, APPLICATIONS AND THE ADMISSIONS PROCESS

- 2.1 All enquiries and applications from International learners will be handled by the International Office.
- 2.2 The College recognises the importance of a quick response to all enquiries and will attempt to respond by email or telephone within 2 working days.
- 2.3 All applicants will be provided with a specific response to their course request and an appropriate offer made by the International Office.
- 2.4 The International Office will indicate the English level required for any given course and reserve the right to vary a learner's programme/offer if they do not have the required standard on arrival. This will be assessed by testing – see 4.4.
- 2.5 All applicants will be provided with standard information on the College, course fees, facilities, accommodation etc.
- 2.6 All learners will be required to pay a deposit before confirmation of acceptance and pay the balance on or before arrival at the College for the full course.
- 2.7 In the event of a student not taking up the offer of the place, the deposit will only be refunded where the reason for this is beyond their control e.g. visa refusal. In this situation the college will retain a proportion of the deposit to cover its administrative costs e.g. visa application documents.

3. WORK WITH PARTNERS OVERSEAS

- 3.1 The College recognises the important role that partners overseas play in helping the College to recruit and support international learners.
- 3.2 The College seeks to work with a number of quality partners in a range of different countries to meet its business objectives and to provide the extra link to the parents of learners in their home country.
- 3.3 The College will attend exhibitions, either independently or in association with its partners, to promote the College and all opportunities offered. This may be virtually.
- 3.4 Where appropriate, the College will use its partners to promote, recruit and provide all appropriate advice and guidance at all stages of the admissions process, including issuing offers and collecting fees.

4. ARRIVAL, ACCOMMODATION, AND INDUCTION

- 4.1 Prior to their arrival at Boston College all new International Learners will be sent a copy of the International Learner Handbook to begin their orientation as a Boston College student.
- 4.2 The College will arrange for all new learners arriving in the UK to be met at the airport and taken to the College. All arrangements for new learners' arrival will be co-ordinated by the International Office.
- 4.3 All international learners are guaranteed accommodation, with a choice of Hall of Residence on Campus or Homestay. Choice may be more restricted at certain times.
- 4.4 All learners will have their English level tested within a few days of arrival at the College and given advice, where required, on course options.
- 4.5 All International Learners will participate in two induction programmes, firstly as part of their course and a separate one arranged by the International team.
- 4.6 A 'Welcome' meeting will be arranged in September of each year for all new full time International Learners before teaching starts. All new International Learners are encouraged to attend.
- 4.7 Where short course students have arrived later than full-year students, a separate induction will be arranged by the International Office.

5. ENGLISH PROVISION

- 5.1 Learners will be tested shortly after arrival at the College and placed in the appropriate group, based on level and other timetable commitments. Where there is difficulty in placing learners into planned part time groups, the College will arrange alternative slots either during the day or in the early evening. All International learners will be required to attend English classes where appropriate as an important part of their College programme.
- 5.2 All learners will be tested / assessed during the year, with the majority entered for IGCSE, English as a second language. Learners in their second year of study will be able to access IELTS provision (SELT or UKVI) to prepare them for applying to continue their studies at a UK university if it has not been required as part of a Visa application.
- 5.3 Additional English lessons to those on the main programme may be provided to learners with low levels of English, where appropriate and at the discretion of the Programme Area Manager for A-Levels, Access and EFL.

6. LEARNER SUPPORT

The International Office delivers a person-centric, tailored approach to fully support each learner during their time at Boston College. The College-wide, holistic approach allows individual needs to be identified early on in an International Learner's individual learner journey so that they can make the most of their time in the UK.

The International Office provides one-to-one communication with every student, forming a strong bond, allowing open dialogue, and creating a foundation of trust, designed to promote the wellbeing and personal development of each learner to make for a memorable experience.

- 6.1 The College has a designated International Office Manager who will manage Hall of Residence and Homestay accommodation. The International Office, tutors and other key members of staff are responsible for providing International Learners with support and mentoring during the year on a wide range of issues. These issues include adjusting to life in the UK; progression opportunities within College; applying to University; renewing visas etc.
- 6.2 The College will organise a programme of trips and activities for learners as part of their orientation and enrichment programme as circumstances allow.
- 6.3 International Learners are also supported through the College wide Safeguarding Policy and are signposted to support services through Learner Services.

7. LEARNER FEEDBACK

- 7.1 The College welcomes and positively encourages International Learner feedback.

- 7.2 Each course area will elect a learner representative and meetings are arranged which allow learners to comment on a range of issues which affect them.
- 7.3 Evaluation questionnaires will be issued to learners every year, allowing them to put their positive and negative comments on paper anonymously.
- 7.4 Flat representatives are appointed to discuss issues in the Hall of Residence.
- 7.5 Focus group meetings are held termly to receive feedback on living and studying at Boston College.
- 7.6 Learner surveys and Parent (for students under the age of 18) surveys take place each year to evaluate our provision.

8. ATTENDANCE

- 8.1 All International Learner attendance is monitored and staff in the International Office will encourage and support regular attendance at class. Staff in the International Office will work with curriculum and other College staff to support individual International Learners to ensure that they have a positive experience of studying at Boston College and to achieve their full potential.
- 8.2 The attendance and activities of International Learners who hold Short Term Study visas or visas granted under the Student Route Points Based System will be monitored closely to ensure they comply with any conditions of their visa.

9. UKVI COMPLIANCE

- 9.1 Boston College will comply with its obligations to report missed contacts/absences to UKVI in accordance with current legislation.
- 9.2 Boston College will comply with all obligations to meet the requirements of its status a Student Sponsor. Guidance on compliance is provided by contacting UKVI.

DATE POLICY AGREED	21.04.21
AGREED BY	Claire Foster - Principal CEO Tammy Doughty – International Manager
SIGNATURE	