

**Parent and guardians  
information leaflet**



# Experiences away from home

**National Citizen Service (NCS) helps 15-17 year olds build skills for work and life by taking part in new challenges and meeting new people, gaining confidence and independence along the way.**

**“When my son came back he had just blossomed, his confidence had grown so much it was incredible. I would highly encourage parents to get their teens on NCS, it teaches them to have conversations they wouldn’t normally have the confidence for”.**  
Parent

NCS away from home experiences are available across the country. Each experience is five days and four nights, and includes a variety of activities centred around one of three themes: Live It, Boss It, or Change It.

The experiences will help boost your young person’s CV and college or university applications - highlighting the broader range of skills they’ve gained to employers and higher education providers.



**Places are limited!**

**Visit our website to secure a place today.**



**WEARENCS.COM**

# About the experiences



# About the experiences



**Young people have a choice of dates throughout the year. Head to our website, choose your dates, choose your experience, and make a payment if you need to. Simple!**

**“My daughter has made some new lifelong friends and the experience she’s had has really built her confidence...all of the activities were brilliant and taught my daughter skills for life!” Parent**

## **WHEN IS IT?**

All three themes are available throughout school holidays, simply choose your preferred dates during the sign-up process.

## **HOW MUCH DOES IT COST?**

NCS is a government funded programme, which means the costs of the experience are heavily subsidised. To take part in NCS, all we ask for is a contribution of £95 per young person. This includes all travel costs, accommodation, activities and food – a whole five-day trip for £95!

Depending on your circumstances (e.g. if your young person receives free school meals or the pupil premium), you could be entitled to a bursary which would mean the experience is free – you don’t have to pay anything. Get in touch for more information.

## **IS NCS INCLUSIVE FOR PEOPLE WITH SPECIAL EDUCATIONAL NEEDS OR DISABILITIES?**

NCS is for everyone. When your young person signs up to NCS, you will have the opportunity to let us know about their specific needs, including any medical conditions, special educational needs, or disabilities. We will then contact you to develop a care plan so that we can make necessary reasonable adjustments to ensure they can take part. NCS is also available up to the age of 25 for those young people with SEND.

## **REFUNDS**

We offer a 14-day cool off period for you to apply for a refund if you change your mind.

In the unlikely event of NCS being cancelled, you will be offered a full refund.



**You’ll stay in a beautiful outdoor location and no matter which of the three experiences you choose, you’ll meet a bunch of new mates, explore your adventurous side, and make memories to last a lifetime.**



**Young people will be ready to enter the world of work or start their own business. It gives tools, know-how, and inspiration needed to take control and be successful.**



**They will have the chance to change their community, or even the world, for the better. They’ll explore the issues facing society today, discover their purpose, and turn passions into projects that make a difference.**





## The sign-up process



## Safety & Supervision



### 1. REGISTER AND BOOK A PLACE

You or your young person register on the NCS website and choose their preferred theme. Complete the details, make your payment and you're done!

- Call the team if you would like to find out more about a bursary.

### 2. IMPORTANT FORMS

Once signed up, your young person will receive information to login to their NCS portal.

- You will need to help them complete their Joiner Form.
- This is also the time to let us know any specific requirements for your young person (including dietary, religious, or anything else).

### 3. PARENT INFORMATION SESSIONS

You will then have the opportunity to attend a parent and guardian information session to learn more and ask questions.

### 4. WELCOME PACK

Before their away from home experience, your young person will be sent a Welcome Pack with all the information they need to know about their experience, including pick-up locations and what to bring.

Your young person's safety and wellbeing is our top priority. NCS away from home experiences are delivered on behalf of the National Citizen Service Trust, a Royal Charter body, by Ingeus and Youth Hostels Association (England & Wales) (YHA). Ingeus has provided NCS experiences to over 130,000 young people since 2011.

All experiences follow comprehensive policies and procedures, NCS staff are fully trained, and we are fully insured. All staff undergo the following checks and training:

- Enhanced DBS (Disclosure and Barring Service) checks
- First Aid (certified)
- Safeguarding
- Equality & Diversity.

### SAFEGUARDING

Safeguarding relates to action taken to promote the welfare of children and protect them from harm. As an organisation that works with people of all ages and backgrounds, we are committed to acting in the best interests of children and vulnerable people, ensuring that all reasonable steps are taken to prevent them from harm.





# Frequently Asked Questions (FAQs)



## Kit list

### Can I speak to someone before signing up?

Yes, you can talk to a member of our team Monday to Friday from 12pm - 8pm, and Saturday 10am - 2pm, by calling 0800 197 8010.

### What are the benefits of doing NCS?

Young people will get the chance to meet new people, expand their horizons, learn new skills, and build their confidence. They will have the opportunity to take part in a range of activities, gaining valuable skills to take into their future to make a positive difference for themselves and their community. NCS also looks great on CVs and education applications!

### My young person has additional needs, can they still take part?

NCS is open to everyone. During the sign-up process, you have the opportunity to tell us about any additional needs, and then we will work with you to create a tailored care plan for your young person.

### Is there help towards the cost of NCS?

If you need help paying for NCS, you can apply for a bursary. Give us a call on 0800 197 8010 before you sign-up.

### Do young people have to do NCS?

While NCS is not compulsory, it is a unique and exciting opportunity that is only available to 15-17 year olds (if they are 15, they must turn 16 by 31st August 2023 to be eligible).

### Does my young person need to take money on NCS?

Extra money is not needed, but if you want to give your young person extra money to take for shops/vending machines then you may wish to do so.

### How will you make sure my young person is safe while on NCS?

Each programme and each activity is risk assessed to ensure their safety. Our team are fully qualified and trained, and every young person is given a code of conduct to follow to ensure the safety of others.

### Can my young person do NCS with their friends?

Yes, they'll just need to make sure they all sign-up to the same theme, the same departure date and travel hub. Places are limited so it's best for groups of friends to book at the same time to avoid disappointment.

### Where will my young person be going?

NCS away from home experiences are available at sites across the country. During the sign-up process, you and your young person will choose the type of experience and the preferred travel hub for pick-ups and drop-offs. After that, we will confirm in the Welcome Pack the full address of the venue where they will stay for their NCS experience.

### Will my young person be forced to do all the activities?

We will never force anyone to do something they don't want to do. We will be there to encourage them to face their fears and be confident to tackle new things.

### What is included in the cost of NCS?

All food, accommodation, and travel is provided during the programme and included in the cost. All we ask is that your young person brings some lunch with them for the first day.

### Can I contact my young person while they are away?

Absolutely! Your young person might not have their phone with them during the day due to the nature of some activities, but there will be lots of opportunities to contact them and you will also be given an emergency contact number for our team.

### Why do I have to fill out my details?

This is to secure a place on an NCS programme, and to make sure your young person has your permission to attend. If you start but don't complete the sign-up process, our team may give you a call to see if we can help answer any questions.

### Can my young person take their mobile phone?

Yes, we just ask that they use it considerately and not when they're participating in activities. Charging points may be limited so we recommend bringing a battery pack.

**To fully participate in the NCS experience, your young person will need to bring with them a kit of essential items.**

**All the information you need to prepare will be in the Welcome Pack, but to help you get a head start, here is a list of the essential items they'll need to pack.**

- Clothing for the entire trip, including:
  - Underwear and socks
  - Trainers/ comfy shoes
  - Nightwear
  - Warm jacket
  - Raincoat
  - Shoes for showers (e.g. flip flops)

- Toiletries
- Towel
- Small bag for the daytime
- Spare bag for wet/dirty clothes
- Reusable water bottle
- Phone charger
- Snacks (no nuts please!)
- Medication (please label with their name)
- Hand sanitiser
- Pen & notepad
- Lunch (just for the first day)

**Your young person can also bring their mobile phones (and chargers!) and money if they choose to.**



Places  
are  
limited!

# Secure your place today

# NCS

Here's how!

Register at [WEARENCS.COM](https://wearencs.com) and then:

- 1) Choose the preferred theme
- 2) Choose the preferred travel hub
- 3) Choose the preferred dates



## Get in touch

If you'd like to have a chat about NCS or have a question, you can call us on 0800 197 8010, email us at [askncs@ingeus.co.uk](mailto:askncs@ingeus.co.uk), or contact your local team:

