



# Participant Handbook

## Turing Scheme

**Project Title: Turing with Twin - European Placements 2021-22**

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**IMPORTANT:** Once you have carefully read this programme handbook including the Terms and Conditions, please make sure you **sign and return the last page of this document** acknowledging that you have read and understood the programme structure and requirements.

**COVID- 19 information** Some aspects of the programme handbook may differ according to UK and destination country government guidelines. We are working according to UK Government, British Council, FCO and Turing Scheme recommendations to ensure that all advice is observed, and all necessary precautions are followed to ensure Turing Participants safety. All advice is kept under constant review.

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## **Introduction**

Welcome to Twin Group and the Turing Scheme:

### **Turing with Twin - European Placements 2021-22**

**“This funding allows organisations to provide students, learners and pupils with the chance to develop new skills, gain vital international experience and boost their employability. They can also develop a wide range of soft skills, language skills and a better understanding of other cultures. Organisations can build relationships with international peers and gain fresh ideas”.**

**Turing with Twin - European Placements 2021-22** offers an amazing opportunity for people who are keen to develop their vocational and language skills through a 13-week work experience placement and obtain modules towards a level 3 award in one of the partnership countries. It is also an opportunity to increase cultural exchange and awareness and to enhance lifelong skills such as independent living. There are slight variations to programme depending on which destination you choose (please refer to each Country specific information), but a common theme is offered throughout.

## What's included

- Support throughout the application process and programme duration.
- 13-week Vocational internship.
- Group International flights and transfer to/ from accommodation in destination country.
- Accommodation.
- Single-trip Travel Insurance.
- Unit credits towards a Level 3 qualification
- Living allowance contribution
- Language course (Spain and Portugal).
- Travel Card (Dublin)
- If it's required to enter the relevant countries during Covid-19 pandemic, a covid-19 test on departure and on return to the UK.

Please note that, despite this funded programme covers for most of the expenses associated to this Turing experience, you must have some available **extra funds** to cover for any unexpected expenses that may arise.

## Eligibility

You are eligible to apply for the programme **if you can tick ALL the following boxes**, please read on:

- ✓ Aged 18+ on departure date.
- ✓ You have a UK address and bank account.
- ✓ Able to commit 13-week programme duration (90 days).
- ✓ Able to attend preparation training online/ in London prior to departure.
- ✓ Must have the right to live and work in the destination country for the duration of the mobility programme  
**If you are a British passport holder and have been to the EU in the 3 months prior to departure, and are applying for Spain or Portugal, you wouldn't be able to join due to immigration limitations.**
- ✓ Be in possession of an EHIC or GHIC card.
- ✓ Be in possession of a valid passport for at least 3 months after the programme has finished.
- ✓ You haven't been the beneficiary of a vocational education and training (VET) Turing programme previously.
- ✓ Committed to developing your language skills before and during the programme (if applicable)
- ✓ Open, flexible, and self-sufficient

**Please remember that this programme is funded by the UK Government.**

## What you are committing to

- Completion of the accepted 13-weeks work placement at your Host Company.
- Completion of **3 Twin Feedback reports** in a timely manner
- Completion of the **Twin Turing Final Questionnaire** at the end of the programme.
- Submission of the **Attendance** and **Twin Mobility Certificates** at the end of the programme.
- Compliance with the destination country law, Twin and In-country personal conduct code, and rules at work and accommodation.
- Contribute to the positive spirit of the programme with a flexible, open-minded, and self-sufficient attitude.
- During Covid-19 times: compliance with each country, accommodation, and work placements' rules and guidelines.
- Completion of the relevant training before departure, which usually takes place online. To complete the modules towards the Level 3 qualification, you may need to submit some coursework to be assessed.

**Please note that if you fail to any of these commitments, you decide to withdraw from the programme before the ending date, or you are expelled from it due to misbehaviour, you won't be eligible for the Turing funding, and you will have to pay for any costs that Twin has incurred on your behalf.**

## Programme overview

**Duration:** 13 weeks (90 days)

**Dates:** Various departures throughout.

**Participants:** 18+, VET students, those in employment, the self-employed who are able to commit to undertake a placement abroad to acquire new skills, training and work experience which is relevant to their chosen level 3 qualification.

**Destinations:** Dublin (Ireland), Sevilla (Spain), Valencia (Spain), Lisboa (Portugal).

### **Industries:**

TEFL (Teaching English to Speakers of Foreign Languages)

Digital Marketing: Social Media within a Business

Hospitality: Leadership & Management

**Qualifications:** with the 3-6 days training prior to departure, you will gain credits towards a Level 3 qualification in one of these 3 industries.

**Induction:** preparatory induction, and full in-country orientation and induction on arrival in host country. AT least during Covid-19, inductions and trainings will be carried out online.

**Accommodation:** Shared residential accommodation is provided on a self-catering basis, single bedrooms, and shared facilities.

**Living allowance:** All participants receive **EUR100/week** to help towards their living allowance. Please note this is a contribution, all participants are required to have addition funds for daily living and emergencies. We will also supply a travel card to those participants attending placement in Dublin.

**Return Flights:** You will fly with your group from a London airport to your chosen destination.

**Insurance:** All participants are provided with fully comprehensive single trip standard travel insurance including 3rd part liability and repatriation.

**Support:** Twin, your in-country Host Employer, and the Host Organisation in the destination country will provide support throughout the programme.

**Certification:** On successful completion of the programme, all participants are eligible for the Twin Mobility Certificate. On successful completion of qualification, level 3 certificate/award.

**Please note:** This programme is part of the Turing Scheme - Further Education and Vocational Educational and Training and designed to provide learning opportunities and personal development.

## Who's involved

There are 4 parties involved in the programme:

□ **The Beneficiary:** That's us –Twin Group. We will guide and support you throughout the programme. Our principal objective is to recruit and prepare you for your experience before you depart the UK and to support you throughout your programme and ensure you achieve your goals. Twin is ultimately responsible for the programme and all funding aspects.

□ **The Host Employer** – This is where your work placement will actually take place, and you will be subject to their employment contract and work conditions. You will need to sign a Training Agreement, based on the Job Description you accepted, with your Host Employer at the beginning of your work placement. This ensures that both parties fully understand what is expected of each other.

□ **The In-country Organisation** – This is the organisation in the host country who will organise your accommodation, airport transfers, Language Course in liaison with Twin. In the case of Dublin and Valencia, Twin is also the local organiser. They are your first point of contact if you experience any issue while in-country that you can't sort out by yourself in your accommodation or work placement.

□ **The Participant** – That's you, the lucky beneficiary of a funded 13-week vocational internship. Participation requires a high level of commitment, independence, and maturity.

### Lines of communication: If you have a problem...

The success of your internship is largely down to you and your attitude towards it, so please remember that this is a unique opportunity and although much of the organisation is done for you, the success of the programme is ultimately your responsibility.

Participation requires a high level of independence, flexibility, and maturity and is therefore not suitable for everybody. Places on the programme are limited, so **please ensure that you are 100% committed before you accept a place.**

- Make sure you **fully understand the programme**, that you have **realistic expectations**, and that you understand **what is required of you**.
- Developing **independence, confidence** and **self-reliance** are key benefits of joining the programme.
- You are strongly encouraged to prepare beforehand and to deal yourself with any issues that arise as this is an invaluable part of the learning and development process that the Turing programme is designed to bring about.
- In addition to this Handbook, Twin will provide you with a lot of handy information about the programme. You are responsible for being familiar with this information and for keeping it at hand, as you will need it while in programme.
- For the purposes of the Turing programme, neither Twin nor your employer or the In-country Organisations are to be likened to a Tour Operator.
- Please note that Twin cannot offer you advice on how to become a resident in your destination country.
- You will be provided **24-hour emergency** numbers/contact person(s), to be used ONLY in the event of an emergency. Otherwise, please contact your In-country Organisation or Twin via email, or WhatsApp **during office hours**.
- If you feel you need additional support, then please do not hesitate to ask.
- Who you should ask very much depends on what the issue is. As a general rule you should contact:
  - Your Host Company**
    - Your **employer** will support you in the workplace and in achieving your Training Agreement goals.
    - Communication with your Line Manager and team is crucial. Please share with them any concerns, questions, or difficulties you may have.

- In the event of an emergency or personal circumstances that affect your work schedule, you **MUST** inform both your Line Manager and Twin immediately.

### **In-Country Organisation**

- The **In-country Organisation**, in liaison with Twin, arranges your accommodation, your language lessons (if applicable), and your transfers.
- They are in regular contact with your Host Companies to ensure you're progressing appropriately and that you're fulfilling the assigned role and tasks
- They are your first point of contact while in-country should you have any issue or emergency with your accommodation or lessons that you can't sort out by yourself or directly with the accommodation provider or language school.

### **Twin Group**

- **Twin Group** supports you throughout your programme, as the ultimate responsible for the programme and Turing funding.
- If there's any issue you haven't managed to solve by yourself or in liaison with your Host Company and/ or In-Country Organisation with regards to your accommodation or work placement, you can ask Twin for support.
- Twin **MUST** be informed immediately should any personal circumstances affect your commitment to the programme as this will affect your eligibility for the funding, including (but not limited to):
  - Any **absenteeism** from or **lateness** at work must be reported immediately to Twin, the In-Country Organisation and, obviously, your employer as they will be negatively affected by it.
  - Any **changes in your work schedule** or **work role and tasks** must be reported to Twin and the In-Country Organisation. Requesting any time off for an emergency should NOT be arranged directly with your host company without passing it by Twin first.
  - Return to the UK during the programme is for emergencies or extraordinary circumstances only. However, you MUST liaise with Twin, and not only with your In-Country Organisation, and Host Company when organising it.

## Where & What

The table below indicates destinations and industries that are available:

| Destination & Language Requirement |          |                  | Industries                              |                                    |   |
|------------------------------------|----------|------------------|---|------------------------------------|---|
| Country                            | City     | Language Ability | Hospitality (Leadership and Management) | Digital Marketing and social media | TEFL – Teaching English as a Foreign Language |
| Spain                              | Sevilla  | <i>None*</i>     | ✓                                       | ✗                                  | ✓   |
| Spain                              | Valencia | <i>None*</i>     | ✓                                       | ✓                                  | ✓   |
| Ireland                            | Dublin   | <i>None</i>      | ✗                                       | ✓                                  | ✗   |
| Portugal                           | Lisboa   | <i>None*</i>     | ✓                                       | ✓                                  | ✗   |

*\*Language ability.* Please refer to the table on **Annex 1** for the Common European Framework for Language.

*\*None* : You must speak and read English fluently. You are not required to speak the host country language. However, some Host Companies will require that you speak a certain level of their language in order to offer you a placement with them. It's important that you bear in mind that a level of Portuguese or Spanish languages will increase your chances to find a work placement, to get involved with more tasks in your Host Company, and it will enhance your general experience in Portugal or Spain.

## Application process

Places are allocated on a first come first served basis (subject to interview or recruitment by Host Companies). Please submit your application as early as possible.

1. Simply go to <https://www.twinemployment.com/our-programmes/turing-scheme>
2. Please read carefully the **Programme Handbook** to ensure you understand programme structure
3. Click **Apply Online** and complete the application form in English.
4. **Additional documents:** Please forward these documents to: [Turing@Twinuk.com](mailto:Turing@Twinuk.com)
  - A. Curriculum Vitae
  - B. Copy of current passport
  - C. Copy of current EHIC or GHIC card
  - D. Participant Enrolment Form
  - E. Flight Booking Form
  - F. Participant Welfare Form
  - G. Next of Kin information
  - H. Stipend Form
  - I. Last page of this Handbook signed, acknowledging you've read and understood it.

**5. Screening:** Once we have received all of your documents, your application will be screened for eligibility.

**6. Interviews:** All eligible participants will be interviewed via Skype/ Zoom or telephone Interviews last approximately 45 minutes. An oral language test will also be completed during your interview if required. Language test may be conducted over the phone.

**Interview criteria:** The interviews are designed to ensure that the most "suitable" participants are allocated a place on the programme. Please prepare for your interview. Areas usually covered are:

- Understanding of the programme (please ensure you have read this handbook)
- Reasons for applying

- Flexibility towards the internship
- Expectations of the programme and the work placement role
- Previous work experience and skills
- Expectations of living and working abroad
- Plans for preparation before departure
- Commitment to the full duration
- Finances, including flights, insurance, accommodation, and living allowance.
- Programme monitoring and reports
- Ability to adapt to a new environment
- Understanding of T&C
- Level of independence
- Language minimum requirement met
- Future development plans

In the event that you are not successful, you will receive feedback on the reasons behind the decision.

**7. Recruitment process:** Once a participant has passed this interview successfully, Twin and the In-country Organisation will look for a suitable work placement. You may be required to attend a telephone or online interview with the In-country Organisation or Local Organiser to discuss the available work placements opportunities for which you meet the criteria and your expectations. An interview with your potential Host Employer is often required. This process can take longer depending on the number of applicants and on the Host Companies availability. Twin will let you know if you are successful in this recruitment process and a Host Company decides to offer you a work placement with them. Successful participants will be submitted to the Turing Platform.

**It is important that you understand that we can only consider your application for the work placement positions you meet the requirements for.**

**8. Contracts:** Once the successful participants have accepted the offered work placement, they will be required to read thoroughly, understand, and sign a contract.

**Please note that until you don't sign the contract, we can not secure your placement, flights, or accommodation.**

Once contracts are signed, Twin and the In-country Organisations will start securing all your programme arrangements.

**You must be aware that if you decide to withdraw from the programme once you've signed the contract, you'll be liable for any costs that Twin has incurred on your behalf.**

**9. Confirmation of flights and accommodation:** Approximately 1-2 weeks before departure, you will receive the flight details and accommodation details.

**10. Training Agreement:** Prior to, or on arrival of your internship, you will be asked to sign the Training Agreement with your employer. This will be signed by all 3 parties, Twin, your employer, and you. Once you have it signed, make sure you return it to Twin during your first week of placement.

### **Contact Details**

Twin Turing Scheme

Twin Group 1st Floor, The Greenwich Centre

12 Lambard Square

Greenwich

London

SE10 9GB

**[Turing@Twinuk.com](mailto:Turing@Twinuk.com)**

**It is very important that you submit all the required documents and reply to Twin's queries in a timely manner. Participants that fail to send or submit all the required documents and information in a timely manner may be withdrawn from the recruitment process.**

## 13-week Vocational Internship

- The internship is at the heart of the programme, and you will be required to work approximately **35-40 hours per week**.
- Although there will be plenty of time for you to explore the local area, this is not a holiday experience.
- After having interviewed candidates, Twin and the In-country Organiser will do their best to find a suitable work placement for each successful candidate based on your language ability, your qualifications to date, your previous work experience and skills, your aspirations, and the availability of internships.
- Your Application Form and your CV will be forwarded to potential Host Employers, for their consideration.
- Be realistic with your work placement aspirations and about what sort of work placement position you can obtain based on your qualifications, previous experience, and language skills.
- You may be invited to an interview by the Host Company. Some employers have tougher selections processes than others and may prefer to interview several candidates or ask the candidates to perform some tasks before making a decision.
- If you have been successful in the recruitment process, Twin will inform you and ask you to accept the work placement offer and sign the Turing programme contract.
- As a general rule, you will start your work placement immediately on arrival in Spain, Portugal, or Ireland. Ensure you have the correct Host Company address and contact details and that you know on what date and time you are expected to start.
- If you haven't signed it prior to departure, remember to take the time to complete and sign your **Training Agreement** with your employer.

- Most Host Companies have a fixed work schedule, but some have a rota system, depending on the sector and characteristics of your internship.
- We expect a **100% attendance**. It is crucial that you are aware of when you are expected to be at work, that you are **ALWAYS on time**, and that you **don't ever miss any day at work**.
- This should only happen in extraordinary circumstances. If you are late or miss days at work, you won't be eligible for the Turing funding. It's imperative that you inform your Host Company and Twin ASAP should you be late or need to miss a day at work due to justifiable reasons.
- You won't be able to tailor your working hours to your needs. Your work schedule will be based on the Host Company business hours and needs.
- Please ensure that you give yourself plenty of opportunity to settle into your new role. Some participants feel that they don't know exactly what to do or that they are not yet completing the tasks they expected during the first weeks. Show yourself open-minded, hands-on, flexible, and cooperative, so that your employer sees they can rely on you.
- Be open minded and tolerant. The work culture in Ireland, Portugal and Spain may be different to what you are used to in the UK.
- It is crucial that you establish a positive relationship with your work colleagues and line manager at work. If there's anything you don't understand or you feel at any point that you are not effecting your desired outcomes whilst on placement, please speak to your Line Manager.
- Twin can also assist you if you are not sure on how to approach the issue with your Host Company.
- If you feel you have concerns regarding your placement, which you cannot resolve directly with your Host Employer, please talk to Twin. Changing your placement is

discouraged. Experience shows that you are generally better staying with your first placement and working at making it a success.

- **References:** If you require a reference letter from your employer, please ensure that you obtain this before you finish the programme, as it is very difficult to acquire one after the programme has finished.

**The success of your internship is largely down to you and your attitude towards it. Please remember that this is a unique opportunity, so make the most of your time abroad.**

## Travel

Turing with Twin - European Placements 2021-22 travel includes:

1) **Group travel to and from the UK airport:**

- **International flight:** Twin will arrange your return international flight.
- Your international group flight will depart from one of the London based airports, namely: Heathrow, Gatwick, Luton, or Stansted.
- You will be informed of the flight itinerary by email approximately 1-2 weeks before departure.
- Twin will provide a minimum of 20kg luggage allowance. Please ensure that you read the terms and conditions of the flight with particular attention to the baggage restrictions.
- Any excess baggage payments are not covered through the programme, and you will be required to pay for this at the airport.
- We require a copy of your boarding pass for your return flight, so please retain this and forward to you programme coordinator if you're required to do so – it is a requirement as proof of travel!
- **Missed flights:** Twin will provide one outbound and one return international flight. If you miss either the outbound or the return flight, it is your responsibility to arrange alternative travel and accommodation if required.

**At the airport on departure:**

- When packing, you need to make sure you check the airline cabin and luggage restrictions.
- You will need to have your passport, boarding pass, and any other document required to travel ready.
- At the airport, approx. 2'5 h before departure, you will meet a Twin representative and the rest of participants in your Turing group.
- Please note that these are 'Group' flights and transfers. You will need to proceed as a group and follow Twin's guidelines and instructions.
- If there's no unforeseen circumstances, there is usually some waiting time. Please make sure nobody is left alone, that you keep an eye out for each other, and that you check and use the WhatsApp group to communicate with the rest of the group should the whole group not remain together.

2) **Group airport transfers in the host country**

- These will be arranged by Twin and the In-country Organisation.
- A Twin or In-country Organisation representative will meet you and the rest of the group at the airport.
- You will be collected as a group at the airport in the destination country upon arrival and returned to the airport at the end of the programme.

**Travel to/from the London airport on departure and return is at the participants' own expenses.**

## Accommodation

Accommodation is provided with all placements.

### Sevilla

In Seville you will be in shared self-catering apartments, located in central Seville. You will be sharing an apartment with other Turing Students. You will have a single bedroom with shared living areas, bathroom, and kitchen. All utilities are provided including WIFI.

### Valencia

In Valencia you will be in shared self-catering apartments, located approx. 30 mins walk from the centre or an easy commute to your work placement. You will be close to all local amenities, shops, cafes, bars, and restaurants. You will be sharing an apartment mostly with other Turing participants but also with other university students. You will have a single bedroom with shared living areas: bathroom, and kitchen. All utilities are provided including WIFI. **Please note that bed sheets are not provided in Valencia** so you will have to bring your own\*.

### Dublin

In Dublin you will live in residential accommodation in central Dublin. You will have a single en suite bedroom with shared facilities. You will be living with your fellow Turing students. Within the accommodation are many social spaces, gym, and communal areas. You will have the opportunity to meet with other international students.

### Lisboa

In Lisbon you will be in shared self-catering accommodation, single room with shared facilities. The location will be dependent on your work placement so we can minimise your daily travel times. You will be close to public transport and local amenities. You will share with other international students.

Your accommodation will be a close distance from local facilities and your work placement. It may be necessary to take public transport to your work placement. It is unusual that you would need to commute more than 45 minutes by public transport on a daily basis. However, this cannot be guaranteed as will depend on availability and your chosen work placement.

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\* The standard single bed size is 90 cm. The Local Coordinator will let you know if your mattress will be larger than that.

- **Address:** We will provide your accommodation address approx. 1-2 weeks prior to departure. Where possible we will also provide information about who you'll be sharing with.
- **Deposits:** In all cases we try to avoid asking you for any accommodation deposits up front. What we do instead is to withhold your final weeks living allowance (€100) until all rooms and flats' final checks have been completed after your departure. Once we receive room check results, provided there's no damage or cleaning charges, and you have submitted all the required reports and documents, we pay your €100. This is usually 3 weeks after your return to the UK.
- **Agreements:** You may be required to sign an agreement or a check-in form with the accommodation provider – ensure that you understand the document you are signing. Make sure you inform your accommodation provider of any damage or stain in your room or shared areas on arrival. Failure to do so may incur a fee for damage or cleaning.
- **Accommodation rules:** Twin or the In-country Organisation will let you know about the accommodation code of conduct. It is your responsibility to adhere to it and you may face expulsion if you break it.
- **Damages or breakages:** It is your responsibility to keep the accommodation in a clean and tidy order. Damages or breakages will need to be paid for locally – this is not funded through the programme. Please ensure that you deal with any damages or breakages **immediately**; if it is left until you move out, all members of the accommodation will share responsibility.
- **Utilities:** It is unlikely that you will be responsible to pay for any utilities, (gas, electricity, etc) but please ensure that you clarify this at the beginning of your tenancy. Accommodation providers keep records of the utility's bills. Be responsible and sensible with the utility's usage, as if the bills go over what they regularly and reasonably are, you will be charged. **Internet is provided in all accommodation.**

- **Living together:** Please ensure that you respect the accommodation code of conduct, the neighbours and the people you live with and make all reasonable effort to play an active role in the upkeep of the accommodation, i.e., keeping your space and the communal areas clean and tidy at all times and doing your washing up!
- **Please be realistic** about the accommodation provided. All efforts are made to ensure that you are provided with clean accommodation in a reasonable state of repair. Kitchens and common areas are basically equipped. Do not expect 5-star quality accommodation as you will be disappointed! If you do feel that the accommodation provided is not suitable, please let Twin know.
- You may already have some experience renting a flat, but you need to be aware that you will need to be able to solve many issues by yourself. Accommodation providers may be able to help you fix some issues if needed, but they won't offer a 24h support and you must be realistic about the time it can take to get issues fixed.

## Travel Insurance

All participants will be issued with travel insurance. This will be a standard **single trip fully comprehensive travel insurance policy, including 3rd part and repatriation.**

- Please be aware that if you return to the UK before the programme end date, your policy will become void.
- Return to the UK during programme period is for emergency situations only. You must inform Twin if you need to return to the UK and it is your responsibility to purchase a new travel insurance policy, like for like with the original policy provided.
- A copy of the insurance policy and terms and conditions is provided with our pre-departure pack, approx. 1-2 weeks before departure.
- Please ensure that you read and understand the coverage provided and that always keep a copy of your policy available. If you feel that the coverage is not appropriate for your needs, then you are responsible for purchasing alternative cover.
- It is very important that you become familiar with the policy and that you become aware of how to contact the insurance provider should you need to make any claim. It is your responsibility to process any claim you wish to make. We advise you to contact the insurance company as soon as any incident happens and follow their advice. Also, always keep the relevant documents and receipts of any expenses you think you may be able to claim back.
- If you have any pre-existing medical conditions, you need to inform Twin. It may be that the policy won't cover you for existing health conditions, so we need to know.

## Medical Care

- If you require ongoing medication, bring enough for the full length of the programme with you from the UK. We also advise you to bring with you any medication you take often (eg for migraine, hay fever, ...) and a letter from your British GP stating your condition and treatment received.
- Once you arrive to the destination country, we advise you to locate your nearest public medical centre and your nearest 24h hospital.
- We advise you to register with your local public medical centre on arrival.

### **EHIC/GHIC card:**

- To participate in the programme, it is a requirement that you have a **valid EHIC or GHIC card**.
- A valid copy of your EHIC or GHIC card must be sent to Twin when applying for the programme.
- You will need it in order to receive public medical care while in-country and to register with a nearby public medical centre.
- The EHIC / GHIC can be used to cover necessary medical treatment due to either an accident or illness within the European Economic Area (EEA). The card entitles the holder to state-provided medical treatment within the country they are visiting, and the service provided will be the same as received by a person covered by the country's 'insured' medical scheme.
- If your EHIC card expired or is about to expiry while you are in the programme, or if you apply for the first time, you need to request the new GHIC card. You can find more information and apply for a GHIC in this link:  
  
[https://www.applynow-ghic.co.uk/?qclid=Cj0KCQiAvvKBBhCXARIsACTePW\\_x1I3-ofIXP\\_C4OHsNg9jqx6VRW1OZyUazUE4FrCUBEzNWLdY0zylaAnOsEALw\\_wcB](https://www.applynow-ghic.co.uk/?qclid=Cj0KCQiAvvKBBhCXARIsACTePW_x1I3-ofIXP_C4OHsNg9jqx6VRW1OZyUazUE4FrCUBEzNWLdY0zylaAnOsEALw_wcB)
- You do not need to apply for a GHIC if you already have a current EHIC valid until the end of the programme.

**It is your responsibility to obtain this card before you start the programme. In the event that you do not acquire this card, any expenses incurred as a result are at your own responsibility.**

## Living Allowance Contribution

Twin will give you a living allowance contribution of **GBP 100/ week**.

- This will be paid into the Bank Account you provided the details of in the Stipend Form. The weekly allowance will be paid every 4 weeks – that is payments of EUR 400 every 4 weeks:
  - ✓ **1<sup>st</sup> payment:** on arrival
  - ✓ **2<sup>nd</sup> payment:** beginning of week 5
  - ✓ **3<sup>rd</sup> payment:** beginning of week 9
- Your last stipend payment (week 13) won't be paid to you while on placement. We will wait until all the accommodation final checks are done to ensure there's no damage or cleaning charges, and that you have completed and submitted all the **required reports and documents** in a timely manner.
- Twin will pay the last GBP 100 in your account once you are back in the UK (usually, 3 weeks after your return).
- Remember that the 2<sup>nd</sup> and 3<sup>rd</sup> stipend payments are subject to you keeping up with the completion of Twin's Feedback Forms and to reasonable utilities bills amounts.
- Remember that it is required to have some available separate reserved **extra funds** in case you need to cover for any extra expenses.

## Covid-19: Entry requirements and prevention measures

- With everchanging travel restrictions and guidelines, Twin will inform you prior to departure about Covid-19 Entry requirements for each country and about any funding available.
- Most countries also require passengers to complete a Locator or Medical Form before entering.
- It is your responsibility to complete these forms in a timely manner and to be familiar with each country Covid-19 Entry requirements.
- If you fail to do so and you are fined or denied entry to the destination country or the UK, you will need to cover for the costs involved.
- Make sure you have read and that are familiar with the Twin's Covid-19 Prevention Measures document.
- Think of the impact that becoming infected can have not only on you, but also on the rest of participants and your Host Company. Their business can be hugely affected if you and other members of staff become infected.
- While in country, if you suspect you have covid-19 or you have been in touch with someone who is positive, please inform your In-country Organisation immediately.
- It is crucial that you follow the medical advice. If you are required to quarantine, you must do it. Otherwise, you'd be breaking the law.
- As for any other medical incident, we advise you to get in touch with your travel insurance company asap.
- If you suspect you have covid-19 or you have tested positive and must go on quarantine, please consider the people that are living with you and put measures into place to avoid infecting them.
- While you are in the destination country, you must adhere to their Government Health advise (*eg use of masks, social distancing, business restrictions, number of people gathering, curfews ...*). Failure to comply with the country's advice and restrictions means you're breaking the law and that you can be fined.
- Please always follow your Host Company and Line Manager's Covid-19 prevention guidelines while at work.
- Your Turing programme may have to change due to covid-19 restrictions.

## Personal conduct

Places on Turing programmes are in high demand and can be of huge benefit for all involved. Participants who join the programme with an open mind and a positive, flexible attitude are likely to have an educational and empowering experience, which can only benefit their personal and professional future.

Your behaviour and personal conduct not only affect your own experience but also can have a significant effect on other participants, both in the present and in the future. Please remember that you are representing:

- Twin Group
- Your Employer
- Your country
- The Turing programme itself
- And of course – you are representing yourself

We expect all participants to show **commitment, motivation, maturity, self-sufficiency, and responsibility** both in their work placement and in their accommodation.

By signing the contract and joining the programme you are committing to the T&Cs that you can find at the end of this Handbook. Here you have a summary of what you're committing to:

- Completion the relevant training prior to departure
- Completion your work placement in a professional and mature manner. This includes full attendance and punctuality, and fulfilment of the assigned tasks and role.
- Adherence to each country's laws.
- Adherence to your Accommodation rules and obligations.
- Completion and submission of the required forms and documents in a timely manner.
- Communicating and liaising with Twin, Host Company, and In-country organisation throughout the programme and with regards to any personal circumstances that may affect your work placement and commitment and completion of the Turing programme.
- Keeping a positive, mature, flexible, professional, and self-sufficient attitude throughout the programme.

- Adherence to Covid-19 Prevention measures, in country, accommodation and work.
- Keeping a non-judgemental and non-discriminatory attitude towards others.
- Adherence to basic safety measures such as fire prevention in the accommodation.

We have a formal disciplinary procedure in place for any participants who abuse the Turing opportunity.

This follows:

1. Verbal warning
2. Written warning
3. Final written warning
4. Expulsion from programme

Twin will take very seriously any case of a participant breaking the destination country law or failing to comply with the covid-19 prevention measures. In those cases, **an immediate expulsion from the programme will be considered.**

**As part of the contractual agreement, you are required to sign Terms & Conditions.**

**By doing so, you agree to the expected standards of personal conduct and will forfeit your place on the programme if you do not adhere to them.**

**Remember that if you fail to complete the programme due to personal conduct you won't be eligible for the Turing funding, and you will be liable for all the costs that**

**Twin has incurred on your behalf.**

## Induction

Each participant will receive an induction upon arrival in the host country. You may already have received some of this information by then, and some of this information is also covered in each city's information booklets, but general topics will include:

- ✓ Accommodation
- ✓ In country language course (Portugal and Spain)
- ✓ Work placement starting time and training agreements
- ✓ Programme monitoring
- ✓ Lines of communication
- ✓ Local transport
- ✓ Do's and dont's

You will also be informed about local tourist hot spots, hospitals, medical centres, and police stations if you haven't been given this information before.

- The principal aim of the induction is to provide an opportunity to settle into your new environment before you start your internship and become more independent.
- It is vitally important that you familiarise yourself with the local medical facilities and nearest pharmacies. The host organisation may show you where they are, if not, please make the time to find them during the first week.
- Covid-19 allowing, certain cultural and social activities may be suggested or arranged for you. These may be part of the induction. You are strongly advised to join any social activities that are suggested or arranged for you, such as the "language exchanges", and to generate your own social activities too. There will also be plenty of free time for you to explore your new surroundings.
- Each of our destination cities have plenty to offer and explore. We encourage you to make the most of this opportunity and explore them and the areas surrounding them as much as you can outside your working hours.
- However, you need to make sure that you remain fit to work. Make sure you don't overdo activities in your free time that you arrive tired or without having rested at work.

- The more effort you make to integrate with the local community, the more empowering your experience will be. Although the Host Organisation may offer social events for you, ultimately, it is up to you to make local friends.

**Remember that a flexible and optimistic attitude and an open mind towards the new culture, people, and experience are key to what you'll obtain from the Turing programme.**

## **In-country Language Lessons (only Portugal and Spain)**

If your Turing programme experience is in Portugal or Spain, Twin also includes approx. 20 hours in-country language lessons. They usually take place in a city's language school.

- Twin pays for these lessons, as they consider that participants can benefit greatly of these language lessons.
- **Attendance to these lessons** is, therefore, **compulsory**.
- Information about these lessons will be given days before departure or during the initial induction.
- These hours of language learning will be distributed depending on the destination city.
- Lessons are usually in the target language, so don't feel overwhelmed or frustrated if your teacher doesn't use English in the classroom. This is common practise in any foreign language learning environment.
- What you make out of these lessons depends on your attitude and on what you do outside of the classroom to revise and use what you've learnt in them.
- Please bear in mind that, due to covid-19 restrictions, on some occasions these lessons have to be moved to an online format.

## **Travel cards (only Dublin)**

In Dublin, Twin covers for a travel card. During your induction you will be given the information about how and when to collect them.

## Reports and documentation

During your Twin Turing programme, you are required to complete a series of reports and documents **in a timely manner**:

- In order that both Twin and your Host Employer can monitor the progress of your programme, you are required to complete and submit a series of simple **feedback reports**. These reports must be completed and submitted on arrival to your host country, mid-, and end of programme. They are online reports, and we will forward necessary links when they need completing.
- On successful completion of the programme, all participants will need to complete an **Attendance Certificate** and a **Twin Mobility Certificate**, get them signed by their employer, and returned to Twin.
- At the end of on placement you will be required to complete the **Turing Final Questionnaire**.
- It is crucial, thus, that you keep an eye on your emails regularly. All these reports and documents must be completed and submitted in **a timely manner**.
- Twin will give you instructions and guidelines. Just make sure you read them carefully and follow them. It is your responsibility to make sure you follow the provided guidelines on how to complete them and that you meet the provided deadlines for their return and submission.

**Remember that these are required to receive the Turing programme funding. If you fail in submitting them on time or submit them incomplete or wrongly, you won't be eligible for the Turing funding, and you will be liable for any costs that Twin has incurred on your behalf.**

The table below summarises what you need to complete and/ or submit throughout the programme and when:

| Week      | What you need to complete/ submit   | Stipend payments                |
|-----------|---|---------------------------------|
| 1         | Training Agreement<br><i>(depending on Accommodation Provider):</i> Room check-in inventory | 1 <sup>st</sup> stipend payment |
| 2         | Initial Twin Feedback Report  |                                 |
| 3         |   |                                 |
| 4         |   |                                 |
| 5         |   | 2 <sup>nd</sup> stipend payment |
| 6         | Mid Twin Feedback Report  |                                 |
| 7         |   |                                 |
| 8         |   |                                 |
| 9         |   | 3 <sup>rd</sup> stipend payment |
| 10        |   |                                 |
| 11        |   |                                 |
| 12        |   |                                 |
| 13        | Final Twin Feedback Report<br>Twin Mobility Certificate<br>Attendance Certificate           |                                 |
| Return UK | Turing Final Questionnaire  | Final stipend payment           |

**\*\*\*\*\*Please notice that on your last week of programme you'll be required to return and/ or submit many documents and reports. \*\*\*\*\***

We advice you not to leave them for the very end! Bear in mind that, by then, you will probably have friends in the destination city, and you'd like to spend time with them and say goodbye to the places you feel attach to in the city. If you don't keep up with the required documents throughout the programme, this last week can become avoidably over-stressful and overwhelming!

## **Before you depart**

As the time draws closer to your departure date, it is inevitable that you may start to feel a little nervous about your European experience – this is totally natural and to be expected. Please remember that Twin Group is here to help you with any queries that you may have.

Certain Employers may also contact you by email or phone before you depart. This is simply to confirm your skills, language level and to discuss your internship. If you are contacted, please take this opportunity to ask them any questions you might have.

**Twin will run a full Pre-Departure Briefing online prior to departure.** It is compulsory to attend this meeting. Many topics will be covered:

- What to pack, when to get to the airport and who will be travelling with you, what will happen on arrival to your destination, your accommodation, your work placements, your stipend payments.
- Please have your questions prepared, this is an informal briefing and a time for you to be sure you feel confident with all arrangements.

### **Use your time wisely before your programme starts:**

□ Take the time to research the destination, learn as much as possible about the city, the surrounding areas, and the country.

□ Become familiar with the destination city map, weather forecast, and location.

□ Double check you have all the needed travel documents with you and that your passport is valid for at least 3 months after the programme has finished.

□ Get in contact with the other participants who are going to the same destination. Before departure, you will be invited to join a Turing WhatsApp group, a great way to meet other participants.

□ Refresh your destination country language if you are travelling to Spain or Portugal. There are plenty of online resources that can help you improve your language skills before departure.

**The better prepared you are the more confident you will feel.**

## What to pack

Obviously, what you choose to pack is a very personal decision, but here are just a few points to consider when you are deciding if you really need the kitchen sink:

- There is at least a 20 kg baggage weight included in your flight – please check the weight restrictions before you arrive at the airport.
- The number of bags you are allowed to check in may also be restricted – again, double check beforehand.
- Any excess baggage costs incurred are at your own expense and to be paid by you at the airport.
- We strongly advise you to pack wisely and lightly. In all the destination cities, you'll find supermarkets and the main chain shops.
- If you still decide to over pack and go over the luggage allowance, you also have the option of shipping your belongings to the destination city. For this, though, you will need to wait until Twin provides you with the accommodation details and address.
- Prior to departure, ask your employer will advise on appropriate dress code.
- Don't forget to check out the weather in country, you don't want raincoats and boots if it is going to be 34 degrees.
- Towels are not provided, and bed linen (bed sheets and pillow covers) isn't provided in Valencia.
- Ensure that you have sufficient supplies of personal medication if appropriate.
- Take plug adaptors for Spain and Lisbon, don't forget mobile phone and lap top chargers etc.
- It is not necessary to take 2 weeks worth of toiletries – you will be able to buy products locally.
- Photocopy any important documents and keep them in your hand luggage. Including your insurance documents.
- Make sure you have your flight itinerary and don't forget your passport and EHIC/ GHIC card.
- Take passport sized photographs, as you may need these for ID, travel cards etc.
- If you are a student, take proof of your student status with you, as this may be useful for price reductions for your travel card, entry to attractions, etc.
- It is advisable to take your laptop or tablet, even if this is not a requirement by your Host Company.

It is a good idea to contact your fellow group prior to departure so you can discuss what they are packing! And we are always here to advice.

# Annex 1: Common European Framework for Languages

Common European Framework for Languages

| Language / Level          | A1  | A2  | B1  | B2   | C1   | C2  |
|---------------------------|---|---|---|--|--|---|
| <b>Listening</b>          | I can recognise familiar words and very basic phrases concerning myself, my family and immediate concrete surroundings when people speak slowly and clearly.  | I can understand phrases and the highest frequency vocabulary related to areas of most immediate personal relevance. I can catch the main point in short, clear simple messages.  | I can understand the main points of clear standard speech on familiar matters encountered in work, school, leisure etc. I can understand the main point of many TV or radio programmes on current affairs when the delivery is relatively slow and clear.           | I understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. I understand most TV news and current affairs programmes. I understand the majority of films in standard dialect. | I can understand extended speech even when it is not clearly structured and when relationships are only implied and not signalled explicitly. I can understand television programmes and films without much effort.  | I have no difficulty in understanding any kind of spoken language, whether live or broadcast, even when delivered at fast native speed, provided I have some time to get familiar with the accent.                    |
| <b>Reading</b>            | I can understand familiar names, words and very simple sentences for example on notices and posters.  | I can read very short simple texts. I can find specific predictable information in simple everyday material such as adverts, menus and timetables and can understand short simple personal letters.   | I can understand texts that consist of high frequency everyday or job-related language. I can understand the description of events, feelings and wishes in personal letters.  | I can read articles and reports concerned with contemporary problems in which writer adopt particular attitudes or viewpoints. I can understand contemporary literary prose.   | I can understand long and complex factual and literary text, appreciating distinctions of style. I can understand specialised articles and longer technical instructions even when they are not related to my field.   | I can read with ease virtually all forms of written language, including abstract structurally or linguistically complex texts such as handbooks, specialised articles and literary works.                             |
| <b>Spoken Interaction</b> | I can interact in a simple way provided the other person is prepared to repeat or rephrase things at a slower rate of speech and help me formulate what I'm trying to say. I can ask and answer simple questions in areas of immediate need or on | I can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar topics and activities. I can handle very short social exchanges even though I can't fully keep the conversation going myself. | I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (eg, hobbies, work, travel etc) | I can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. I can take an active part in discussion in familiar contexts accounting for and sustaining my views,                 | I can express myself fluently and spontaneously without much obvious searching for expressions. I can use language flexibly and effectively for social and professional purposes. I can formulate ideas and opinions with precision and relate my contribution | I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely. |

|                          |   |  |   |   |   |  |
|--------------------------|---|--|---|---|---|--|
|                          | very familiar topics.   |  |   |   | skilfully to those of other speakers.   |  |
| <b>Spoken Production</b> | I can use simple phrases and sentences to describe where I live and people I know.  | I can use a series of phrases and sentences to describe in simple terms my family and other people, living conditions and my educational background and my present or most recent job. | I can connect phrases in a simple way in order to describe experiences and events, my dreams and hopes and ambitions. I can briefly give reasons and explanations for opinions and plans. I can narrate a story or relate a plot of a book or film and describe my reactions. | I can present clear, detailed descriptions on a wide range of subjects related to my field of interest. I can explain a viewpoint on a topical issue giving advantages and disadvantages or various opinions.       | I can present clear, detailed descriptions of complex subjects integrating sub-themes, developing particular point sand rounding off with an appropriate conclusion.  | I can present a clear, smoothly flowing description or argument in a style appropriate to the context and with an effective logical structure which helps the recipient to notice and remember significant points.                                 |
| <b>Writing</b>           | I can write a short simple postcard, for example, sending holiday greetings. I can fill in forms with personal details, for example entering my name, nationality and address on a hotel registration form. | I can write, short simple notes and messages relating to matters in areas of immediate needs. I can write a very simple personal letter, for example, thanking someone for something.  | I can write simple connected text on topics, which are familiar, or of personal interest. I can write personal letters describing experiences and expressions.  | I can write clear detailed text on a wide range of subjects relating to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. | I can express myself in clear well-structured text, expressing points of view at some length. I can write about complex subjects in a letter, an essay or report, underlining what I consider to be salient issues. I can select a style appropriate to the reader. | I can write clear, smooth-flowing text in an appropriate style. I can write complex letters, reports or articles which present a case with an effective logical structure which helps the recipient to notice and remember the significant points. |

## Annex 2: Terms and Conditions

### Section 1

#### General

- 1.1. The participant certifies that the information given in the application process is correct and acknowledges that any false information or information withheld may compromise their participation in the programme.
- 1.2. The participant declares that they are in good health and require no specialised medical attention.
- 1.3. The participant declares that they have never been arrested or convicted of a criminal offence.
- 1.4. The participant agrees to submit all the requested documentation in a timely manner. If the participant fails to do so, s/he agrees to pay all fees in accordance with Twin and its affiliates' requirements. Twin cannot be held responsible for any delay or additional cost caused by the participant's failure to submit all the requested documentation in a timely manner.
- 1.5. The participant must read carefully all the materials provided by Twin and its affiliates related to health and safety, legal, environmental, political, cultural, and religious matters and conditions of the hosting country.
- 1.6. The participant agrees to attend and complete the required training.
- 1.7. If the participant wishes to alter or cancel their participation after signing the contract, he/she will be liable for all costs incurred on their behalf by Twin.
- 1.8. Twin and its affiliates reserve the right to refuse any participant who is deemed unsuitable or does not meet the programme eligibility requirements.
- 1.9. Twin and its affiliates reserve the right to request a Criminal Records Bureau (CRB) check from any participant for any programme. All documentation related to the CRB/DBS check will be held in accordance with the CRB/DBS Code of Conduct. It will be the participant's responsibility to obtain and pay for these administrative costs.
- 1.10. Twin and the Host Organisation reserve the right to make changes to the programme as deemed necessary.
- 1.11. Twin and its affiliates only consider participation on the programme once the contract has been signed and sent to Twin by the participant.
- 1.12. Programme changes or departure changes may be subject to availability and additional charges. Please check with Twin if you wish to amend your dates as further charges may be incurred. All changes to a booking must be put in writing to Twin.
- 1.13. By signing these terms and conditions the participants agree to Twin using any photographs/images or quotes (verbal or written) that are provided by the participant or documented by Twin. Such photographs/images or quotes may be used in Twin's promotional material, such as website, leaflets, posters, and brochures. Such images and quotes may be accompanied by the participant's name, age, and area of residence.

- 1.14. Twin shall not be responsible for or deemed to be in default by reason of delays or failures in performance of this agreement due to causes beyond its reasonable control including but not limited to civil war, war between nations, insurrections, strikes, riots, fires, floods, explosions, earthquakes, serious accidents, any act of government, governmental priorities, allocations, regulations, or orders affecting materials or facilities, acts of God or the public enemy, failure of transportation, epidemics, quarantine restrictions, or labour trouble causing cessation, slowdown or interruption of work and failure of suppliers and sub-contractors to furnish labour or materials within their contractual delivery times.
- 1.15. For the purposes of the Data Protection Act 1998, Twin is a data controller and therefore Twin may need to transfer personal data the participant provides to an overseas partner. This may be necessary in order to secure the placement or in order to protect the participants interests (for example in the case of a participant becoming ill, Twin may need to transfer medical information provided on the application form to assist in any medical treatment required).
- 1.16. Twin will not be held responsible for failing to pass on any information to participants in relation to the participants programme if it has never received or had any knowledge of the information.
- 1.17. Twin will not be held responsible for any problems incurred by the participant during the programme as a result of the participant failing to provide Twin with information that Twin would have deemed relevant to organising the participant's programme.

## **Section 2**

### **Placement**

- 2.1. The placement may be subject to an interview.
- 2.2. The placement will be in an area, which is considered to be safe by the locals in the host country.
- 2.3. The placement should be approximately a 30 to 60 minutes commute on public transport from the participant's accommodation. However, at some destinations the journey might last up to 1h30 minutes.
- 2.4. The placement will normally start on the first week after arrival. However, some placements will start sooner or later subject to availability.
- 2.5. Participant hours of work should not exceed 40 hours per week.
- 2.6. The participant agrees to commit to the full duration of the placement.
- 2.7. The participant agrees to complete the full work schedule with punctuality and professionalism.
- 2.8. The participant agrees to fulfil the assigned tasks and role in a responsible and reliable manner.
- 2.9. The participant may indicate their internship work preferences, however, occasionally due to operational difficulties; the participant may be requested to carry out other reasonable duties than those specified on the original training agreement description.
- 2.10. The participant is guaranteed at least one day off per week.

- 2.11. The participant may be required to do shift work and/or work un-social hours including weekends and bank holidays.
- 2.12. The host country's national laws for sickness and absence from work will apply throughout the placement.

### **Section 3**

#### **Accommodation**

- 3.1. All accommodation provided should be in a reasonable state of repair.
- 3.2. All accommodation will be in an area, which is considered safe by the locals in host country.
- 3.3. All accommodation will be fully furnished with cooking facilities if appropriate.
- 3.4. All accommodation should be approximately a 30 to 60 minutes commute on public transport from the placement. However, at some destinations the journey might last up to 1h30 minutes.
- 3.5. The accommodation contract is between the participant and the accommodation provider.
- 3.6. Laundry facilities may be at a different location to the accommodation.
- 3.7. All gas, water, electricity, and WIFI are included in the price of the accommodation.
- 3.8. Linen or towels may not be provided (Please refer to In-country Organisation details).
- 3.9. The participant agrees to adhere to the Accommodation Code of Conduct.
- 3.10. The participant may be required to pay a key deposit in connection with the accommodation.
- 3.11. The participant must, if required, complete an accommodation inventory.
- 3.12. The participant in shared accommodation will be held jointly responsible for any damages to the accommodation and any associated costs or any other costs incurred by them in association with the accommodation.

### **Section 4**

#### **Documentation & Reports**

- 4.1. Participants undertake to fully complete and submit all required documents, assessments, and reports. Failure to submit these reports within the scheduled time may result in Twin imposing financial penalties.
- 4.2. The programme funding is subject to the submission of all the required documents, assessments, and reports. Failure to complete and submit them may result in funding being disproved and participant having to pay for all the costs that Twin has paid in their behalf.
- 4.3. It is the participant's responsibility to ensure that he/she has a valid passport and EHIC/GHIC card and obtains appropriate documentation for entry to the hosting country.
- 4.4. Twin and its affiliates do not accept any liability for financial loss incurred by failure to have the correct travel documentation.

- 4.5. Twin will not be held responsible for any delay or additional cost caused by the participant's failure to comply with the clauses in this section.

## **Section 5**

### **Financial**

- 5.1. If a participant wishes to cancel their placement after their application has been confirmed and a place has been allocated but before they start their placement, they will be liable for all of the full costs that Twin has incurred on their behalf.
- 5.2. If a participant decides of their own accord to leave the programme early after having started a placement, they will be liable for all of the full costs that Twin has incurred on their behalf.
- 5.3. If a participant decides to leave the programme due to a legitimate complaint, the participant agrees to give both Twin and the Host Organisation a reasonable time to solve the complaint. If the participant chooses to leave before a reasonable time has been given, the participant will be liable for all costs incurred by Twin on their behalf.
- 5.4. All participants agree to pay an accommodation deposit where applicable (we accept payments only by debit/credit card) that will be refundable upon the successful completion of the programme. When accommodation deposits are not taken, Twin will withhold the last stipend payment. Failure to following contract in accordance with the rules, and any damage or cleaning charges by the accommodation provider after check-out, will result in their deposit or last stipend payment being retained by Twin for these costs.
- 5.5. All participants should have sufficient funds to finance themselves for at least the duration of their programme.
- 5.6. All calculations to determine the amounts to be paid to and/or received from participants will be based on Euros and converted to pounds sterling at the exchange rate on day of funding.

## **Section 6**

### **Personal conduct**

- 6.1. The participant agrees to follow the terms and conditions of Twin, and its affiliates as well as those of the programme while participating on the programme.
- 6.2. The participant agrees to act with maturity, flexibility, respect, and adaptability in all aspects of the programme.
- 6.3. The participant agrees to respect their hosts and their hosts' lifestyle and culture at all times.
- 6.4. During the programme, the participant will be representing their country and therefore every effort must be made by the participant to be a good ambassador for their country. Any behaviour likely to damage their or their country's image will lead to their instant expulsion

from any programme without reimbursement of their deposit and the participant will be liable for all costs incurred to date by Twin on their behalf.

- 6.5. The participant must respect the rules of the programme and act in a professional manner at all times. Excessively bad timekeeping or absenteeism could lead to the expulsion of the participant, and they will be liable for full costs incurred by Twin on their behalf.
- 6.6. The participant agrees to communicate and liaise with Twin with regards to any personal circumstances that may affect their completion of the programme.
- 6.7. Twin and the In-Country Organisation reserve the right to dismiss from the programme any participant who is deemed to be a danger to themselves or others or whose conduct is deemed to be detrimental to the programme. In this event, Twin and its affiliates will not be held responsible for any costs incurred by the participant.
- 6.8. Twin reserves the right to dismiss any participant who brings themselves, Twin, or any of its affiliates into disrepute.
- 6.9. In the event that a participant is removed from the programme due to points 3.9, 6.4, 6.5, 6.6, 6.7, 6.8 the participant will be liable for full costs incurred by Twin on their behalf.
- 6.10. If during the programme the participant experiences problems, Twin suggests that they follow the following steps:
- 6.11. Try to resolve the issue themselves
- 6.12. Communicate the problem to the project supervisor/overseas partner and discuss the best solution
- 6.13. Contact Twin. All issues/complaints must be outlined in writing. In the case of a complaint please complete the Twin complaints form
- 6.14. Complaints must be in writing. Twin will confirm in writing that they have received your complaint within 5 working days.

## **Section 7**

### **Health and Safety**

- 7.1. The applicant declares that they are in good health and require no specialised medical attention.
- 7.2. It is the participant's responsibility to ensure they are fit to travel and to undertake any required duties when on placement.
- 7.3. It is the participant's responsibility to obtain the Global Health / European Health Insurance Card (GHIC / EHIC).
- 7.4. All travels before, during and after the programme are at the participant's own risk and expense. Obtaining any necessary licenses, permission, and insurance to operate motorised vehicles while on placement will be the responsibility of the participant.
- 7.5. The participant undertakes to research their host country in order to educate and familiarise themselves of any potential inherent risks associated with that country.

- 7.6. Participants will be provided with health and travel insurance. It is the participant's responsibility to become familiar with the level of insurance provided and they are advised to buy their own insurance to cover expensive personal items or activities not covered in the provided insurance, such as motorised vehicles or extreme sports.
- 7.7. Twin and its affiliates are not responsible for the participant's health & safety or for any loss or damage to property or any third parties' property or persons, howsoever caused by the participant.
- 7.8. Twin and its affiliates cannot accept responsibility for the participant's health & safety whilst on the programme or for any loss or damage to property or any third parties' property or persons howsoever caused.

## **Section 8**

### **Travel**

- 8.1. It is the participant's responsibility to ensure that he/she has a valid passport.
- 8.2. In the event that a participant misses a scheduled transport departure, it is the participant's responsibility to arrange alternative transport at their own cost.
- 8.3. In the event that participant decides to extend the duration of the programme, it is participant's responsibility to arrange and fund the return travel itinerary.
- 8.4. All travel arrangements booked by Twin are only from and to the UK.
- 8.5. If the participant decides to make his/her own travel arrangements, Twin will not reimburse the participant for their alternative travel arrangements.
- 8.6. All travel during the programme is at the participant's own risk.

## **Section 9**

### **Insurance**

- 9.1. Twin will arrange travel and medical insurance for participants with appropriate Insurance company and underwriters.
- 9.2. It is the participant's responsibility to read and understand the level of insurance cover provided. If the participant would like an increased level of cover, then it is his/her responsibility to arrange alternative cover. The policy provided for the participant is a fixed policy and it is not possible to upgrade it.
- 9.3. All insurance claims or other insurance related matters must be settled directly with designated Insurance company. Twin cannot affect the outcome of any claim.
- 9.4. In addition to private travel and medical insurance, participants are required to obtain a Global Health/ European Health Insurance Card (GHIC/ EHIC). Persons who are normally resident in the United Kingdom are entitled to a GHIC/EHIC card.

9.5. It is the participant's responsibility to obtain this card before the start of the programme. In the event that a participant does not acquire this card, any expenses incurred as a result are the participants' responsibility.

**The laws of the United Kingdom shall govern this Agreement.**

**Once you have carefully read this programme handbook including the Terms and Conditions, please can you sign and date below that you have read and understood the programme structure and requirements.**

**We require a digital or real signature (not typed)**

I acknowledge that I have read and understood the Twin Turing Programme Handbook and Terms & Conditions in its entirety and agree to abide by them.

Name:

Date:

It you have any questions relating to the handbook, please complete appointment form below. We can have a call with you to clarify any points of the programme you are not clear about

|                                 |  |
|---------------------------------|--|
| Participant name                |  |
| Proposed date and time for call |  |
| Points for discussion           |  |