

Parent Handbook

Welcome and introduction from the guardianship organisation

Victoria Guardianship Ltd is headquartered in Nottingham and has offices and cooperative companies in China. Our application and guardian team consist of experienced teachers who have successfully applied to origin nine schools and are reliable bilingual guardians from good educational backgrounds.

In order to practically guarantee the guardianship services, we clarify the duties, do systematic pre-post training and set evaluation criteria for their work. We believe guardianship is not only about solving basic needs for students, but also about emotional support and positive guidance.

Victoria Guardianship is founded by two young entrepreneurs graduated from University of Nottingham who studied international business and psychology. As we ourselves have had the experience of being Chinese overseas students, we have a deep understanding of the abroad study life and aim to help more Chinese young students studying in the UK. This project is also approved and supported by the official Entrepreneurship centre of the University of Nottingham. Based on the increasing trend of Chinese students receiving education in the UK at a young age, Victoria Guardianship Company aims to promote the young overseas study market and high-quality services.

The role of the guardianship organisation, your guardian, and the role of the homestay

Victoria Guardianship build a communicational bridge among schools, students and parents, all of our guardians and personal tutors can both speak mandarin and English fluently, which will definitely benefit communicational efficiency. Victoria Guardianship selects the most professional and bilingual guardian in the UK and provides a one-stop guardianship service. Victoria Guardianship plan includes a guardian and a supervisor for each student, focus on helping the student to adapt to the UK environment from the academic, life and psychological levels.

The guardianship organisation

a) Education Guardian will at all times act in the best interests of the student, and we will serve throughout the Student's entire stay as the Student's Educational Guardian and it is Guardian that will act as local parents whilst the Student is in the UK and exercise its discretion on behalf of the Parents where consent forms are required from the School for activities to be undertaken by the Student.

b) Education Guardian must have a DBS check, if not, she/he should apply by herself/himself.

c) Education Guardian will act under instructions from either Parent unless instructed otherwise by a Parent who has authority to do so. If there is a serious disagreement between the parents on some matters, the guardian shall require both parents to give clear and consistent written instructions.

d) Education Guardian will represent and act on behalf of the Parents in communication with the School and undertake full provision of welfare for the Student, to do the best to help students fight for their legitimate rights and interests and to avoid unfair discrimination against students.

e) Education Guardian will provide a 24-hour emergency telephone contact service to handle the emergency in a timely manner.

f) The Education Guardian will contact the parent regularly to report on the child's life and learning, physics and psychology health condition, and communicate with the Victoria Guardianship Limited Company about the student.

g) When students encounter difficulties in their studies, the education guardian will assist the Victoria Guardianship Limited Company in providing free counselling services to the student, and will provide additional after-school tutoring. Additional fees will be charged for after-school tutoring by one specific documentation listing the price and service content.

h) The Education Guardian will assist the Victoria Guardianship Limited Company to provide application counselling services for students. Advise the student on advice on the choice of university majors based on their personal abilities and interests.

The homestay

a) Be available to receive the Student into the homestay when by the agreed promissory , or in necessary and as agreed.

b) Provide a good recognized standard by the students' parents of accommodation and meals.

c) Not accept any paying guests & non - host family into the household, or be running a bed and breakfast.

d) Take day to day responsibility of the Student , be responsible and perform like caring parent whilst the Student is residing there, assimilating the Student into the family as far as possible.

e) Always respect the rights, religion and culture of the Student.

f) Ensure that there is adequate attention to health and safety in the home, in necessary to provide the student daily record. The host family should fully fulfil the duty of care and attention.

g) Not allow the Student stay away from the Homestay overnight for any reason, without prior confirmation from Victoria Guardianship Ltd.

h) Not release the care for the Student without prior agreement form Victoria Guardianship Ltd.

i) Keep in adequate contact with Victoria Guardianship Ltd stimulated in this agreement, by email, social media or telephone, and should be attached with real infos.

j) Ensure that adequate insurance arrangements are in place for the home and car as the

k) Host family has responsibility for the student's safety including but not limited to physical safety, food and financial security, from the time of arrival to the time of departure from the home. Victoria Guardianship Ltd, will check the standard of accommodation and meals during the student's stay.

l) Host family will provide homestay services to the standards set out in Appendix A.

The school

Schools benefit from a variety of different staff that support the learning and welfare of pupils. In addition to the main teacher in each classroom, there are many other jobs inside and outside of lessons that contribute to how a school runs and how pupils learn. These jobs are typically called support roles, and make up half of the workforce in schools.

Support roles will all be slightly different depending on the type of school you are working in, and the particular needs of pupils and parents in the area. People can also take on more than one type of role in one school, for example working as a bilingual teaching assistant in the classroom part time, while also working as a parent support advisor to their particular language community, or working as an invigilator during the examining period. Support roles are split into different types of general roles:

Administrative and management - these roles may not be involved directly with pupil learning, but help with the smooth running of a school in other ways

Facilities - these roles help children to flourish by creating a safe and healthy environment, such as by ensuring caretakers, cleaners and catering staff.

Pupil support and welfare - these are roles which may take place inside and outside of school, and often deal with parents and carers as well as pupils to make sure a pupil can learn to their full potential.

Specialist and technical - these roles take place in the classroom where more technical skill is needed, for example in science or Information and Communication Technology (ICT), making sure lessons are safe for the teacher and pupils.

Teaching and learning support - these are roles in the classroom working with the main teacher to deliver education to pupils and help them learn.

Safeguarding

Victoria Guardianship is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, and data protection that provide further information and outline our procedures. These can be found www.victoriaguardian.co.uk.

We have a trained Designated Safeguarding Lead and deputy. You or your child can raise a safeguarding concern with your contact at the guardianship organisation or directly to the Designated Safeguarding Lead (contact numbers are included in the table below).

Alternatively, you may wish to raise a concern directly with the school your child attends. All schools have their own Designated Safeguarding Lead. Please note that any concern that you or your child raise with us will be taken seriously and will be handled in line with our published procedures.

Statement of services

Basic Guardianship

Admission:

1. Basic duties of the guardian (including the issuance of a visa and all legal documents required by the guardian)
2. Help students to contact the airport shuttle service (the transfer service is 1 time each year, the location is limited to the school to the airport, the cost is self-care)
3. Assist students in completing the police station and school registration after arriving in the UK
4. Assist students in handling local bank cards
5. Provide students with a free local calling card (the card does not contain any amount, which can help students complete their own recharge)

Academic:

1. Translate all information emails of the student's school and assist parents in feeding back questions to the school (oral translation notification information such as holidays, activities, etc.; written translation of academic reports)
2. Regularly check the student's study and living conditions and issue relevant reports (including study, life or health issues. 1 time / semester, understand the current learning situation of the students, and report back to the parents in the form of reports.)
3. On behalf of the parents' meeting and the school teachers (the guardian attends the school's annual parent meeting, and replaces the parents to ask questions and requests, after the end of the content feedback to the study life report, 1-3 times /year, more than 3 times Additional fees are charged according to company standards)

Life:

1. The guardian keeps the phone open 24 hours a day to ensure that emergency situations are handled at any time (including but not limited to safety or health issues)
2. When students leave school, keep in touch with students and parents to ensure the right to know about leaving school (guardians only know, but do not interfere with any decision)

Medical:

1. Assist parents and students in liaising with relevant institutions such as schools (such as health or safety issues) in connection with safety issues, communicate with doctors and parents, determine treatment plans, sign medical confirmations on behalf of parents, etc.

Contact Details

There may be times that you need to contact us. We are always here to assist you with any requests or concerns that you may have. You can contact us in the following ways:

General enquiries	
Telephone (office hours 9:00-17:00)	+44 7732569162
Email	office@victoriaguardian.co.uk
WeChat	Victoria_marketing
Emergencies 24/7	
Telephone	+44 7732569162
Safeguarding concerns	
Designated Safeguarding Lead Junyi Xiao	+44 7732569162
Deputy Designated Lead Qian Lu	+44 7425091683

Transport Arrangements

All transport arrangements are carried out by the student's guardian or host family and Victoria Guardianship will arrange the time in advance with the guardian or host family. The responsibilities of the guardian or host family providing transport include:

- The Driver shall be responsible for the working condition of the vehicle in which the passenger is travelling and ensure that the vehicle is in good working condition at all times.
- Be available to pick up the passenger when by the agreed promissory, or in necessary and as agreed.
- Passengers and the Driver are not permitted to smoke in any passenger vehicle.
- Passengers and the Driver shall not consume alcohol in any passenger vehicle and driver reserves the right to decline carriage to any passenger and may required a passenger to alight from a passenger vehicle who is intoxicated.
- The transportation of luggage in a passenger vehicle shall be permitted in absolute discretion of the Driver. Passengers shall remain responsible at all times for their luggage

and shall load and unload their own luggage. The Driver may assist the passenger with loading and unloading of his/her luggage from the passenger vehicle, at sole discretion.

f) The Driver must abide by the traffic safety laws, any liability accident or violation due to traffic violation or driving problem in the process of picking up and dropping off passengers, the Driver needs to pay for the loss or damage of Passenger Transport Services Provider and students.

g) The Driver does not assume the corresponding responsibility for the accident of the passenger due to natural disasters or force majeure factors.

Students and parents are required to give Victoria Guardianship the school term and holiday before the start of the school year. The guardian will send an email 45 days before the start of each holiday asking about the school's arrangements for holiday accommodation and confirming the availability of boarding. Parents will be informed of the school's arrangements and will confirm whether the student needs a homestay. Parents will be informed of the school's arrangements and will confirm whether the student needs a homestay. If so, then a homestay will be arranged nearby and driver from the host family will be arranged to pick up and drop off on the specified date.

Victoria Guardianship has staff who arrange transport for students, including airport transfers. Staff will confirm the exact date and time of the trip with the student and parents in advance and will inform them in writing of the driver's contact details, photo, type of vehicle and car number within 1-2 days before the trip. The driver will receive the student's name, contact number, emergency contact and telephone number.

On the day of the trip, the driver will arrive at the student's departure point at least 10 minutes earlier than expected. In the airport, the driver will be given the student's flight number in advance so that he/she can check the arrival time of the flight at any time. If the flight is delayed, the driver will also arrive at the airport later.

The driver will wait at the airport exit and hold a sign with the student's name to indicate this. The staff responsible for arranging transport will also be online throughout the day to ensure no unexpected happens. Once the driver has picked up the student, he/she is required to inform the Victoria Guardianship staff by phone or text message. Once at the destination, the driver will ensure that the student enters the school safely. The member of staff responsible for transport will contact the student to confirm their arrival at school and any concerns. Staff and drivers will also be in communication with parents and students at all times to ensure a successful journey on the road.

If there is an accident on the road, the safety of the students should be the priority. The driver should contact Victoria Guardianship's senior management team promptly to make an emergency response and complete a report statement afterwards.

Requesting and arranging a homestay

Full Boarding

Victoria Guardianship has staff responsible for arranging holiday accommodation and will confirm with the school at least 45 days before the start of each holiday, based on the school terms and holiday dates given by the student. If the school allows boarding, staff will

inform students and parents to choose whether to stay at the school or with a host family during the holidays. If the school does not offer boarding during the holidays, then we will proceed directly to arrange homestay arrangements for the student. *Victoria Guardianship* will arrange host families nearby the school to match the student's specific needs, including but not limited to dietary requirements.

Flexible Boarding & Day

Victoria Guardianship also provides host families for flexible boarding and day students. Students under 16 who come to the UK alone from abroad remain with a homestay for 28 consecutive days or more are considered as private fostered children. It is a statutory duty for *Victoria Guardianship* to inform the Local Authority of any child or young person who is in a private fostering arrangement at least six weeks before the date on which the arrangement is to begin, and both the local authority and Victoria Guardianship will visit the child regularly to oversee their care and welfare.

Victoria Guardianship ensures liaison with the school and homestay to explain carefully what is required of them in entering into a private fostering arrangement. *Victoria Guardianship* will also keep all correspondence with the local authority private fostering team and secure relevant permissions to share such information as is necessary with the student, parents, homestay and partner school.

We recommend that flexible boarding and day students contact Victoria Guardianship no later than 60 days before the start of term to be able to arrange a suitable host family near the school. Host families will be located within 30 minutes' drive of the school and some can provide pick up and drop off services.

Change of plan?

There may be occasions when you need to change the arrangements that have been made for an exeat, half-term, holiday, or other periods of homestay. Please ensure that you contact us as soon as possible, and no later than 3 days. Within the 3 days prior to arrival, the student and parents must provide a reasonable explanation for changing the host family. If the change is due to a personal reason, then a 10% "penalty" will be charged (the remaining 90% will be refunded or used for the next stay); if the reason is caused by the host family or Victoria Guardianship, Victoria Guardianship will change the host family or refund in full without any limitation.

During the student's stay with the host family, the staff responsible for arranging the homestay will contact the student regularly to ensure the quality of the student's stay and to keep records of any difficulties with the accommodation, food and family. After the stay, feedback will be collected from students and parents on the experience.

Students can also ask for a change of host family during their stay and the staff will respond immediately and check with the student and the host family within 24 hours to verify what is going on.

If the student requests a change of host family for personal reasons, Victoria Guardianship will arrange for the student to stay with another host family within 2 days, and will refund the remainder of the fee after deducting the cost of the accommodation and 10% penalty. If the reason for the change of accommodation is verified to be caused by the host family or

Victoria Guardianship, then the staff will arrange for the student to change host family or return the full payment directly.

Emergencies

Victoria Guardianship will respond to any requests to provide emergency support and accommodation for students. For example, this could be due to a medical issue or suspension. Where possible the student will be placed with their usual homestay, but if this is not possible, they will be cared for by another homestay family who works for our organisation.

Victoria Guardianship has at least one family available at all times in every major city in the UK, such as London, Manchester, Brighton, York, etc. Victoria Guardianship refers to this as a "safe house". The "safe house" is ready to welcome students from the surrounding area and provides rooms. The Safe House will be fully disinfected and cleaned after the students have left.

In addition, Victoria Guardianship has a 24/7 partner transport service provider in each area to pick up and drop off students as soon as possible.

Homestay accommodation

1. Private bedrooms (including single and double rooms): if your child wishes to share a two-bed bedroom with a friend, please let us know in advance.
2. Bedrooms are equipped with basic furniture such as beds, desks, wardrobes, chairs, quilts and other daily necessities.
3. You can use all the common areas including bathrooms, kitchen, living room, etc. of your host family. If the bathroom is shared by the family, please communicate with them in advance.
4. Use of household equipment such as washing machines, TVs, fridges etc. Children need to be aware of the hours of use of the washing machine and it is best to discuss this with the host family in advance.
5. The bedrooms will have separate heaters which the children can switch on and off themselves.
6. For meals, host families offer breakfast, breakfast with dinner and breakfast with lunch and dinner, so you can choose according to your child's needs.

Updates on student's welfare and academic progress

Mental Health

Victoria Guardianship has specialist psychology staff who can identify and advise students on mental health issues. Victoria Guardianship also has regular communication and company training with UK child mental health agencies and charities, and arranges for specialist psychologist intervention for students who require more professional mental health guidance.

All guardians are trained to be aware of a range of behavioural changes and to communicate regularly with the student about their recent school experience, how they are feeling and whether they are facing any difficulties. Prior to the start of term, the guardians will introduce themselves to the student's teacher and housemaster and learn about the school's pastoral care.

The guardians will pay attention to any unusual behaviour of the student and report it to the Victoria Guardianship Senior Management Team immediately. The guardian will contact the student's teacher and housemaster as required to understand what has happened, and will inform the student's parents as soon as possible and ask them about the student's situation.

For students who may have emotional instability, the guardian must contact the school teacher and housemaster for attention and psychological support. If the school's intervention does not have any effect, Victoria Guardianship will arrange for a psychological staff to contact the student by telephone or directly to the school to evaluate and discuss with the parents if the student needs the intervention of a professional psychologist. In case of emergency, Victoria Guardianship arranges for the student to leave the school and stay with a host family.

Victoria Guardianship's training for host families includes the importance of identifying the student's behaviour and how to deal with any abnormalities and contact the relevant staff. For example, if a student does not talk to anyone for several days or eats very little, try to communicate with the student if there are any recent worries and in the process determine if the student has a psychological disorder. If there is a problem that the host family is unsure of how to deal with, they should inform the Victoria Guardianship senior management team and the psychological staff immediately. If the student requires intervention from a third party, the family will cooperate in the treatment of the student.

Academic Report

Before the start of term, the guardian will contact the school to confirm the school's study plan, exam dates and when and how the academic report will be delivered. The guardian will complete the translation of the academic report and send it to the student's parents within one week of receiving it on the specified date. Any concerns arising from the student's parents will be answered and, if necessary, contact the school for answers or related arrangements, including but not limited to extra academic tutoring.

Expenses

Victoria Guardianship will record all expenditure relating to the student and report it to the parents on a regular basis, so that they can pay regularly by item. For example, when a guardian accompanies the student to school to register and pay for the school uniform and books on site. On the same day, Victoria Guardianship will issue an invoice to the parents for the amount of the fee and the parents are required to pay it.

Life in the UK

Living in the UK may be quite different to the life your child is used to. Every country has its own customs and it may take them a while to get used to these. Please do not worry, this is most normal. Here are a few examples of British customs to help you understand what is expected:

Meeting people: Sometimes British people come across as being reserved but usually they are kind, helpful and welcoming of visitors. British people usually greet each other with a handshake and use their title and surname, until being invited to use their first names. For example, when meeting a new contact, they may greet saying “Good morning Mr Harris”. Due to the coronavirus, greetings have changed, and handshakes are not currently being used. A verbal greeting is perfectly acceptable, whilst maintaining social distancing.

Queues: The British people love queues! When waiting their turn, for example in a shop, bank or for public transport, people form a line one behind the other so that they are served in turn. It is considered rude to push in.

Please and thank you: British people greatly appreciate politeness. This means when you would like something you would start a sentence with the word “Please”, for example, “Please may I have a sandwich?” When you have received something, you should always reply with “Thank you”.

Sorry! The British people are often heard to say “Sorry!” This word is used if people accidentally bump into each other or make a mistake. Often people say it even if they were not to blame (for example, a person bumped into them whilst walking in the street).

Mealtimes: It is considered polite to wait for all people at the table to have their meals in front of them before you start to eat. Knives and forks are used to eat the vast majority of main courses, although some British families may use other cutlery to suit the cuisine. Knives and forks are placed together on the plate to indicate that the diner has finished. It is not considered polite to eat with your mouth open or speak whilst eating. Similar to the beginning of the meal, diners usually wait until everyone is finished before leaving the table, and often time is spent having a chat around the table.

What we expect from students whilst staying with a homestay

Victoria Guardianship expects all their students to be polite and courteous when staying with a homestay. A homestay is not a hotel and the expectation is that your child will be included as part of the family. As such, they will be expected to engage with family members, joining them at mealtimes, and possibly helping with chores such as laying the table. Your child’s homestay will explain their own house rules to them when they arrive. Please do ask them if you have any questions.

Student handbook and Student Behaviour Code of Conduct

Victoria Guardianship has a student handbook and student behaviour code of conduct. These include lots of information that will prepare your child for life in the UK. We ask that you go through these with your child so that they are aware of our expectations.

Student Finances

Depending on your circumstances, it's a good idea to start teaching your kids about money and finance early on. The main aim of giving pocket money is to teach your children the concept of money and help them better understand how money works from a young age. In addition, the idea is to get them started early so that they can become financially responsible and manage their money better when they grow up.

There is no right time to start giving pocket money to your children. It all depends on when you feel it is the right time to begin. When you should start depends on the following factors:

- How ready is your child to understand the value of money and manage it?
- What is the purpose?
- How comfortable is your family to start giving pocket money?

To determine if your child is ready, you can look for the following signs:

- They understand what money is and how it works.
- They understand that money can be used to buy things.
- They have some idea about the concept of saving money.

The purpose of giving pocket money is to teach your children the time value of money and get them to start managing it themselves. Thus, once your child has a basic understanding of money and how it can be used, you can consider giving them pocket money. You should look to keep things simple and give them a fixed amount every week or month when you start. Moreover, you should encourage them to save some of it rather than spend it all. This will help develop good money habits from a young age. The key is not to stress too much about when you should start. What's more important is that you take the initiative and help your kid learn more about money.

According to a survey by Rooster Money, children in the UK generally receive approximately £5 per week as pocket money. However, It has also been found that, on average, older children get more money.

While the statistics can be used for reference, how much pocket money you give should depend on your parenting style and financial condition. It's vital only to give as much pocket money as you can afford. Moreover, it would be best to consider your child's age and maturity to determine the amount of pocket money you give. You should give them as much pocket money as much as would enable them to fulfil their needs and, at the same time, allow them to save some of it every month.

Pocket money is an important aspect of raising your children. By giving pocket money to your kid, you can teach good money management habits early. Moreover, they can make mistakes that allow them to learn while they're still young.

Usually international students do not need a lot of personal spending at school and the school will send the invoice directly to the guardian or parents. Parents only need to transfer money to the school based on the bill, including but not limited to academic tutoring, music lessons, outdoor activities, etc. Parents of students over the age of 16 who are financially conscious and able to take care of themselves can help them to apply for a

UK bank card. The guardian can assist with the process. Please contact us and we will be able to make the necessary arrangements.

Liability

Please note that the homestay provider and Victoria Guardianship will not be liable for any damage arising from conduct and/or behaviour of any student placed with the homestay by the guardianship organisation.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Victoria Guardianship takes advice from the government, the UK Health Security Agency, and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic Victoria Guardianship may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. Victoria Guardianship will work with you to find flights to home countries where required. Victoria Guardianship will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Victoria Guardianship will work with you and your child's school to find suitable quarantine accommodation for students where required. Victoria Guardianship has a policy that outlines the procedures we would follow during a pandemic. This can be found here <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>.