



Amber Guardianships

Thank you for choosing our guardianship services!

Parents WELCOME PACK 2023-2024

Reviewed: May 2023

Next Review: May 2024

Amber Education (UK) Services Limited

2nd Floor, Kingsland House, 122-124 Regent Street, London, W1B 5SA, UK.

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

Amber Guardianships (UK)

Email: AG@amberedu.co.uk

Contents

1	Welcome and introduction from Amber Guardianships	4
1.1	Why your child needs Education Guardian	4

1.2	How is Amber Guardianships organised and who acts as your child’s guardian	5
1.2.1	Managers and Administrators	6
1.3	Staff Structure of Amber Guardianships	10
1.4	Amber Guardianships Service	10
1.4.1	Statement of Service	10
1.4.2	Package Contents	11
1.4.3	Withdrawal from the Contract	13
1.4.4	Safeguarding and Child Protection	13
2	Before Arrival	16
2.1	British Weather	16
2.2	Homesickness	16
2.3	UK SIM Card	17
2.4	Student Finances	17
2.4.1	UK Bank Account	17
2.4.2	Cash and credit cards	18
2.5	Boarding House Accommodation	18
2.6	Travel Arrangement	18
2.7	Limited of Liability	18
3	Host Family	20
3.1	Services provided	20
3.1.1	Other Accommodation	22

3.1.2	Safety	22
3.1.3	Changes to Bookings	22
3.1.4	Cancellations	23
3.1.5	Medical Need	23
3.1.6	Special Notes	23
4	School Information	24
4.1	Resource Centres/Homework	24
4.1.1	Extra-curricular Activities	24
4.1.2	Exam Fees	24
4.1.3	Passport/Tickets	25
4.1.4	Insurance	25
4.1.5	Driving	25
4.1.6	Alcohol and Drug	25
4.1.7	Smoking	25
4.1.8	Sexual activity	25
4.1.9	Shoplifting	26
4.1.10	Weapons	26
4.1.11	Cycling	26
4.1.12	Hitch Hiking	26
5	Help A Student Who Had Been Suspended	26
6	Safety Policy	28

6.1	Personal Safety	28
6.2	Fire Safety	28
7	Complaint Policy	30
7.1	Aim of The Policy	30
7.2	Definition & Purpose	30
7.3	Confidentiality	31
7.4	Time Frame for Dealing with Complaints	31
7.5	Procedure of the complaints	31
7.6	How Amber Guardianships Staff Handle Complaint	33
7.7	Recording Complaints	34
7.8	Reporting form	34
8	Partners	39
	British Airways	39
	Insurance	39
9	Appendix I Lodgement Deposit - Monthly Summary Sample	41
10	Appendix II Student Checklist	42
10.1	Pre-Departure	42
10.2	Hand Luggage	42
10.3	In 'Hold luggage'	42
10.4	Excess Baggage	43

1 Welcome and introduction from Amber Guardianships

We are delighted to welcome you to Amber guardianships. Our priority is our students and while the children are in the United Kingdom (UK) we will be the first line of contact.

Our role is to establish a strong working relationship between you as parents, your child, and the school, and the host family whom your child will stay with during mid-term breaks, Exeats and holidays.

As the guardian our priority is to ensure your child's safety. We will let you know about your child's academic reports, arrange host families, and visit 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.

With our support you can be confident that your child is safe and well cared for. We always respond promptly to students and parents.

In case of an emergency, please contact:

Office Number	+44 20 7734 0274	Monday to Friday 9:30-18:30
Emergency Number	+44 7939 682757 +44 75 3476 9764	
London Safeguarding Partnership: Westminster	Westminster Access Team Tel:02076414000 (Out of hours 020 7641 6000)	Email: AccesstoChildrensServices@westminster.gov.uk
Westminster LADO	Telephone: 020 7641 7668	Email: LADO@westminster.gov.uk

1.1 Why your child needs an Education Guardian

The majority of UK boarding schools require an overseas student to have a UK guardian. A guardian should be a responsible adult living in the UK who can provide full support to the student on behalf of their parents. For those parents who do not have a family friend to act as guardian, then they have the opportunity of choosing a UK Guardianship Organisation to act as an education guardian for their children. This not only satisfies the boarding schools' requirements, but also the UK Visa and Immigration guidelines and keeps international students safe while they are not in school and are unaccompanied.

Amber Guardianships policies include a safeguarding and child protection policy which is mandatory for all staff to understand and implement. These policies apply to all students under our care regardless of gender, age,

ethnicity, nationality, religion or disability. All children and young people have the right to be protected from any kind of abuse and the right to exist in a safe and friendly environment whilst in the care of Amber Guardianships.

Whilst at the school, your child's houseparent will take responsibility for academic progress and welfare, but there are times during the term and more importantly outside term time, when the school must be able to hand over these responsibilities to a properly appointed guardian. For example, exeat weekends, half terms, medical emergencies, suspensions and exclusions. The guardian's responsibilities include:

- acting on behalf of you as parents in situations where you are unable to do so due to distance or timing;
 - looking after your child's welfare in the UK when the school is closed for holidays;
 - providing a host family for your child to stay with during half term and fixed exeat weekends when the school is closed;
 - assisting your child with things they may need – school uniform, sports equipment, pocket money, phone cards, mobile phone, UK mobile sim card, etc.;
 - helping your child arrange travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers);
 - helping your child if things go wrong: - if they get into trouble at school they may be suspended and asked to leave the school for a period, at short notice - if they have problems with immigration or passports (for example, lost or stolen) - if they get ill and need to go to hospital, or be away from school
 - being available for your child anytime, particularly if they are worried about things such as school and friends.
- It is not unusual for students to feel unhappy and maybe homesick when they first start school and do not know anyone. We are available to advise and support students in times of need.

Life in the UK may be very different to their own country and we can give your child ideas and guidance to help them settle in more quickly and easily. Amber will ensure all arrangements are carefully put in place, and that confirmation is sent to you, your child and your child's boarding house at school. You and your child can regularly contact Amber by telephone, email or social media such as WeChat or WhatsApp. The centralised administration means that all data and plans are kept centrally and securely, and therefore any queries and problems can be quickly and efficiently resolved. If it would help you to be able to talk to a member of Amber Guardianships in your native language, this can often be arranged. Please remember to provide us with your current mobile number and email address for us to be able to contact you as quickly as possible if need be.

1.2 How is Amber Guardianships organised and who acts as your child's guardian

○

Amber Education (HK) Services Ltd. CEO Harry Lee is Amber Guardianships' director. As an expert in the UK education system, he has a broad knowledge of the higher education system in the UK, boarding schools, university applications and safeguarding of students.

1.2.1 Managers and Administrators

Amber Guardianships Hong Kong Staff: Administrative

Harry Lee, the Chief Executive Officer of Amber Education Ltd and Amber Guardianships.

- Making major corporate decisions, managing the overall operations and resources of a company,
- Taking full responsibility of Amber Guardianships' operation.
- Acts as the Data Controller of Amber Guardianships.

Alex Leung, Project Manager

- Report to CEO.
- Project Planning, track project process and ensure the work to be completed, delegates tasks to the project team, identifying any potential risks.
- Overlooks the Amber Guardianships' operation in line with Hong Kong and UK law.

Raymond Chung, Financial Officer

- Report to CEO and liaison with Project Manager.
- Manages the Amber Guardianships' finances, records, and financial reporting.
- Ensures that all guardianship students' financial transactions are appropriately recorded.
- Oversees that all payments due to staff and homestays are transacted promptly.

Amber Guardianships UK Staff

Managers and Administrators

Amber Guardianships has a team of friendly, dedicated and knowledgeable staff members who are always available to help. They ensure that all arrangements are made quickly and efficiently, based on the student's individual needs. They oversee all communication between Amber Guardianships, students, parents and schools. Amber guardianships' staff includes:

Joey Tang, Operations Manager

- Report to Harry Lee, our CEO on our monthly meeting, and Project Manager in daily meeting, on tasks and duties.
- Oversee and direct daily company administrative processes and procedures within Amber Guardianships.
- Ensure Amber Guardianships operations are in line with AEGIS and company policies, including Safeguarding and Child Protection Policy.
- Responsible for Amber Guardianships' staff recruitment, host family recruitment and safeguarding checks.
- Update all company's documents and policies.
- Conduct new staff induction, and refresh company staff's information on safeguarding and Child Protection policy and other company policies.
- Act as Designated Safeguarding Lead. (DSL) for the company to safeguard the welfare of our staff and students, also liaison with LSP and LADO.

- Act as Data Protection Officer and update our staff on data protection policy.
- Ensure that all company data collection and storage is in line with the company's data protection policy, also liaison with ICO.
- Report to Harry Lee, our Data Controller on data protection issues.
- Monitoring the company's operation and ensuring that all staff fulfil their duty and responsibilities.
- Ensure that all members of staff, volunteers and homestays receive appropriate safeguarding training level 1, which needs to be renewed every three years.
- Liaise with their LSP in determining the appropriate source of training.
- Providing emergency assistance for students.
- University graduate and understand the UK educational system well.
- Has safeguarding online training level 1.
- Bilingual, can communicate effectively with schools, host families, parents and students.

Lousia Cheung, Guardian Coordinator

- Reporting to Joey Tang, Operations Manager
- Main point of contact for the parents and the students, and school.
- Recording student details and activities.
- Visits students at school and at their host families (dependent on the guardianship package booked).
- Pairing the student with welcoming host families, arranges students' homestay, transportation, etc.
- Liaison with host family/provider for homestay booking.
- Liaison with school for student's homestay and transportation arrangement during holiday and Exeats. Send the related information to school via email or parent portal.
- To keep a formal record of all guardian and host family safeguarding training
- Have GDPR training and ensure that all the data collection is in line with the company's data protection policy.
- Recording student personal and financial activities, such as host family booking, host family fee spending, uniform purchase, transportation fee, etc.
- Acts as Deputy Designated Safeguarding Lead. (DDSL) and Prevent Lead.
- Assisting Operation Officer for Host family recruitment, such as interview note taking, certificate collecting and checking, etc.
- Taxi driver DBS checking and booking for students.
- Providing emergency assistance to students.
- Taking and recording interview notes for all appointments of staff and homestays. University graduates and understanding of the UK educational system well.
- Had safeguarding online training level 1,
- Have face to face level 3 Safeguarding Lead training.
- Have Prevent Lead training.
- Attend regular company meetings to receive regular safeguarding updates, at least once per year.
- Bilingual, can communicate effectively with schools, host families, parents and students.

Education Guardian/Local Guardian

Reporting to the Guardian coordinator.

Duties and Responsibilities:

- Regularly communicates with the students, schools, parents and host families.
- Caring for the student's welfare, practical needs and academic progression.
- Ensuring that students are happy and progressing academically which is crucial for the best possible educational experience.
- Provides pastoral care and deals with any grievances if they occur.
- Mentoring and supporting the student academically, supporting them if they remain in the UK during the holidays and communicating frequently and openly with parents.
- Attending parent meetings if needed.
- Translating school reports and other school documents to parents.
- Attends the company's staff induction in which the company's safeguarding lead will go through all the company safeguarding policies.
- Regularly reports to the Amber Guardianships London office.
- Attends Amber Guardianships meeting as scheduled.
- Can be contacted by phone or social media at 24/7 in cases of emergency.
- Has Safeguarding Training Level one.
- Has GDPR online training and ensures that all student data collection and storage are in line with the company's data protection policy.
- Has enhanced DBS and right to work in the UK.
- Attend regular company meetings to receive regular safeguarding updates, at least once per year.
- Signs Amber Guardianships medical and self- declaration forms.
- Has passed Amber Safer recruitment checks, which includes an enhanced DBS check, ID checks, right to work in the UK, two references.

Host Family

Reporting to: Guardian Coordinator

Duties and Responsibilities

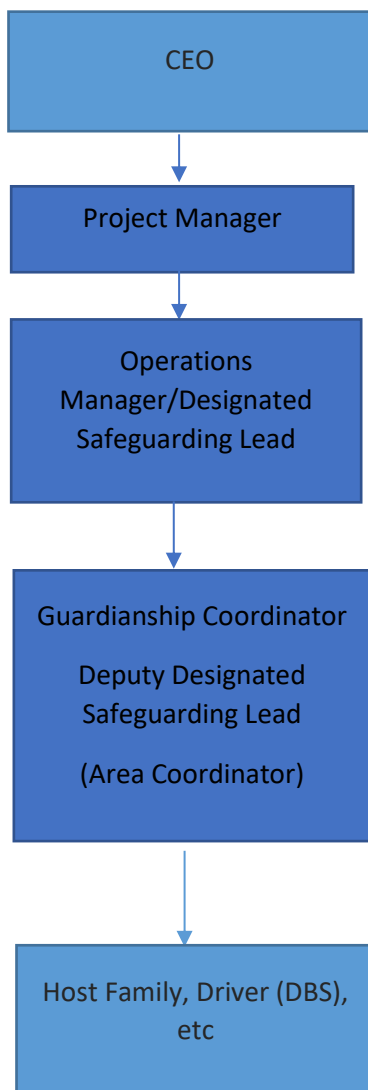
- Provide the Host Family Services for an Amber Guardianships Student for the periods set out in advance between our guardianship coordinator and the host family.
- Providing the standard of full board accommodation which must be in accordance with the guidelines contained in the Host Family Handbook and be kept at or above the standard seen on annual inspection.
- Take day to day responsibility for the Student while they are residing with the host family.
- Care for the Student as would a responsible and caring parent;
- So far as practical and possible, assimilate the Student into your family;
- Respect the opinions, rights, religion, culture and privacy of the Student.
- May in exceptional circumstances use reasonable, appropriate and lawful means of control, restraint and contact with the Student as recommended in the Host Family Handbook, but you must not under any circumstances use corporal punishment.
- Must always respect the confidentiality of the student and the parent(s) and must not disclose to any third party any confidential information disclosed to you by any of them.
- Agree to follow the guidelines and information contained in the Host Family Handbook and that you will do everything reasonable to comply with those responsibilities.
- Provides pastoral care and deals with any minor problems and difficulties if they occur.
- Attends the company's staff induction in which the company's safeguarding lead will go through all the company safeguarding policies.

- Regularly reports to the Amber Guardianships London office.
- Attends Amber Guardianships meeting as scheduled.
- Has enhanced DBS check, right to work in the UK.
- Has safeguarding online training level 1
- Sign Amber Guardianships medical and self- declaration forms.

Taxi driver

- Amber Guardianships use school-arranged transportation or a taxi company registered with the school wherever possible.
- If we use taxi companies, we will use the services of a local, licensed taxi firm. We will obtain written records from the company to show that suitable checks, including an enhanced DBS Check, have been conducted on the drivers who will provide transport to our students.

1.3 Staff Structure of Amber Guardianships



1.4 Amber Guardianships Service

1.4.1 Statement of Service

We like to provide you with a statement of service, in demonstrating how Amber Guardianships and you can work as a positive partnership with each other.

- To undertake the parental responsibility for the Student during term time and any additional periods during which the Student is being provided with homestay accommodation and, in particular, where appropriate, to exercise its discretion on behalf of the Parents where consents are required from the School for activities to be undertaken by the Student.
- To oversee, administer and liaise on behalf of the Parents with the School throughout the duration of the Programme.
- To ensure that suitable homestay accommodation is provided to boarding school students where required during half terms and school holidays, subject to the payment by the Parents of **£80 (London , Cambridge, Oxford and surrounding areas) or £60 pounds per night (The rest of the UK)**. This amount may vary from time to time.
- To liaise with the Parents, the School and the Host Family and generally to provide for the welfare of the Student during the Programme.
- To arrange transport for the Student between the point of arrival or departure in England and the School subject to reimbursement of expenses in accordance with Amber Guardianships published tariff.
- Amber Guardianships will take all reasonable steps to ascertain from the Student where and when he/she intends to travel independently; and take all reasonable steps to provide information as to where the Student intends to travel independently to the Parent(s) within a reasonable time prior to the child's stated intended departure date for the independent travel.
- Amber guardians will have a copy of any necessary parental permissions to be given to the school. All these permission letters will only be shared amongst the guardian, school and the data protection officer.
- We agree to carry out the guardianships services set out in the Parents Contract, whilst the Student is in the UK and we will provide our services in accordance with our Safeguarding and Child Protection Policy.

1.4.2 Package Contents

- **1.4.2.1. Communication between Amber, student, parents and the school**

Amber Guardianships works closely with the parents, making sure the parents know the guardian's contact details and can contact the guardian at any time. The guardian would communicate either through WhatsApp or WeChat within a group, including the parents, Education consultant and the student. This is to ensure the communication's transparency.

We will be in contact with the parents about the wellbeing of the student, the reports and behaviour of the student in 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. Amber Guardianship will provide necessary information to the school for safeguarding reasons.

Amber Guardianships will receive regular updates on news, events and activities from the school via emails and we will act on behalf of the parents for parental consent purposes.

Pastoral & Academic Updates

Depending on the guardianship package you have signed up to, the guardian 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.

Schools frequently need a parent or guardian to sign for parental permission for students to participate in school activities and excursions. Our policy is to forward these to you as parents for approval if the cost is over 20 GBP, if the activity is strenuous or potentially dangerous. Otherwise we will sign, unless you have indicated otherwise on the application form.

Parents Evenings

We will maintain good contact with the Student's school. 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 things that were discussed during the meeting. We cannot accept responsibility for educational and pastoral matters arising at school, but will provide assistance when possible.

School Confirmation for airport pick up

A student who is travelling 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 pick 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.

Contact with you and the Student

We will keep in regular contact with the student, and be contactable at all times in case of an emergency. We will keep in touch with you and keep you up to date on a regular basis as to the Student's progress at school and with the Host Family. We will notify you as soon as possible in the event of a serious problem. We will provide a 24-hour contact service between you and the Student. We will not accommodate or release care of the Student without the parents' prior knowledge.

School Uniform

Uniforms are worn in all English schools. All students in Year 11 and under will be expected to wear full school uniform. Students in Year 12 and 13 are not always required to wear uniform, but there is a certain standard of dress code that you are expected to follow.

Most schools will have their own uniform shops however, just in case they don't, you can use the website School blazer in order to buy your school uniform and name tapes. This website currently provides a 'tailored service to over 100 of the top schools' in the UK. Remember that you will need your child's measurements in order to buy any uniform- you will need chest, height and waist measurements. The website is:

<http://www.schoolblazer.info/overview/>.

- **1.4.2.2. Transport arrangement**

- Amber Guardianships ensures that where they are using the services of a local, licensed taxi firm, that they have written records from the company to show that suitable checks, including an enhanced DBS Check, have been conducted on the drivers who will provide transport to their Students. This is because these drivers will have direct and largely unsupervised contact with Students.
- If Students under the care of Amber Guardianships make their own transport arrangements, they would need to let the guardian know as well, the time of the travel beginning to end. We have to keep a record of these arrangements in the Student's file.
- We can also make travel arrangements for students for half terms and holidays. You should give the guardian notice a month in advance of the holidays or half term arrangement as this information needs to be shared between the guardian and the school.
- Amber Guardianships ensure that all relevant laws relating to the use of child seats or booster seats for under 12s, when the Student is below 135cm in height, and seat belts for over 12s or more than 135cm tall are discussed with Students and adhered to.

- **1.4.2.3. Airport Pickup**

Schools would normally be able to do airport pickups from the airport. However, if the parents require the guardian to pick the student up from the airport we can do so (extra charges apply). Or we can organise a trusted licence taxi company to pick the student up.

The airport pickup 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.

- **1.4.2.4. Changing Plans**

If the travel plan has changed, the parents should inform the guardian straight away. In regard to home stays, if the student no longer wants to stay in the host family home with the authorisation from the parents and has found other locations to live in, but has already paid for the host family, it is non-refundable.

1.4.3 Withdrawal from the Contract

If by any reason you would like to withdraw from the guardianship contract with Amber guardianships, it is explained in 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.

1.4.4 Safeguarding and Child Protection

Amber Guardianships has a legal duty of care toward young people who use our services. We have a Safeguarding policy and procedure in place to help protect our students from harm and for reference in case something goes wrong. All staff members are responsible for students' safeguarding. The following staff to student ratios apply during activities organised by Amber Guardianships: 1:15–20 (11+).

If you would like to speak to someone or report a safeguarding issue, please contact one of the officers in the school and/or Amber Guardianships' Operations Manager Joey Tang.

Useful telephone numbers and websites: NSPCC: 0808 800 5000 - www.nspcc.org.uk

Child-line: 0800 1111 - www.childline.org.uk

Amber Guardianships' Child Protection Designated Lead and Deputy Designated Lead:

Joey Tang: 0207 734 0274, 07939 682757

Louisa Cheung: 0207 734 0274 07534 769764

NSPCC Whistleblowing Advice Line: 0800 028 0285 or help@nspcc.org.uk

Amber Guardianships' Safeguarding

- Amber Guardianships *Safeguarding and Child Protection Policy*, which will be delivered with Parents Handbook, reflects our commitment of Safeguarding and Child Protection.
- Parents have to send a consent / registration form where rules and contact details are provided. Under 16s are kept separate from older students in different homestay accommodation.
- Amber Guardianships works with school authorised taxi companies or only uses licensed and DBS-checked drivers.
- Maintains regular contact with students.
- Amber Guardianships only place under 18 students with families where the host and 16+ members will be enhanced DBS-checked.
- Amber Guardianships ensures that under 18s return by curfew times by educating the students, parents and host families. If a student does not return home by the specified time, the host must call the student and if necessary, inform Amber Guardianships via the emergency number. On occasion, under 18 years old may be placed in residences, but only when in groups and after ensuring they comply with our safeguarding policy (a responsible and DBS-checked adult must always be present, especially overnight).
- Following safer recruitment policy and ensuring all roles involving responsibility for, or those with substantial access to under 18s will have suitability checks, for example with the enhanced Disclosure and Barring Service (DBS).

Amber Guardianships ensures that management and all staff are trained to a minimum safeguarding level 1 and that students are aware of safeguarding arrangements.

Policies and Procedures that support Safeguarding and Child Protection Policy include:

- Safer recruitment policy
- Welfare Health and Safety policy
- Data protection policy and Privacy Notice
- Bullying, Cyberbullying and E-Safety Policy.
- Low-level concern policy
- Absent/Missing Child Policy
- Whistle-blowing policy
- Anti-Radicalisation-Prevent Policy
- Absent/Missing Child Policy

Missing/Absent

- If the student is absent or missing, please immediately phone Joey Tang on the 24 hours/ 7 days emergency line: 07939 682757.
- If you believe they are in imminent danger or a crime is being committed please call the police immediately before informing us.
- For further information on our absent/missing child procedures please read through the Absent/Missing Child

Bullying

Bullying can be defined as behaviour that is:

- Repeated
 - intended to hurt someone either physically or emotionally
 - often aimed at certain groups, for example because of race, religion, gender or sexual orientation It can be seen in different ways such as:
 - physical assault
 - teasing
 - making threats
 - name calling
 - cyberbullying - bullying via mobile phone or online (for example email, social networks and instant messenger)
- If your student reports that they are being bullied or have witnessed bullying you should follow the below steps:
1. Reassure the student that they're doing the right thing by seeking support. You should not promise confidentiality as you should report this disclosure to the Designated Safeguarding Lead.
 2. Try and record in the child's own words the report of bullying events/events.
 3. Report to Designated Safeguarding Lead who will work with the student, school, parents and host family to resolve the issues and effectively support the child. If the bullying involves a crime it will be reported to the Police accordingly.
 4. Continue to reassure and support the student, and advise Designated Safeguarding Lead of any continued issues with regard to the student's behaviour or welfare.

Our safeguarding and Child protection policy, which comes along with the Parents Handbook, reflects our commitment of safeguarding and Child Protection.

Anti-Radicalisation (Prevent)

Amber Guardianships is fully committed to safeguarding and promoting the welfare of all students. In this way, all staff recognise that prevention of radicalisation and extremism is equally as beneficial as prevention against any other form of abuse. All staff and homestays undertake government provided training in recognition and

prevention of radicalisation, and work with the school and local authority to raise concerns and highlight issues where necessary.

Data Protection Policy and Privacy Notice

Amber Guardianships is committed to complying with the Data Protection Act 2018 by collecting, holding, maintaining and accessing data in an open and fair fashion. The data protection act is underpinned by eight important principles: These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific and lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for longer than necessary
6. Processed in accordance with the rights of the data subject
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA) unless that country or territory also ensures an adequate level of protection

The organisation only keeps relevant information about employees for the purposes of employment, and about our children, young people and host families to provide them with safe and appropriate Guardianship services. The organisation does not process any relevant 'sensitive personal data' without prior informed consent. As defined by the Act, 'sensitive personal data' is that related to political opinion, racial or ethnic origin, membership of a trade union, the sexual life of the individual, physical or mental health or condition, religious or other beliefs of a similar nature. Sickness and accidents records are also kept confidential. Hard copy and computerised records are stored, reviewed and updated securely and confidentially. Records are securely destroyed when no longer required. Confidential information is only seen by personnel who need to see it and the staff are trained on our policies and procedures to keep personal information confidential.

To facilitate health care for a student, the personal information may be disclosed to a doctor, health care professional, hospital, or NHS authority. All confidential information is sent via secure methods. No information or comments about our students, staff or host families are posted on social networking or blogging sites. Criminal record check information is kept securely in a lockable, non-portable storage cabinet with access strictly controlled and limited to persons who need to have access to this information in the course of their duties.

Staff responsibilities

Everyone who works for Amber Guardianships has a responsibility for ensuring data is collected, stored and handled appropriately and in line with our policy and procedures. All training will be provided. Our policy and our data protection policy and procedure are reviewed annually.

2 Before Arrival

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.

2.1 British Weather

Weather in Britain can be very unreliable- always take an umbrella with you wherever you go and have some warm clothes in your bag as even a British summer has cloudy, rainy days and cool evenings.

2.2 Homesickness

If your child is feeling homesick and they have already informed you, do give the guardian a message and we can help the child. Either by getting in touch with the school, visiting your child or giving them a phone call.

It is understandable that the student feels homesick from time to time within the UK, as the family is so far away. Here are some symptoms of homesickness:

- Constantly thinking about home
- Anxiety
- Depressed motivation
- Feeling different from others who seem to be having a good time
- Irritability
- Loneliness
- Missing the people, things, and places associated with home.
- A negative outlook
- Sadness
- Social withdrawal
- Wishing for a connection with someone who will make everything feel better.

Ways to help:

- Realise homesickness is a normal feeling
- Allow time to get used to your new home environment
- Talk about your feelings with friends, guardian or family or a school counsellor
- Post pictures and things from home in your room
- Make plans to visit home, keeping in mind that you will return to school
- Get involved in activities at school
- Don't ignore your feelings or try to drown them by risky behaviour
- Learn what helps you relax, such as breathing exercises, exercise, or music

When it comes to school and your expectations of yourself, remember that you must relax and know when to take a rest from studying and do not burn yourself out. Structure your time and work toward finding a healthy balance.

2.3 UK SIM Card

If it is your child's first time in the UK and they need a SIM card for a UK number, please contact your child's guardian.

2.4 Student Finances

2.4.1 UK Bank Account

If your children 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.

2.4.2 Cash and credit cards

We understand that you may have given the children some money upon arrival into the UK. This may be to secure them in money before you next see them. The parents can help your child set up a UK bank account before arriving the UK. This would mean the student could put their money safely into a bank and also if they run out of money you could transfer money over to the UK bank account.

2.5 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.

2.6 Travel Arrangement

Provided we have been given correct and relevant flight details, two weeks prior to the student's arrival in the UK, we will provide you with all necessary information regarding their travel arrangements within the UK. We will arrange for the Student's collection from the airport and to the Host Family when he/she first arrives, as well as the travel arrangements to ensure the Student's return to the airport at the end of their stay if required. We will also arrange transport to and from Host families during School breaks if required. Travel will be charged as an extra expense and paid for through the Student Lodgment Account.

For all students under the age of 18, we will send a permission to travel letter to the parent to sign before the child takes the journey.

2.7 Limited of Liability

- You confirm that you understand it is your responsibility to arrange for the Student's visa to study in the UK.
- Insurance Cover: The Student's school can give you full information on insurance cover they provide including any which may apply to the student when in the UK but not at school. It is then your responsibility to arrange any other insurance cover that you may require.
- You shall be responsible for any loss or damage caused by the student to Amber Guardianships or the Host Family and you agree to indemnify us against any such loss or damage.
- You agree to be available for contact during the period of stay on the contact details provided for any emergency issues that may arise. Unless our negligence or breach of our obligations under the Parents Contract causes injury, loss or damage, we cannot accept responsibility for any loss or damage arising from or caused by any act or omission by us, any of our staff or any member of the Host Family, or the Student. We shall not be responsible for any loss or damage that results if you have not provided us with the requested or relevant information about you or the Student to enable us to provide our services.

3 Host Family



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 two weeks long normally for those students living in boarding houses. However, those attending day school 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.

Host Family Fee

Cambridge, Oxford, London & Surrounding Counties: from £80 per night

All other areas: from £60 per night

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

Your child will have his/her own bedroom unless you have requested/been asked to share with another student before your child arrives in the UK.

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

Every Host Family has their own house rules which will be given to your child upon arrival. Please respect and follow them accordingly.

3.1 Services provided

Meals:

Breakfast your child should get toast and cereal, and perhaps a cooked breakfast on occasion. If your child is late getting out of bed, he/she may miss breakfast!

Lunch is normally light, perhaps soup, jacket potato, salad, sandwiches, cheese on toast and fruit or yoghurt.

Dinner-Most host families take their main meal in the evening, and dinner should include fish, chicken or red meat, with vegetables and a dessert. The evening meal is often between 18:00 and 20:00, but please check the times of meals with the host.

We encourage your child to be prepared to taste and try something different in the UK. However, it is very important to discuss any allergies or dislikes with the host family.

Room

Generally, all students have their own room, they must not share. The room should be large enough to contain hanging space and a set of drawers, mirror with lighting, a table, a chair and lamp, as they will have a lot of homework/prep to do, and they generally prefer to do this in their own room, not at the dining room table.

Clean bedding and a towel are provided.

- **Bathroom**

Your child will probably need to share the bathroom with your host family and they will tell you the most convenient time for your child to use the bathroom and shower in the mornings and evenings.

Remember that hot water may be limited, so your child should spend no longer than 15 minutes in the shower.

Laundry

Hosts are happy to help your child with any washing you may have, especially during a longer break like half term. Ask the host if they would mind doing the washing (or offer to do it yourself) and where to put the dirty clothes. They will usually wash them and return them to your child.

- **Personal Hygiene**

Students should maintain a healthy lifestyle and a high standard of hygiene in order to prevent the spread of infection.

- hands must be washed before and after meals.
- hands must be washed after using the toilet.
- sanitary products should be disposed of in the bins provided.
- Hand sanitation should be frequently used.
- shield the mouth when coughing or sneezing, or use a tissue.

Remember to shower regularly (every one or two days), brush your teeth twice per day, and wash your clothes regularly.

Internet Access and Host Computers

WiFi and computers -Most families have a wireless broadband connection, and many are happy for your child to use this for reasonable access to the Internet from a laptop computer (such as social networking). Your child should not use the family's Internet connection to download or stream songs, TV shows, games or movies.

Your child should NOT expect to use the host family's own computer.

Unrestricted Access - There is increasing concern about the danger to young people of free and unrestricted access to the Internet without appropriate controls. Amber Guardianships has guidelines for host families and will advise hosts to limit access in the best interests of the student. For example, wireless Internet will sometimes be switched off overnight, and schools will also have restricted networks.

- **Telephone**

Your hosts' telephone is for you to receive calls from family and close friends only. To preserve your host's privacy, please do not give your host's telephone number to casual acquaintances.

If your child needs to make and receive a large number of social calls, you are advised to consider purchasing a pay as you go mobile phone for your child.

In order not to cause inconvenience to your host, your child is advised to limit the number of received calls and restrict them to a reasonable length.

Curfews

If your child goes out, your child must tell the host family where they are going and when they will be home. Make sure your child has the telephone number of the host family and Amber Guardianships emergency phone number and that the family has your child's mobile number. Your child's phone should have enough battery and be switched on at all times. You must phone the host family to let them know if there is any delay.

15 and under Must be accompanied by an adult member of the host family

16 & 17 10pm at the latest

18 and over 11pm at the latest

Bedtimes are at the discretion of the host. Please remember many families NEED TO BE UP EARLY to go to work, therefore please be considerate (do not take a shower late at night!) and be QUIET!!

Your child is not allowed to stay out all night unless Amber Guardianships has already received specific permission, in writing, from the parents (see Other Accommodation).

Your child is not allowed to have friends to stay overnight unless agreed by Amber and the host family in advance.

3.1.1 Other Accommodation

Amber Guardianships have an obligation to the parents, schools and even the UK Immigration to care for and protect our students and to provide safe host family accommodation. If you would like to make alternative care arrangements for your child during half term / Exeat weekends, please follow the rules below.

- Students Aged 18 and over

Parents' Permission in writing in advance is required, during office hours.

- Students Aged 16 & 17

Parents' Permission in writing in advance is required, during office hours. PLUS details of the accommodation and travel plans, as well as the main contact person, who should reside in the UK and be over 25 years old, and agree to full responsibility for the student during the stay.

- Students Aged 15 and under

Must stay in homestay accommodation arranged by Amber unless otherwise agreed.

The host family will almost certainly offer to take your child out on trips, your child should offer to pay their share of the expenses, meal etc.

3.1.2 Safety

Students under the age of 16 are not allowed to travel out of the area alone even though they may have their parents' permission. If students under 16 wish to travel out of the 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 Coordinator. If a student is over the age of 16 and wants to go out of the area, we will need written permission from parents. This would only be applicable to a day trip and not an overnight stay unless accompanied by an adult (21 years+).

If a student 16+ wants to stay anywhere except with Amber Guardianships host family, Amber Guardianships must have the written consent letter from the parents, the address of where they are staying, contact phone numbers and photo ID of the responsible adult (25 years+) that they will be staying with. Students must not stay in a hotel/hostel overnight unless they are accompanied by an adult (25years+) of the same gender.

Amber Guardianship must have photographic evidence of ID and age of the adult (25 years+) responsible for the student. Written parental consent will be required for any of the above. We must receive all relevant documentation and permissions in writing for students wishing to stay anywhere that is not Amber Guardianships host family at least 72 hours before departure.

3.1.3 Changes to Bookings

Should you wish to change your child's accommodation or transfer booking, an additional administration fee may be charged. Any fees incurred due to the change will be chargeable.

3.1.4 Cancellations

In the event that a parent needs to cancel or alter previously booked homestay accommodation, 4 weeks' notice is required in writing. Failure to comply with this will render the parents liable to pay cancellation fees. Cancellation of a host family more than 7 days and up to 4 weeks incurs a 50% charge and less than 7 days incurs a 100% charge.

If a refund is to be made, any administration fees plus 10% of the accommodation fees will not be refunded.

Bank transaction charges will be deducted from the refund amount if the transfer is made to an overseas account.

Please note that if a host family or transfer is booked and then subsequently changed or cancelled, the fees will be charged to the student deposit fund.

3.1.5 Medical Need

If your child feels unwell at any time during the stay with the host family, the child must inform the host family immediately. The host family will look after your child if he/she is unwell or has an accident. They will usually contact their GP (doctor) and book an appointment for your child (your school doctor will have already registered your child with the NHS).

The host family will then let our Area Coordinator/Coordinator Administrator know. Amber Guardianships will inform you about your child's situation.

Most private schools have their own doctors, if they feel unwell whilst boarding your child must tell the school houseparent who can then organise a doctor's appointment for your child if required.

Dental treatment is generally not free in the UK, if you think that your child may need dental treatment ask the guardian/houseparent to help your child make an appointment. The guardian will discuss the cost with the dentist before you agree to the treatment. However, if your child has medical insurance this cost may be covered. Optical treatment- same as for dentistry.

If the illness is more serious and/or your child needs to go to hospital, the host family will contact Amber Guardianships and we will immediately inform you.

3.1.6 Special Notes

3.1.6.1 Electricity

Electricity is expensive in the UK. Please advise your child to remember to turn off lights, chargers etc. when not using them. If your child wants to bring their own electrical equipment with them, please do bear in mind that everywhere in the UK is 240 volts and you may need to buy a plug adapter, which is available to buy in the UK. However, overseas phone chargers and laptop power devices pose a significant fire risk so if possible, purchase UK versions. Water is either heated by electricity or gas, which makes it expensive, you can of course use the shower or bath every day but speak to the family about when is the most convenient time for you to do this.

3.1.6.2 *Time Keeping*

Depending on your child's age, your host family will give them a curfew for every night (a time to return to the house), if your child needs to ever stay out later for a special occasion, your child should speak with the host family before leaving the house. Some families will give your child a house key, and some will not - this is their decision completely!

3.1.6.3 *Integration*

It is a possibility that there are more students from your home country attending your child's school. Please advise your child to try and socialise with as many other students as possible from their very first term in the school. If your child is with a student of your own nationality whilst with English speaking students please advise your child to speak as much English as possible or it might be considered rude.

3.1.6.4 *Table manners*

- Wait until everyone is seated at the table and has their food before you start to eat.
- If you want something from the table, ask someone to pass it to you. Remember to use 'please' and 'thank you'.
- It is the English custom to eat quietly, with your mouth closed!
- Hands are usually placed under the table when you are not eating.
- Stay at the table until everyone has finished and then ask to leave.
- When you leave the table, ask if you can help by taking your dishes to the kitchen, and leave them by the sink or place them in the dishwasher.
- Please make sure that you are always home for meals and if you are not going to be then let your family know in advance.

Tell the family ONE DAY in advance if you wish to miss a meal and eat elsewhere.

4 School Information

4.1 Resource Centres/Homework

Resource Centres are provided by the school specifically for students studying GCSE and A Level courses, where free periods will be provided for your child to research information for homework/prep, and they will have computers, photocopiers and printers available to use.

Homework/prep is considered as a vital part of your child's course, and is expected to be handed in on time, and in sufficient quantity to demonstrate that your child spends an acceptable amount of time on each topic. If your child has any problems with any of the homework/prep that has been set, do discuss this with the teacher, as they are always happy to help.

4.1.1 Extra-curricular Activities

Many if not all schools offer a huge variety of 'extra-curricular' opportunities to take part in out of school including clubs, choirs, languages etc. and sports facilities which can not only be enjoyed but also provide your child with an opportunity to integrate and socialise with more English-speaking students. Some of these clubs are held after school. If your child does decide to take part in a club, please ask your child to tell the host family, and ensure that your child can get home safely.

4.1.2 Exam Fees

Your child has to pay examination fees if they sit exams in the UK. In the case of private boarding school students, these will be added to your child's school account for payment by the parents.

4.1.3 Passport/Tickets

Soon after your child has arrived in the UK, our Area Coordinator/Coordinator Administrator will ask to see his/her passport to check its validity and will request his/her ticket to take a photocopy. Please assist them with this, it is in order to help us to organise your child's transport for the return journey home. Should your child extend the stay, please discuss this with your Area Coordinator/Coordinator Administrator.

Depending on the school policies it could be that the school takes your child's passport when he/she arrives and stores it safely until a time when your child needs to use it. Please be helpful with this - it is for your child's benefit and it helps to ensure that your child's passport is not lost!

4.1.4 Insurance

Before your child leaves to come to the UK you need to insure all of your child's possessions against theft, loss or damage. We would recommend you to arrange extra insurance.

4.1.5 Driving

In the UK you must be 17 years of age in order to apply for a driving licence. Amber must have written permission from you via your agent if your child wishes to learn how to drive whilst studying in the UK.

4.1.6 Alcohol and Drugs

Under UK law, it is forbidden to all persons under the age of 18 years to consume alcohol. The use of any drugs that have not been prescribed by a doctor is forbidden and the UK law regarding this is enforced very strictly.

Under UK law, IT IS A CRIMINAL OFFENCE TO DEAL IN (SELL, SUPPLY, POSSESS OR USE) ILLEGAL DRUGS.

4.1.7 Smoking

It is a criminal offence to buy tobacco products under the age of 18. Smoking is forbidden in schools and in most public places, such as stations, bars etc.

SMOKING IS ALSO ILLEGAL ON ALL FORMS OF PUBLIC TRANSPORT AND IS FORBIDDEN IN ALL SCHOOLS REGARDLESS OF YOUR AGE.

4.1.8 Sexual activity

The age of consent to any form of sexual activity in the UK is 16 regardless of gender, sexual orientation or culture and whether the sexual activity is between people of the same or different genders.

It is an offence for a person to intentionally touch another person sexually without reasonable belief that they consented. Touching covers all physical contact, whether with a part of the body or anything else, or through clothing.

4.1.9 Shoplifting

People who are caught stealing from shops will probably have to go to court and may have to pay a fine.

4.1.10 Weapons

It is illegal to carry any weapon for defence, including gas and sprays. You will be arrested if the police stop you and you have a knife.

4.1.11 Cycling

Your child cannot ride a bike on a pavement/footpath. He/she can only ride a bike on designated bicycle paths or on the road.

Bikes must have lights if cycling at night.

A helmet is not compulsory but is strongly recommended.

4.1.12 Hitch Hiking

This is not safe in the United Kingdom, although we do realise that in some countries it is a custom.

PLEASE NOTE THAT ANY STUDENT THAT DISOBEYS BRITISH LAW OR ACTS IN A MANNER THAT BRINGS DANGER TO THEMSELVES OR OTHERS RISK BEING EXPELLED FROM THE GUARDIANSHIP IMMEDIATELY.

5 Help For A Student Who Had Been Suspended

If your child does not follow Amber Guardianships' Rules or Policies, we may terminate the contract and cease the service without giving you a refund. We may ask your child to leave for the following reasons:

- Not attending classes
- Abusive behaviour
- Not following all rules relevant to their stay in the UK
- Damage to school or homestay property / Antisocial behaviour / Criminal activity. We could also ask you to pay for any damages to school property and/or accommodation.

If your child breaks the rules or does not follow the policies, we will:

1. Give them an official verbal and written warning and notify you as parents. This aims to stop them from repeating any offence.
2. Permanently exclude them from the services and notify the school if they repeat the offence or break any other rules. No refund or alternative arrangements will be available. Alternatively, in severe cases, we may terminate the contract immediately.

If the case is that the student is suspended from the school, 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.

If the case is that the child breaking any UK laws or school rules could result in suspension or expulsion. If your child is expelled from school your child will lose the visa and have to return home immediately.

6 Safety Policy

6.1 Personal Safety

Parents should expect that the host family will give the following information to your child soon after his/her arrival:

- Students know how to dial 999 from a landline for the emergency services.
- Make sure the host family and the student have each other's mobile numbers. Ensure that the host family has your child's new number as soon as he/she changes to a UK mobile.
- Make sure your child has an Amber Guardianships 24-hour emergency number.
- The host family gives the students information about personal safety, particularly safety at night in the host family area and the areas to avoid. Host family will give your child general information about getting home safely at night and road safety on their first day. All information is also available in their student folders.
- Make sure the student knows her/his way to and from school.
- Inform the students if the house has any specific features that might be hazardous for them (example: balconies, tricky stairs, etc.).
- Students should always receive advice regarding health and safety in the home and particularly the kitchen from the host family. It is important that students understand and take note. Students should ensure they do not have wires and cables over the floor of their room causing a trip hazard to themselves and anyone else coming into the room.
- When using any kitchen utilities, students should take extra care at all times and use oven gloves when carrying hot plates and dishes.
- Microwaved food and liquid should be treated with extreme care.
- Wearing gloves when removing items from the oven.
- Students should ensure they do not stand too close to a steaming kettle and never leave boiling liquid or pans unattended on a hob.

6.2 Fire Safety

- All electrical equipment and appliances are safe in the home and particularly in the student rooms.
- All electrical appliances and electronic devices should be switched off at the wall and unplugged when your child leaves his/her room for any length of time.
- Electrical equipment should not be overcharged. Plugs, where the wires are exposed, should not be used and adaptors should not be overloaded with multiple devices.
- On arrival students are shown where the basic fire escape routes are and shown access to outside doors and the location of necessary keys. Bedroom doors should not be locked from the inside.
- Students are advised not to use improper, inadequate or defective equipment and hosts will explain to the student the use of any household equipment.

7 Complaint Policy

This policy and procedure has been created for and available to:

- Students
- Parents
- All Amber staff, homestay families, education guardians and coordinators

Amber Guardianships (AG) recognises that there may be legitimate concerns or complaints from students, staff, schools, parents or homestays relating to Amber Guardianships. As a company we encourage these concerns or complaints being made known to Amber Guardianships staff so that they can be addressed in partnership with us, and we can continuously improve our service.

The option is open for the complainant to have their complaints reviewed externally by AEGIS (the Association for Education and Guardianships of International Students).

If students, parents or members of staff have a complaint, they can expect it to be treated with care and seriousness and in accordance with this Complaints Policy.

7.1 Aim of The Policy

- To ensure that all complaints are responded and resolved in a timely manner.
- To ensure that all complaints are treated with dignity and respect throughout the process within Amber Guardianships.
- To ensure that the complaints procedure is readily accessible, for example published in all handbooks with a timescale for review and more easily accessible feedback.
- To ensure the policy and procedures should be regularly reviewed.
- To ensure that staff, parents and students know where to file a complaint and who to pass it onto when it is first written.

7.2 Definition & Purpose

Amber Guardianships defines a complaint as 'any expression of dissatisfaction (with Amber Guardianship, with a member of staff, or with Guardians representative) that requires a formal response¹.'

The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Amber Guardianships will:

- Make every effort to deal with complaints informally and at an early stage.
- Take all concerns and complaints seriously.
- Resolve all complaints within 28 working days of the complaint being received.
- Ensure that complaints are dealt with in line with the procedures set out in this document.
- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome.
- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken.
- Ensure that no-one, including pupils, are penalised for making a complaint in good faith.
- Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved.
- Review regularly at senior management level, the written record of complaints and their outcomes.

- A record of formal complaints and their outcomes is kept by Harry Lee, CEO of Amber Education Ltd. in electronic form regardless of whether they were upheld.

7.3 Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Amber Guardianships maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

○

7.4 Time Frame for Dealing with Complaints

- If a student, parent or staff wishes to make a complaint, they can contact a member of Amber Guardianships by email or telephone to discuss the complaint. The staff member will speak with the complainant about their complaint and explain the options which are available to them.
- The details of the complaint will be recorded and the Operations Manager will open a new incident file.
- The Operations Officer will discuss with the complainant and obtain all related information and a timeline of events. The Operations Manager will record it and report the matter to the Project Manager. This person becomes the Senior Manager in charge of the incident.
- The Operations Officer must send a reply to the complainant on the same day as the complaint is received. The reply could be in the form of a holding email, allowing further time to look into their grievance.
- A final response will be drafted, acknowledging the complaint and presenting a solution, where possible.

7.5 Procedure of the complaints

Our complaints procedure is in two steps and we hope to find a resolution to any complaint at the earliest possible stage.

Step 1 - Informal Resolution

Many complaints can be resolved quickly and informally. You can speak to any member of staff about your complaint, no matter how small. A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so. Concerns should be raised with the relevant Amber Guardianships staff member who will:

If you make an informal complaint:

1. It will be acknowledged immediately (if made in person or over the phone), or within 1 working day if made via email (please remember that the office is open Monday to Friday, 09:30 – 18:30).

2. We may ask you further questions, to repeat and clarify information and/or to provide evidence (photos, for example) to support your complaint.
3. We will investigate the concern or complaint;
4. We will tell you when and how you will get an outcome (result) - this will be within 2 working days.
5. We may give you an 'action plan' to tell you what will happen next.
6. You will be asked to confirm if you are happy with the solution.
7. We will keep a confidential record of your complaint.

Step 2 - Formal Complaint

If the complainant is not satisfied with how the complaint has been handled, they can make a formal complaint.

Please email or post a letter directly to the Operations Manager. To make a complaint, please contact the Amber Guardianships UK Office by email to:

Joey Tang,
Operations Manager,
Joey.tang@amberedu.co.uk
AG@amberedu.co.uk
OR
Phone +44 20 77340274

Or in person

Amber Education Services UK Ltd.
2nd Floor
Kingsland House
122-124 Regent Street
London, W1B 5SA
UK

If the complaint is about the Operations Manager, please email or write to Alex Leung, the Project Manager (alex.leung@amberedu.com.hk).

- Please write as much detail as possible, include names and dates if applicable and how you want your complaint to be resolved.
- We will respond initially to the complainant within 24 hours.
- Investigate the concern or complaint – this may take some time but in any event they will keep the complainant informed of progress made;
- Report back to the complainant formally in writing no later than 28 working days;
- We may invite you to a formal meeting to discuss your case further.
- You will receive the outcome to your complaint within 28 working days.
- We will keep a confidential record of your complaint.
- A written record of all complaints will be kept, in chronological order, of all correspondence, subsequent responses and action taken.

Step Three - Referral of the Matter to AEGIS

If you are still unhappy or feel you have been treated unfairly, you can ask for help from AEGIS.

You can write to them here:

Yasemin Wigglesworth
Executive Officer Association for the Education and Guardianship of International Students (AEGIS)
The Wheelhouse,
Bond's Mill Estate,
Bristol Road,
Stonehouse,
Gloucestershire,
GL10 3RF
+44 (0) 1453 821293
www.aegisuk.net

You should write details about how you have already tried to resolve your complaint with Amber Guardianship and include any supporting documents, including the written outcome of your complaint.

AEGIS is an independent registered charity that will give impartial support to parents who have an ongoing complaint that cannot be resolved directly with the guardianship organisation.

7.6 How Amber Guardianships Staff Handle Complaint

Amber Guardianships staff should:

- Provide a comprehensive, open, transparent and fair consideration.
- Be sensitive towards the issue and thoroughly interview the complainant to establish what has happened and who has been involved;
- Be considerate of records and other relevant information.
- Interview staff and children/young people and other people relevant to the complaint;
- Analyse information-
- Effectively liaise with the complainant as appropriate to clarify what the complainant feels would put things right-
- Identify-solutions and recommend courses of action to resolve the problems-
- Be mindful of the timescales to respond; and respond to the complainant in plain and clear language-
- Make sure that they conduct interviews with an open mind and be prepared to persist in the questioning-
- Keep notes of interviews or arrange for an independent note taker to record minutes of the meeting-

- Ensure that all people involved in the complaint procedure are aware of the legislation around complaints including the Equality Act 2010, Data Protection Act 2019 and the Freedom of Information Act 2000.
- Be understanding about the feelings of the complainants and be open-minded.

Amber Guardianships will treat every complaint thoroughly as it is a chance for Amber Guardianships to recognize its inadequacy and to improve its quality of service.

7.7 Recording Complaints

Following the resolution of a complaint, the Head Office will keep a written record of all complaints, whether they are resolved at the informal step or beyond.

Record keeping is done to enable any patterns of concern to be monitored. Key information will be included as part of the complaint, such as:

- The date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of the member(s) of staff handling the issue at each stage
- The action that has been taken as a result of those complaints.

Amber Guardianships organisation is obligated under the General Data Protection Regulation to keep copies of all correspondence on the issue (including emails and records of phone conversations) for no longer than is necessary.

Initially most complaints will be oral. There should not be a requirement for the complainant to put their complaint in writing at the informal stage. However, Amber Guardianships is aware that English may not be the complainant's first language. Amber Guardianships will provide additional support, including interpretation support.

*Under FOI and the Data Protection Acts, details of the complaint should not be shared within the company.

Our internal complaints procedure is in two steps and we hope to find a resolution to any complaint at the earliest possible stage.

8 Partners

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

- 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

合作夥伴:
BRITISH AIRWAYS



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



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>

9 Appendix I Lodgement Deposit - Monthly Summary Sample

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



Date Issued: _____

Student: Pear Chan

Plan: Silver

Lodgement deposit - Monthly summary (2016-09)

Date	Particulars	Amount (GBP)	Total Amount (GBP)
1-Sep-2016	Opening balance		450.00
1-Sep-2016	Deposit received		1,200.00
			<u>1,650.00</u>
	LAA: Spending by Coordinator (Guardian)		
12-Sep-2016	Expense 1	22.50	
12-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	(86.12)
	LAA: Spending by Host family		
2-Sep-2016	Expense 1	105.00	
28-Sep-2016	Expense 2	200.00	
28-Sep-2016	Expense 3	250.00	
30-Sep-2016	Expense 4	<u>10.00</u>	(665.00)
30-Sep-2016	Closing balance		<u>984.88</u>

Notes:-

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

10 Appendix II Student Checklist

10.1 Pre-Departure

1. Make sure your child has applied for and received their visa
2. Gather official documents that your child may need, such as school records and medical certificates.
3. Take out travel/health/personal insurance for your child.

10.2 Hand Luggage

1. Please bring all of the original copies as well as scanned copies of passport etc. in the case of an emergency (HKID for Hong Kong).
2. Make sure that your child brings his/her passport, visa and flight tickets as your child will need all of these in order to check in/bag drop.
3. CAS and letter of acceptance from the child's new school.
4. Evidence of parents' ability to pay your child's school fees.
5. Previous qualification certificates if requested by the school.
6. Insurance Documents.
7. Address and contact details of the school that your child will be attending, plus information about the person that will meet your child in the UK when your child arrives and the arrival date and time.
8. Money- a small amount of money either in the form of sterling, travellers cheques or a credit card (please try to keep this in either a money belt or an extremely secure inside pocket of your child's bag)- make sure if you are using travellers cheques that you note down the numbers of the cheques.
9. A list of any important items that are in your child's baggage, just in case anything gets lost and you have to make an insurance claim.
10. Any medical documentation including any medical certificates/vaccination certificates of your child and any doctor letters if required.
11. Please remember that most airports have restrictions on sharp and flammable objects. Many also require liquids to be in containers of 100ml or smaller, packed in a clear plastic bag. Check with your airline.
12. Make sure you know your child's airline's hand luggage weight and size restriction.

10.3 In 'Hold luggage'

1. All weather clothing and shoes- remember an umbrella and shoes that are comfortable for long distance walks.
2. Casual clothes for after school and weekends.
3. Plug adapter for any electrical items.
4. Posters, family photos, souvenirs- anything your child wants to make his/her new room feel more like home!
5. Any previous school books/work that may help your child when studying at a new school.
6. Make sure to select a backpack/suitcase that your child can carry. Do not over pack your child's suitcase - there will be many opportunities to buy anything extra when your child is in the UK.
7. Your child's new school will advise the school policy for bringing his/her own computer, phone, music system etc. If your child does decide to bring any of this equipment with them then he/she should also bring the receipt to prove when and where the item was bought. The receipt will help to prove to UK Customs Officials that your child is going to be using these items and will not sell them onto others. This way your items will be exempt from customs duty.

8. Please be aware that certain items are forbidden to be brought into the UK. For example, there are strict rules for importing certain foods from overseas. Please see the links below for further information or ask the British Mission/Embassy/High Commission/ Consulate General in your own country:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/531649/Bringing_food_into_the_UK_leaflet.pdf

<https://www.gov.uk/duty-free-goods/arrivals-from-outside-the-eu>

<https://www.gov.uk/duty-free-goods/banned-and-restricted-goods>

<https://www.gov.uk/duty-free-goods/declaring-goods>

10.4 Excess Baggage

Many students during the course of the year acquire extra school equipment and of course clothes, thus they can incur extra baggage charges on their return journey home. Please ensure that you have saved some money throughout the year to pay for this as Amber Guardianships cannot pay it. Your Guardianship coordinator will help you to assess how much extra your baggage will cost, but this will only be an estimate, as some airlines are more flexible than others. It might be a good idea at this point to consider sending home large parcels via the post office before departing (especially at the end of the school year) as this is often less expensive than the cost of excess baggage.

Amber Guardianships– Service Information

Amber Education (HK / China / Others)

Student Name: _____
School Name (Postcode): _____
Consultant: _____
Email: _____
Tel: _____

Amber Guardianships (UK)

Guardianship Coordinator: Miss Louisa Cheung (London Office)
Email: louisa.cheung@amberedu.co.uk
Tel: +44 20 7734 0274
24|7 Emergency: +44 7534769764
Director: Mr. Harry Lee
Manager: Mr. Alex Leung
Email: AG@amberedu.co.uk

Guardian Name: _____
Email: _____
Mobile: +44 _____
Address: _____ UK

Host Family name: _____
Location: _____

