



Amber Guardianships

Thank you for choosing our guardianship services!

Parents WELCOME PACK

Amber Education (UK) Services Limited

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Tel: +44 20 7734 0274 | Website: www.amberedu.co.uk

Amber Guardianships (UK)

Email: AG@amberedu.co.uk

Living in the UK

Guardian

We are delighted to welcome you to Amber education guardianship. Our priority is our students and while the children are in the UK we will be the first line of contact. It can be worrying about having your child within the UK, but the UK strict laws and policies take care of students in education and make sure students are safe and their wellbeing looked after.

Our job as the guardian is to make sure your child's safety is our priority. As guardians we will be in charge of letting you know about academic reports, occasionally finding host families, and visiting your child at school and regularly communicate with the school to ask about your child's wellbeing in the boarding house as well as in lessons.

Those students who are under the age of 17, is required by English law to have a guardian. This is written as a policy within the Tier 4 Visa and safeguarding for children. It is of great importance that if your child is experiencing any problems you can contact your guardian straight away you're your child is under the age of 17 they must let their guardian know where they plan to go in the half terms and holidays. The school will need not only authorisation from you, the parents but also from the Guardian.

Parents Evenings

For those who are on the Premium, gold and silver plan, your child's guardian will accompany them on dates of parent's evenings. The guardian will then report back to the parents of everything that was spoken about in the meeting.

Travel Arrangements

A School confirmation

For students who are traveling alone under the age of 17 would need a confirmation letter from the school of the airport pick up. This is a requirement from the airlines, in order to check the safety of the child. The child will not be able to travel on the plane if there is no confirmation letter, hence the urgency to contact your guardian about airport picks up as soon as possible. The guardian will then organise for the confirmation to be sent to your personal email as soon as it is received. Make sure to check with your child's guardian for the confirmation email.

Airport pickup

The airport picks up form should be attached to every school welcome pack, if not please inform your guardian as soon as possible, so they can help you arrange airport pick up for your child.

Your guardians' details are:

Winggee Siu: Winggee.siu@amberedu.co.uk

Mobile: +44 7487 225 711

School Transport :

Schools would normally be able to do airport pickups from the airport. However, if the parents require one of the guardians to pick the student up from the airport we can do so (extra charges apply). Or we can organise a trusted taxi company to pick the student up. This will normally be done by a name card at arrivals. If the student would like to travel themselves, they would need to let the guardian know as well, the time of the travel beginning to end. If the student would like

travel arrangements organised for them for half terms and holidays, we can also arrange this. The guardian will ask for this information a month in advance of the holidays or half terms. As this information needs to be shared between the guardian and the school. A decision should not be made 2 weeks before the travel.

Host Family

If you wish for your child to stay with a host family over the half term break, please let your guardian know as soon as possible so they can arrange transport to and from the host family and find a host family most fitted to your child's needs.

Host families are families who are available to take care of your child for a certain duration of the agreed time by the school. This is normally during half term and holidays, no more than 2 weeks long normally for those students living in a boarding house. However, those attend day school they may need to find a host family for most of the academic year. The local authority and school will be alerted, and the school will work with the local authorities and guardians to make sure that regular visits are made.

Your child will have your own bedroom unless you have requested/been asked to share with another student before you arrive in the UK. The children will have to respect your host families' home, do not use blue-tac on the wallpaper in the room, and the student will need to ask the family if they would like to put anything up in their room.

It is also advisable that your child tries to speak as much English as possible when they are staying with their host family.

The host family will expect the student to make their beds each day, keep the room tidy and clean and help with the day to day running of the house such as clearing the table after meals and washing the dishes etc. as you would do if you were in their own home. The host family is always happy to do the washing but be reasonable- don't put a pair of trousers in each day!

The family will almost certainly offer to take the student out on trips, the student should offer to pay for their own share of the entrance money, meal etc.

Upon guardian health and safety checks on host family, they are informed that in case of an emergency they will call the ambulance and contact the guardian straight away. If the case is that the student is suspended from the house, and the host family agreement is terminated then the guardians will find an emergency host family straight away. Either way, the guardians will hear about the case either from the host family or the student. We would like the student to tell us anything, if something is wrong, we are their first line of contact. Unless it is in a case where the police would be involved.

Changing plans

If plans are changed the student or the parent would need to inform the guardian straight away. Again, if the guardian is not informed of the change and something happens to the student we would not be able to help them. It is of vital importance that the guardian knows where the student is at all times. The school would need the UK guardian authorisation before the student is allowed to step out of the premises, therefore without the guardian's permission the student would not be able to step out of the school and attend activities. In regarding home stays, if a student leaves the premises we are alerted straight away. If the student would no longer want to stay in the host family home and have found other locations to live in, but already paid for the host family, it is none refundable.

Things your child may need in the UK

UK SIM card

If it is your child's first time in the UK, do they need a SIM card for a UK number? If so, please contact your guardian to ask for the best packages, and how to order one. They will guide you in how to pay as you go for the SIM.

UK Bank Account

If your child would require a UK bank account, this can be discussed with the school. You will need to get in touch with your guardian and they can ask the school about how this procedure would proceed. Normally, the school would provide a confirmation letter for the bank and all your child would need to bring with them, is the school letter and their passport. Do ask your guardian which bank is best for your family, because some banks such as HSBC have free international transfer if you hold a premier account.

Below is the information provided for your child, when you have time, do go over this with them and if there are any further questions, please let your child's guardian know:

Student finances

Cash and credit cards- we understand that you may have given the child some money upon arrival into the UK. This may be to secure them in money before you next see them. I would like to inform you that the guardians or the schools can help your child set up a UK bank account. This would mean the student could put their money safe into a bank and also if they run out of money you could transfer money over to the UK bank account. HSBC is known to be very popular with us at Amber as they provide free of charge transfer from overseas, as long as you have a premium credit card with them. Sometimes the schools will organise someone to attend the bank account opening with the student, if not we can accompany (extra charges apply) or the student can go by themselves.

The expenses for guardianship are:

Host family (per night): £55 for out of London and £65 for the inside of London (inside of London is within the Zones).

Any meet and greet with the student and guardian will be £200 charged to the lodgement deposit.

If the guardian is having been authorised to meet with the student, whether this is airport pickups or parents evening, or any other form of emergency meets up. It will be an extra £50.

School Information

Boarding house accommodation

Upon choosing your boarding school with the Hong Kong or China team consultants, you would be informed of the kind of setting they have for boarding accommodation and facilities. If you would like more information on the boarding house accommodation and activities they offer, also their facilities. Either ask the school or we can find out for you.

Pastoral & Academic updates

Depending on the guardianship package you have signed up to, the guardians will follow the packages and make sure we keep in touch with the students and the school as much as possible. Reports are given either termly or monthly, along with student welfare. When staying with host families we will provide a report and feedback to the parents upon arrival and departure.

Statement of Service

Overview:

From all of us at Amber Education, we like to provide you with a statement of service, in demonstrating how Amber education guardianship and you can work as a positive partnership with each other.

Communication between Amber and the school:

Amber Education (AG) works closely with the parents, making sure the parents know each of the guardian's contact details and can contact both guardians at any time. The guardians would like to communicate either through Whatsapp, or Wechat but within a group, including the parents, consultant and the student. This is so communication can be more transparent.

We will be in contact with the parents about the wellbeing of the student, the reports and behaviour of the student in a class. We will talk to the schools and keep in regular contact about activities the student may attend or if the parents would like the child to take on extracurricular tutoring lessons at school. The guardians can also arrange this with the school. AG will provide necessary information to the school for safeguarding reasons.

AG will receive regular update on news, events, and activities from the school via emails and AG will act on behalf of the parents for parental consent purposes.

Withdrawal from the Contract

If by any reason you would like to withdraw from the contract with Amber education, it is explained on the contract that is not refundable and only the remaining amount of the lodgement deposit is refundable. Once we have refunded you, we will say our goodbyes and remove your data from our systems. This is done by the data protection officer. You are at all means able to withdraw at any time.

Please look through the student welcome pack with your child, for information on:

- **Things your child should be aware of**
- **School information**
- **Host family**
- **English mannerisms**
- **Student Checklist**

If you have any questions about the package you have chosen or require more guardian information or about your child's school. Please look at the contacts of your education consultant and UK guardian on the last page of this welcome pack.

From everyone at Amber Education, we would like to formally welcome you.

British Airways: 英國航空公司特別為 Amber Education 學生及家長而設的學生套票:

<http://www.amberedu.com.hk/Article/Read/5142>



琥珀教育學生專享: 套票優惠

合作夥伴: **BRITISH AIRWAYS**

- 1至4次往倫敦/英國特惠來回機票
- 可享雙倍寄倉行李限額 每件23kgs(合共46kgs)
- 英國目的地: Aberdeen, Belfast, Edinburgh, Glasgow, Leeds, Manchester, Newcastle, Jersey, Isle of Man以及歐洲43國家
- 免費更改飛行日期

歡迎致電英國航空查詢: 3071 5083

The banner features two suitcases, one red and one white, with various travel stickers. The background shows a sunset over a body of water.

Insurance: 「海外留學生保障計劃」請到琥珀教育專用購買網址投保*:

<http://www.acetravelinsurance.com.hk/ospamberhk05>



琥珀教育學生專享保費折扣優惠

安達「海外留學生保障計劃」保費每日HK\$10起, 能為您的子女提供一份週全保障。

合作夥伴: **CHUBB**

- 365 days 24小時全球緊急援助服務
- 高達港幣100萬海外醫療保障
- 教育基金保障
- 保障學業中斷
- 保障課餘時外遊旅程
- 保障所有消閒運動

網上即時投保

The banner features a photograph of a smiling graduate in a cap and gown being embraced by another person. The background is dark, and the text is in white and red.

- Name Tags Info -

HK: <http://www.clothestoyou.com.hk/cart.php>

<http://www.blanksheet.com.hk/collections/monocolor-sew-on-name-tags>

http://www.stickerkid.hk/hk_en/

UK: <https://www.mynametags.com>

Lodgement Deposit - Monthly Summary Sample

Amber Guardianships will provide a monthly statement after the student has started the school term.



AMBER[®] EDUCATION
The Global Education Expert

Date issued: _____

Student: Pamir Chan

Plan: Silver

Lodgement deposit - Monthly summary
(2016-09)

<u>Date</u>	<u>Particulars</u>	<u>Amount (GBP)</u>	<u>Total Amount (GBP)</u>
1-Sep-2016	Opening balance		150.00
1-Sep-2016	Deposit received		1,000.00
			1,050.00
	LEMA: Spending by Coordinator (Guardian)		
12-Sep-2016	Expense 1	22.50	
13-Sep-2016	Expense 2	2.30	
14-Sep-2016	Expense 3	4.20	
15-Sep-2016	Expense 4	1.50	
16-Sep-2016	Expense 5	0.95	
17-Sep-2016	Expense 6	7.20	
18-Sep-2016	Expense 7	1.50	(66.15)
	LEMA: Spending by Host family		
2-Sep-2016	Expense 1	105.00	
20-Sep-2016	Expense 2	300.00	
29-Sep-2016	Expense 3	350.00	
30-Sep-2016	Expense 4	10.00	(665.00)
30-Sep-2016	Ending balance		984.85

Notes:-

1. In order to keep account active parents are required to reinject once ending deposits fall below GBP 500.00. Amber will reserve the right to withhold our services until funds are made available.
2. If any discrepancies are found, please report within 14 days from the date of this statement.

Detailed Explanation of the Amber Guardianship Plan

	Carefree Guardianship	Sliver Guardianship	Gold Guardianship	Premier Guardianship
	Mature Students	Students aged ≥ 16	All students	All students
Communication with Parents	For Emergency	Termly	Monthly	Weekly
Airport Pickup*	✓	✓	✓	✓
Transportation*	✓	✓	✓	✓
Homestay with Meals	✓	✓	✓	✓
24/7 Emergency Support	✓	✓	✓	✓
Settling-in Visits**	✓	✓	✓	✓
Emergency Visit			Once Per Year	Twice Per Year
Attending Parent's Meeting			✓	✓
Parent's Support			✓	✓
Extra Visit			✓	✓
Application fees	£ 50	£ 50	£ 50	£ 50
Lodgement Deposit***	£ 600	£ 1,200	£ 1,200	£ 1,200
Price	£500 per year	£1,800 per year	£2,850 per year	£4,800 per year

Amber Policies

Amber list of policies can be accessed on the Amber UK website: <http://www.amberedu.co.uk/>

When you have time, please review the policies. If there are any questions about the information, please contact marketing@amberedu.co.uk or alex.leung@amberedu.co.uk

List of policies

- Data protection- GDPR
- Safeguarding and child protection
- Confidentiality and information
- Missing student
- Bullying & cyber bullying – E safety
- Student handbook
- Parent handbook
- Complaints policy – Complaints form is Appendix A
- Anti- radicalisation
- Prevent Duty

Safety Note: The AEGIS standard and UK Legislation for the guardianship services:

Students under the age of 16 are not allowed to travel out of area alone even though they may have their parents' permission. If students under 16 wish to travel out of area, they must be accompanied by an adult (21 years+). On a day trip they must return at an appropriate time set by the Local Co-ordinator. Out of area is defined as an area that is under the care of the student's assigned Local Co-ordinator.

If a student is over the age of 16 and wishes to go out of area, they may do so but we will need written permission from agents/parents. This would only be applicable to a day trip and not an overnight stay unless accompanied by an adult (21 years+). Students under the age of 16 may not travel in and around London unless accompanied by an adult (21 years+).

Students are never permitted to stay in University halls of residence. If a student wishes to stay anywhere except with a Amber Guardianships host family, Amber Guardianships must have the address of where they are staying, contact phone numbers and photo ID of the responsible adult (21 years+) that they will be staying with. Students must not stay in a hotel/hostel overnight unless they are accompanied by an adult (21 years+) of the same gender.

Amber Guardianships must have photographic evidence of ID and age of the adult (21 years+) responsible for the student. Written parental consent will be required for any of the above. AG must receive all relevant documentation and permissions in writing for students wishing to stay anywhere that is not a AG host family at least 72 hours before departure.

AEGIS Contact

Yasemin Wigglesworth, Executive Officer yasemin@aegisuk.net

Elaine Austin, Administration Assistant elaine@aegisuk.net

Sharon Sverdlhoff, Inspections Administrator sharon@aegisuk.net

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- **AEGIS**
- **The Wheelhouse**
- **Bond's Mill Estate**
- **Bristol Road**
- **Stonehouse**
- **Gloucestershire**
- **GL10 3RF**

Tel: +44 (0) 1453 821293 info@aegisuk.net

Amber Guardianships – Service Information

Amber Education (HK / China / Others)

Student Name: _____

School Name (Postcode): _____

Consultant: _____

Email: _____

Tel: _____

Amber Guardianships (UK)

Guardianship Coordinator: Miss Winggee Siu (London Office)

Email: winggee.siu@amberedu.co.uk

Tel: +44 20 7734 0274

24|7 Emergency: +44 749 735 6360 | +44 749 735 6361 |

Director: Mr. Harry Lee

Manager: Mr. Alex Leung

Email: AG@amberedu.co.uk

Guardian Name: _____

Email: _____

Mobile: +44 _____

Address: _____ UK

Host Family name: _____

Location: _____

Appendix A

To be completed by a member of staff / host family

Remember:

- ask "open" questions and not leading questions, that is, a question which suggests its own answer
- listen carefully and keep an open mind
- do not take a decision as to whether or not the alleged abuse or neglect has taken place.

Reporting form

Please complete in black pen	
Date	
Time	
Place	
Member of staff present and position	
Full name of student(s)	
Before proceeding have you reassured the student that you are there to help them but you cannot guarantee absolute confidentiality? Have you explained that in some cases you may be able to keep it a secret, but that you may need to pass the information on to the Designated Person [• name] and / or [• job title] [• name] who will ensure the correct action is taken?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
Ask the student to explain their concern or allegation and record details of the matter in the space below. Use a separate sheet if necessary and then attach to the form.	

A non-exhaustive list of the details to be included:

- what was said or done, by whom, to whom and in whose presence
- when the incident took place and where
- whether the student wishes their parents [or legal guardian] to be informed.

Any additional comments or evidence

Details may include, for example, any concerns you may have about signs of abuse, emotional ill-treatment or neglect.

Please also include a note of any other evidence, for example, written notes, items of clothing or mobile phone messages relating to the matter.

Any suspicion or complaint of abuse must be reported to the Designated Person [• name] or in their absence, the Deputy Designated Person [• name], or if the complaint involves a member of staff or host family, to the Manager of the Guardianship Organisation.

DO NOT investigate the matter, as this could prejudice the investigations of outside agencies.

Where the concern or allegation is made against the DP or the Deputy DP, you must immediately inform the Manager of the Guardianship Organisation, without first notifying them.

Please record what action you have taken and when

Full name of member of staff / host family

Signature