

## Residential Services and Support Under 18s Policy

### Accommodating students under the age of 18

This Policy is applicable in respect of all students who have not reached the age 18 years who are actually living in halls that are managed by Queen Mary University of London.

Places in halls are offered on the understanding that students are self-sufficient and capable of living independently away from home, looking after themselves in all practical matters.

To apply for accommodation at QMUL please use the following link:

<http://www.residences.qmul.ac.uk/college/application/>

When accepting an offer of accommodation the student agreeing to abide to the terms and conditions of the residential licence agreement and the requirements made clear in Residents' Handbook

All QMUL accommodation is operated in compliance with the UUK Accommodation Code

### Residential Services and Support will:

- Offer accommodation to all students who fulfil the criteria set out in the QMUL Housing Policy
- House students in accommodation benefitting from compliant and effective 24 hour security monitoring and support
- Allocate students to single en-suite rooms, subject to availability
- Accommodate students who are under 18 years of age alongside other students with a mixture of ages who are over 18.
- Carry out Disclosure and Barring Service (DBS) checks on staff who are providing pastoral care and support to under 18 year olds as part of their everyday duties.
- Provide relevant training and guidance for staff employed by the University particularly staff who have regular access to study bedrooms
- Ensure procedures and controls are in place to manage the access and activity of external contractors or deliveries in a compliant and appropriate manner
- Escalate any concerns about the student's welfare to the Director for Student and Academic Services
- Treat sympathetically any requests for a change of room within halls accommodation (always subject to availability and suitability).
- Ensure that students are fully aware who they can contact in case of difficulties and are provided with comprehensive information on support services available to them.
- Offer one to one support to the student if requested.

### Residential Services and Support will not:

- Carry out DBS checks for contractors attending to irregular ad-hoc emergency repairs within the residences. All contractors will, however, be required to carry identification and will carry out repairs/works between 9.00 am and 5.00 pm except in an emergency situation.
- Act in loco parentis or provide direct supervision of the student.
- Carry out DBS checks on other residents.
- Carry out regular checks on the student or monitor how they spend their time