

# AMBER GUARDIANSHIPS

## 琥珀教育監護人



英國監護人組織及英國寄宿學校會雙重認證



**AMBER**<sup>®</sup>  
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# The Amber Guardianships — UK



英  
國

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### 琥珀教育監護人Amber Guardianships 榮獲AEGIS最高等級 Gold Standard金獎殊榮

金級認證是高質素監護服務的最高榮譽，獲此榮譽者具有學生監護的最高水平。英國倫敦琥珀監護服務，榮獲國際學生監護聯會的金級認證，顯示了倫敦琥珀的專業和高質素監護服務，再次獲得公認評核機構的認可。這也是繼取得AEGIS (The Association for the Education and Guardianship of International Students) 和BSA的雙重認證後，倫敦琥珀的高質素監護服務的再一次肯定。英國國際學生教育及監護聯會經過嚴格遴選後，對能向學生、家長、學校提供高水準的服務的監護公司發出金級認證。倫敦琥珀榮獲金級認證，顯示我們能在整個的英國求學過程中、為學生和家長提供令他們有信心的、貼心的、全面的監護服務，保證學生的安全。



Amber Guardianships has successfully gained AEGIS Gold standard accreditation. AEGIS (Association for the Education and Guardianship of International Students) inspects and offers accreditation to guardianship organisations who provide the highest levels of care and support to students, parents, agents and schools. Amber Guardianship's successful inspection provides our students and parents with confidence that we can safely look after your child throughout their education in the UK. Full Gold Standard Accreditation is the most prestigious accolade that a guardianship agency can hold and is recognised at the benchmark for the highest standards of safeguarding and care in the guardianship of international students.

## 關於我們

琥珀監護人服務創立於2015年，公司總部設於倫敦市中心。琥珀教育與英國寄宿學校、寄宿家庭、國際學生和家長有著密切聯繫，同時亦與英國約400所寄宿學校緊密合作，為國際學生提供專業、頂級和貼心的監護人服務。因應家長和學生的不同需要，琥珀監護人服務提供四個不同類型的計劃供其選擇。

### 我們的宗旨：

- 在英國留學期間，為學生的福利事宜提供最佳適切的支援
- 授權擔任學生監護人，代表學生家長，為學生提供專業建議及支援
- 確保學生在英國逗留期間的安全，以及提供貼心的照顧
- 推薦和安排優質寄宿家庭

## About Us

Amber Guardianships was established in 2015. The office is located in the City of London. Amber Education has a strong relationship with over 400 British Boarding Schools, and it works extensively with host families, international students and parents in the UK. In addition, Amber Guardianships offers professional and top-class services. 4 service packages are offered to suit and satisfy individual needs.

### Our objectives are :

- To provide trustworthy and reliable guardianship services during students' time abroad.
- To deliver comprehensive support to students as their safety and wellbeing are a priority at all times.
- To give parents a complete peace of mind in the knowledge that their child will be supported by Amber Guardianships.
- To provide a fully checked and quality host family for students to study with.



## 為什麼需要監護人？

英國大部分寄宿學校要求海外學生在英國擁有一個監護人。監護人擔任一個很重要的角色，他們的角色是代表父母向國際學生提供全面支援。若留學生在英國沒有家庭或朋友可以擔任監護人的職責，他們可以委託英國監護人公司，擔任學生監護人。這不單能滿足寄宿學校的要求，也能遵守英國簽證和移民部門的指引，更能確保國際學生在不能留校時的安全和照料。

## 監護人做什麼？

監護人要履行的責任有很多。最直接易明的說法是，監護人會扮演家長的角色，照顧學生在英國的生活所需，包括以下幾項基本職責：

- 學生初抵埗後的機場接送和交通安排
- 24小時全天候緊急聯絡
- 人身意外或突發疾病作出醫療安排
- 寄宿學校期中假(Half-Term)及學期末(Term-End)的住宿及膳食安排

部份家長想要子女獲得更貼身的照顧，可以額外要求幾項監護人服務：

- 探訪學生的學校和宿舍家庭(如適用)
- 代表家長出席家長日，為子女跟進學業情況
- 定期向家長匯報學生的學業進度，並就著選科、簽證和日常生活提供意見

## Why do you need a Guardian?

The majority of UK boarding schools require overseas students to have a guardian. A guardian is reliable and responsible person living within the UK and be able to provide full support to students on behalf of their parents. International students without families or friends in the UK could choose a UK guardianship company to act as their guardians. This meets boarding school requirements and the UK visa and immigration guidelines, as well as ensure the safety of international students while they are outside schools.

## What does the Guardian do?

During the students' stay in the UK, the guardian will play the role of parents to assist and care for their students. Below are some of the basic duties:

- Airport pick up/ transportation arrangement upon students' arrival;
- 24/7 emergency contact;
- Medical arrangement for personal accidents or sudden illnesses;
- Accommodation and meal arrangement for boarding school students during half-term break and end of term.

For parents who want additional parental care for their children, the following services could be added:

- Visit the student's school and host family/ home stay accommodation (if applicable);
- Represent parents on parents' days to follow up on their children study progress;
- Report regularly to parents on their children academic progress and provide expert advice on the selection of subjects, visa and their daily lives.

## 誰需要監護人？

以下的學生需要監護人：

- 18歲以下入讀寄宿中學的學生；
- 18歲以下入讀大學基礎課程的學生；
- 18歲以上入讀大學基礎課程及大學課程的學生，如有需要，也可以申請監護人服務；

## 親友能擔任監護人嗎？

親友只須符合以下條件，便可擔任學生的監護人：

- 持有英國護照；
- 年滿25歲；
- 長居英國並能提供固定的英國住址。

## 誰可以成為監護人？

監護人需要符合以下條件：

- 持有英國DBS（無犯罪紀錄證明）；
- 年滿25歲或以上；
- 持有英國護照及長居英國。



## Who needs a Guardian?

Student who needs a guardian:

- Students who are enrolled in boarding schools under the age of 18;
- Students under the age of 18 enrolled in university foundation courses;
- Students over the age of 18 and enrolled in university foundation courses and university courses can also apply for guardianship services if needed.

## Can relatives and friends be the guardians?

As long as the relatives and friends meet the following requirements, he/she can serve as the guardian of the student:

- Holder of a British passport;
- 25 years of age or above;
- Lives in the UK and possesses a permanent UK residential address.

## Who can be a Guardian?

Guardians must:

- Hold an enhanced DBS (Disclosure and Barring Service) certificate holders;
- Be at least 25 years old;
- Hold a British passport and lives permanently in the UK.





## 琥珀監護人服務如何幫助家長？

琥珀監護人服務為家長提供四個監護人服務計劃，以配合家長和學生的不同需要：

## How does Amber Guardianships help parents?

The Amber Guardianships provides parents with four guardianships service plans to meet the different needs and requirements. These packages are:



監護人可以中文及英文溝通。Our Guardians may communicate in Chinese and English.

### 無憂計劃：

**適合對象：**

- ✓ 16歲以上入讀大學基礎課程及大學的學生提供基本監護人服務。

**服務範圍：**

- ✓ 家長聯絡：在有迫切需要的情況下與家長保持聯絡。
- ✓ 機場接送：安排往返機場、學校宿舍或寄宿家庭的交通。
- ✓ 交通安排：安排往返學校宿舍、寄宿家庭和英國各城市之間的交通。
- ✓ 24/7緊急援助：24小時全天候緊急聯絡，就醫療、交通、住宿及學業上作緊急安排。
- ✓ 住宿及膳食安排：寄宿學校期中假(Half-Term)及學期末(Term-End)的住宿及膳食安排。

**服務費用：**

- ✓ 詳情請參考價目表 (以上服務要額外付費)

**額外服務及費用：**

- ✓ 如學生在復活節、聖誕節及暑假期間需要監護人服務，每次需要額外收費 £600。

### Carefree Guardianship:

**Suitable student:**

- ✓ Students who are enrolled in university foundation courses and universities over the age of 16

**Service provides:**

- ✓ Contact parents: Contact parents under urgent and special circumstances.
- ✓ Airport pick up: Transport arrangement to and from school/homestay accommodation.
- ✓ Transportation arrangement: Transport arrangement to and from the schools/homestay accommodation in the UK under urgent and special circumstances.
- ✓ 24/7 emergency assistance: 24 hours a day emergency contact, emergency arrangement for matters related to medical, transportation, accommodation and academic issues.
- ✓ Accommodation and meal arrangement: Accommodation and meal arrangement during half-term or end of term break for students studying at boarding schools.

**Service Charge:**

- ✓ Please refer to the fee table for more details (Extra charges will apply to the above services)

**Additional service and charge:**

- ✓ If the student needs guardianship service during Easter, Christmas or summer holidays, an extra £600 will be charged each time.

## 銀級計劃：

### • 適合對象：

16歲以上的學生。

### • 服務範圍：

家長聯絡：每星期與家長保持聯絡。

機場接送：安排機場往返學校宿舍或寄宿家庭的交通。

交通安排：安排學校宿舍或寄宿家庭往返英國各城市的交通。

24/7緊急援助：24小時全天候緊急聯絡，就醫療、交通、住宿及學業上作緊急安排。

住宿及膳食安排：寄宿學校期中假及學期末的住宿及膳食安排。

住宿探訪：學生初抵埗後進行兩小時三十分鐘的日間住宿探訪。

### • 服務費用：

詳情請參考價目表（部份服務要額外付費）

### • 額外服務及費用：

如學生在復活節、聖誕節及暑假期間需要監護人服務，每次需要額外收費 £500。

## Silver Guardianship:

### • Suitable student:

✓ Students over the age of 16

### • Service provides:

✓ Contact parents: Regular contact with parents weekly.

✓ Airport pick up: Transport arrangement to and from school/homestay accommodation.

✓ Transportation: Transport arrangement to and from school accommodation/ host family within the UK.

✓ 24/7 emergency assistance: 24 hours a day, emergency contact, emergency arrangement for matters related to medical, transportation, accommodation and academic issues.

✓ Accommodation and meal arrangement: Accommodation and meal arrangement during half-term or end of term for those studying at boarding school.

✓ Accommodation visit: 2.5 hours of daytime school accommodation visits upon students' arrival.

### • Service Charge:

✓ Please refer to the fee table for more details (Extra charges will apply to the above services)

### • Additional service and charge:

✓ If the student needs guardianship service during Easter, Christmas or summer holidays, an extra £500 will be charged each time.





## 金級計劃： \*\*\*\*\* (服務升級 照顧全備) \*\*\*\*\*

### • 適合對象：

- ✓ 所有學生適用，特別適合寄宿學生。

### • 服務範圍：

- ✓ 家長聯絡：每天更新學生情況(如需要)。
- ✓ 機場接送：安排機場往返學校宿舍或寄宿家庭的交通。
- ✓ 交通安排：安排學校宿舍或寄宿家庭往返英國各城市的交通。
- ✓ 24/7 緊急援助：24小時全天候緊急聯絡，就醫療、交通、住宿及學業上作緊急安排。
- ✓ 住宿及膳食安排：寄宿學校期中假及學期末的住宿及膳食安排。
- ✓ 住宿探訪：學生初抵步後進行兩小時三十分鐘的日間住宿探訪。
- ✓ 緊急探訪：學生在英期間，如身體嚴重不適或被送醫院、航班延遲或取消、住宿安排有問題、被學校停課等情況，會進行兩小時三十分鐘的日間或夜間緊急探訪，次數僅限每年一次。
- ✓ 家長聚會：代表家長出席家長日，為子女跟進學業情況。
- ✓ 家長支援：定期向家長匯報學生的學業進度，並就著選科、簽證和日常生活提供意見。

### • 服務費用：

- ✓ 詳情請參考價目表（部份服務要額外付費）

### • 額外服務及費用：

- ✓ 如學生在復活節、聖誕節及暑假期間需要監護人服務，每次需要額外收費 £400。

## Gold Guardianship: \*\*\*\*\* (Service Upgrade) \*\*\*\*\*



24小時專責群組  
24 Hours Exclusive Chat Group

### • Suitable student:

- ✓ Suitable to all students

### • Service provides:

- ✓ Contact parents: Daily update, if any.
- ✓ Airport pick up: Transport arrangement to and from school/ homestay.
- ✓ Transportation: Transport arrangement to and from school dormitories/ homestay within the UK.
- ✓ 24/7 emergency assistance: 24 hours a day, emergency contact, emergency arrangement for matters related to medical, transportation, accommodation and academics issues.
- ✓ Accommodation and meal arrangement: Accommodation and meal arrangement during half-term or end of term for those studying at boarding school.
- ✓ Accommodation visit: 2.5 hours of daytime accommodation visits upon student arrival.
- ✓ Emergency visit: While the student is in the UK, when they come across situations such as serious illness or hospitalisation, delay or cancellation of flight issues with accommodation arrangement, school suspension, etc., there will be a 2.5 hours day or night emergency visit, once a year.
- ✓ Parents gathering: Representing parents on parents' days to follow up on their childrens' study progress.
- ✓ Parental support: Report regularly the progress of the student to the parents and provide expert advice on the selection of subjects, visas and daily life.

### • Service Charge:

- ✓ Please refer to the fee table for more details (Extra charges will apply to the above services)

### • Additional service and charge:

- ✓ If the student needs guardianship service during Easter, Christmas or summer holidays, an extra £400 will be charged each time.





## 卓越計劃：\*\*\*\*(定制服務 貼心周到)\*\*\*\*

### • 適合對象：

- ✓ 所有學生適用，特別適合需要更貼心服務的學生。

### • 服務範圍：

- ✓ 家長聯絡：尊貴群組無間聯繫。
- ✓ 機場接送：安排機場往返學校宿舍或寄宿家庭的交通。
- ✓ 交通安排：安排學校宿舍或寄宿家庭往返英國各城市的交通。
- ✓ 24/7 緊急援助：24小時全天候緊急聯絡，就醫療、交通、住宿及學業上作緊急安排。
- ✓ 住宿及膳食安排：寄宿學校期中假(Half-Term)及學期末(Term-End)的住宿及膳食安排。
- ✓ 住宿探訪：學生初抵步後進行兩小時三十分鐘的日間住宿探訪。
- ✓ 緊急探訪：學生在英期間，如身體嚴重不適或被送醫院、航班延遲或取消、住宿安排有問題、被學校停課等情況，會進行兩小時三十分鐘的日間或夜間緊急探訪，提供每學年兩次免費探訪。
- ✓ 家長聚會：代表家長出席家長日，為子女跟進學業情況。
- ✓ 家長支援：定期向家長匯報學生的學業進度，並就著選科、簽證和日常生活提供意見。
- ✓ 額外探訪：學生初抵步探訪及緊急探訪外，每學期兩次到訪學校、宿舍家庭或參加學校活動，進行兩小時三十分鐘的日間額外探訪。

### • 服務費用：

- ✓ 詳情請參考價目表

### • 額外服務及費用：

- ✓ 如學生在復活節、聖誕節及暑假期間需要監護人服務，不需要額外收費。（已豁免）

## Premier Guardianship: \*\*\*\*(Customized service)\*\*\*\*

### • Suitable student:

- ✓ Suitable for all students with extensive care.

### • Service provides:

- ✓ Contact parents: Unlimited contact with exclusive chat group.
- ✓ Airport pick up: Transport arrangement to and from school/ homestay.
- ✓ Transportation: Transport arrangement to and from school dormitories/ homestay within the UK.
- ✓ 24/7 emergency assistance: 24 hours a day, emergency contact, emergency arrangement for matters related to medical, transportation, accommodation and academics issues.
- ✓ Accommodation and meal arrangement: Accommodation and meal arrangement during half-term or end of term for those studying at boarding school.
- ✓ Accommodation visit: 2.5 hours of daytime accommodation visits upon student arrival.
- ✓ Emergency visit: While the student is in the UK, when they come across situations such as serious illness or hospitalisation, delay or cancellation of flight issues with accommodation arrangement, school suspension, etc., there will be a 2.5 hours day or night emergency visit, two times free visit for the academic year.
- ✓ Parents gathering: Representing parents on parents' days to follow up on their childrens' study progress.
- ✓ Parental support: Report regularly the progress of the student to the parents and provide expert advice on the selection of subjects, visas and daily life.
- ✓ Extra visits: Apart from the visits upon the students' initial arrival there will be two extra day visits for the student per semester for 2.5 hours per visit on matter related to school, accommodation or school activity participation.

### • Service Charge:

- ✓ Please refer to the fee table for more details (Extra charges will apply to the above services)

### • Additional service and charge:

- ✓ If the student needs guardianship service during Easter, Christmas or summer holidays, no additional charges is needed. **(Inclusive)**



24小時尊貴群組  
24 Hours Exclusive Chat Group

31<sup>st</sup> December  
2023

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## 琥珀監護人申請程序

- ① 學生及家長與琥珀教育顧問聯繫 → 安排申請監護人手續 → 家長填寫登記表提供所需證明文件 → 簽署合同，並按照參加計劃價目繳費 → 註冊工作完成
- ② 琥珀顧問與倫敦總部聯繫，安排適合之監護人。
- ③ 在教育顧問的安排下，家長、學生和監護人建立社交媒體聯絡群。(只適用於金級計劃及卓越計劃)
- ④ 監護人通知學校已經獲委任成為學生的監護人，並向學生發出文件，協助學生申請簽證和安排一切入學相關事宜。

## Amber Guardianship Application Process

- ① Students and parents contact the Amber Education consultant to arrange the application for guardianship → Parents fill in the registration form and provide the required supporting documents → Sign the contract and pay according to the plan chosen → Registration completes
- ② The Amber consultant will contact the London headquarter to arrange a suitable guardian.
- ③ Parents, students, and guardians establish social media contact groups which will be arranged by the education consultant. (Applicable to Gold or Premier Plan only)
- ④ The guardian informs the school that he or she has been appointed as a guardian of the student, and issues documents to assist the student apply for a visa and handle all admission related matters.

# 琥珀教育監護人價目表

生效日期：1/1/2023

費用		無憂計劃 Carefree Guardianship	銀級計劃 Silver Guardianship	金級計劃 Gold Guardianship	卓越計劃 Premier Guardianship
		報名費	£150	£150	£150
服務年費 (學期間)		£800	£1,800	£2,850	£5,000
寄存按金		£900	£1,200	£1,200	£1,200
重要	監護人簽證信， 與學校登記監護人	✓	✓	✓	✓
	24/7 緊急援助	✓	✓	✓	✓
	家長/學生聯絡	只限緊急情況	✓	✓	✓
	Whatsapp/ WeChat 尊貴群組	×	×	✓	(優先)
食住行 *1*3*4	機場接送安排費 (另加額外費用)	£300+	£200+	£150+	抵埗後一次免費 接見+接送服務 △*2
	交通*1*3	@ £50	@ £20	@ £10	全年免費安排
	額外項目(少於£500)	@ £50	@ £20	@ £10	
	住宿及膳食安排 (最少兩晚起)	£120/晚	≥ £50/晚 (以地區而定)		
隔離/Covid-19：每晚另加 £100 (如有)					
探訪 *1*3 (少於 2.5小時)	初次探訪費*2			£150+(日)	一次免費△
	緊急探訪費	日間每次 £300+	日間每次 £200+	每年一次免費	每年兩次免費
	額外探訪費	夜間每次 £500+	夜間每次 £350+	£200(日)/ £350(夜)	每年一次免費
其他 *1*3	出席家長會面/ 網上家長日			每年一次免費	每年三次免費
	文件翻譯	@ £200	@ £100	@ £50	免費
	協助托運	@ £200	@ £100	@ £80	免費
	長假期費	@ £600	@ £500	@ £400	免費
	長假行李寄存*	@ £500	@ £400	@ £300	@ £100

\*1 支出費用從學生的寄存按金中扣除，剩餘按金會在相同戶口退還

\*2 只適用於學生初抵埗後的首個學期

\*3 額外收費：所有交通費用，住宿費用，職員工作時餐飲費用，雜項服務費，職員的來回車費 / 額外住宿

\*4 如預訂超過6晚者，將以較低價格計算

# 緊急探訪 - 例如學生感到生理/心理嚴重不適，監護人可作即時探訪以了解狀況，並即時向家長匯報

\* 所有計劃已包括監護人簽證\*

△ 已包括職員的來回車費，但不包括學生或家人的車資

+ 每學生兩件行李，另加運費。任何損壞或遺失，不作賠償。需通過保安檢查，確保不包含任何不法物品。

注意：所有收費如有更改，不作另行通知。

# Amber Guardianships Fee Table Effective Date: 1/1/2023

Charge		Carefree Guardianship	Silver Guardianship	Gold Guardianship	Premier Guardianship
	Registration Fee		£150	£150	£150
Year Fee (Term Time)		£800	£1,800	£2,850	£5,000
Deposit		£900	£1,200	£1,200	£1,200
Important Issues	Provide guardian letters in response to visa requirements	✓	✓	✓	✓
	24/7 Emergency assistance	✓	✓	✓	✓
	Communications: Parents/Students	Emergency Only	✓	✓	✓ (Priority)
	Whatsapp/ WeChat Group	✗	✗		
Daily matters (Food/ Accommodation/ Transport) *1*3*4	Airport Transfer Fee (Plus others cost)	£300+	£200+	£150+	One Free Greeting Service + Escort $\Delta^2$
	Transport *1*3	@£50	@£20	@£10	Whole Year Free Arrangement
	Other Services (Less than £500)	@£50	@£20	@£10	
	Accommodation with Meals (At Least 2 Nights)	£120/Night	≥ £50 /Night (According to the area)		
		Quarantine/ Covid-19 : Addition £100 Per Night (If available)			
Visit *1*3 (Less than 2.5 Hours Contact)	First Visit*2	£300 per day visit	£200 per day visit	£150+(Day)	One Free $\Delta$
	Emergency Visit			One Free visit per year	Two Free visits per year
	Extra Visit Fee	£500 per night visit	£350 per night visit	£200(Day)/ £350 (Night)	One Free visit per year
Others *1*3	Parent Meeting/ Online Parent's Day			One Free visit per year	Three Free visits per year
	Document Translation	@£200	@£100	@£50	Free
	Removal Arrangement	@£200	@£100	@£80	Free
	Long Holiday Surcharge	@£600	@£500	@£400	Free
	Long Holiday Luggage Storage*	@£500	@£400	@£300	@£100

\*1 Expenditure is deducted from the student's lodgment deposit, the remaining deposit will be returned to the same account.

\*2 Only applicable to the first semester after the student initial arrival.

\*3 Extra charges: All Transportation Costs, Accommodation Charges, Staff Meals, Miscellaneous Services Charges, Staff Transports, Staff Extra Accommodation.

\*4 The lower price range will be applied, for those with over 6 nights booking

# Emergency Visit – For example, if a student feels serious physical or mental discomfort, the guardian can make an instant visit to understand the situation and report it to the parents immediately.

\* Issue guardian letter for visa application\*

$\Delta$  Including staffs : two ways transportation cost, not include the student nor the parent(s) transportation cost.

$\Delta$  Two luggages per student, exclude shipment fee(s). No compensation for any lost/ damage, security check required, no illegal item(s) should be contained.

Attention: Prices are subjected to change without prior notice

## 香港 客服 Hong Kong Customer Service



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