

Amber Guardianships

Thank you for choosing our guardianship services!

Parents Handbook 2026-2027

Reviewed: July 2026, V6.3

Next Review: May 2027

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Amber Guardianships (UK)

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1 Welcome and introduction from Amber Guardianships

We are delighted to welcome you to Amber guardianships. Our priority is our students. Amber Guardianships works alongside the school and parents to support your child's welfare while in the UK.

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, Exeat 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: <u>02076414000</u> (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 pastoral support and assistance to the student while they are in the UK.

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. Most UK boarding schools require international students to have a UK-based guardian to keep them 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:

All staff, homestays and service providers are independent of the schools attended by students under our care. During recruitment and onboarding, staff and homestays are required to declare any relationships or potential conflicts of interest with partner schools. Any such declarations are reviewed to ensure independence is maintained.

Joey Tang, Operations Manager

- Report to 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.
- Keeping a record of all guardians and host family safeguarding training
- 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 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.
- Have safeguarding online training level 1, Level 3 Safeguarding Lead training and Prevent training.
- Has GDPR online training and ensures student data collection and storage are in line with the company's data protection policy.
- Attending company meetings to receive regular safeguarding updates, at least once per year.
- Bilingual: can communicate effectively with schools, host families, parents and students.

Lousia Cheung, Guardian Manager

- Reporting to Operations Manager
- Main point of contact for the parents and the students, and school.
- Recording student details and activities.
- Pairing the student with welcoming host families, arranges students' homestay, transportation, etc.
- Keeping a record of all guardian and host family safeguarding training.
- Acts as Deputy Designated Safeguarding Lead (DDSL) and Prevent Lead.
- Taxi driver DBS checking and booking for students.
- Providing emergency assistance to students.
- University graduates and understanding of the UK educational system well.
- Have safeguarding online training level 1, Level 3 Safeguarding Lead training and Prevent training.
- Have GDPR training and ensure that all the data collection is in line with the company's data protection policy.
- Attending 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 & Guardian Coordinator

Duties and Responsibilities:

- Reporting to Operations Manager and Guardian Manager
- 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.
- Recording student personal and financial activities, such as host family booking, host family fee spending, uniform purchase, transportation fee, etc.
- Assisting Operation Manager and Guardian Manager for Host family recruitment, such as interview note taking, certificate collecting and checking, 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.
- Taxi driver DBS checking and booking for students.
- Attending parent meetings if needed.
- Translating school reports and other school documents to parents.
- Attending and preparing reports of Amber Guardianships meeting as scheduled.
- Has Safeguarding Training Level one
- Has GDPR online training and ensures student data collection and storage are in line with the company's data protection policy.
- Attending company meetings to receive regular safeguarding updates, at least once per year.

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.
- Host families are expected to manage behaviour appropriately and safely in line with safeguarding guidance. Corporal punishment is strictly prohibited.
- 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.
- Completes safeguarding updates provided by Amber Guardianships at least annually during our annual revisit and remains aware of any changes to safeguarding procedures, legislation and guidance.
- Reports any safeguarding concerns immediately to Amber Guardianships in accordance with the Safeguarding and Child Protection Policy.
- Regularly reports to the Amber Guardianships London office.
- Attends Amber Guardianships meeting as scheduled.
- Has Enhanced DBS check.
- Has safeguarding online training level 1.
- Sign Amber Guardianships medical and self- declaration forms.
- British citizens or settled status in the UK.

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 provide guardianship support and welfare oversight for the student during periods covered by the guardianship arrangement 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 during periods covered by the guardianship arrangement.
- To ensure that suitable homestay accommodation is provided to boarding school students where required during half terms and school holidays, £80 per night or above (London, Cambridge, Oxford and Edinburgh) or £65 per night (The rest of the UK). Accommodation fees are subject to periodic review and confirmation at time of booking.
- To liaise with the Parents, the School and the Host Family and generally to provide for the welfare of the student during the guardianship arrangement.

- 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, WeChat or emails within a group, including the parents, Education consultant and the student. This is to ensure the communication's transparency. All communication is conducted in line with safeguarding and data protection policies.

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 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. For any activity, we will seek parental consent and will only provide our signature once parental approval has been received, particularly for activities that are strenuous or potentially dangerous.

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 attend 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 always be contactable 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 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 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 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. Staff-to-student ratios are determined according to the activity, age of students, and safeguarding risk assessment.

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. Accommodation arrangements are risk assessed to ensure age-appropriate safeguarding arrangements for all students.
- 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 all staff members share responsibility for safeguarding. The Designated Safeguarding Lead (DSL) oversees safeguarding procedures and concerns. All are trained to a minimum safeguarding level 1.

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

All policies are published on the Amber Education website: <https://www.amberedu.co.uk/guardianshippolicy>

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 or buy the UK SIM card in home country or at the UK airport.

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 in the UK. This would mean the student could put their money safely into a bank and if they run out of money you could transfer money over to the UK bank account.

Arrangement for Expenses: Any expenses incurred on behalf of a student are communicated directly to parents or the appointed agent to ensure transparency. Expenses are deducted from the student's deposit account where applicable, or require immediate payment for students on a basic guardianship package.

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- See P.36 - Permission to Travel Letter

Provided we have been given accurate and relevant travel details at least two weeks prior to the student's arrival in the UK, we will provide all necessary information regarding the student's travel arrangements within the UK. Where the guardianship organisation is responsible for arranging travel, a full written record of all travel arrangements will be maintained and shared, as appropriate, with the student, parent, agent, school and host family. This record will include the date, time, collection and drop-off locations, mode of transport, and the name of the transport provider.

We will arrange for the student's collection from the airport and transfer to the host family upon arrival, as well as transport to the airport at the end of their stay if required. We will also arrange transport to and from host families during school holidays and exeat periods where necessary. Travel costs will be charged as an additional expense and paid through the Student Lodgement Account.

Suitable parental permissions and authorisations will be obtained before any travel arrangements are undertaken on behalf of students in our care. For all students under the age of 18, a Permission to Travel Letter will be sent to the parent or legal guardian for completion and signature prior to the journey. We strongly recommend that students under the age of 18 carry a copy of this letter when travelling.

Where taxi services are used, we will only use reputable, licensed vetted taxi firms. We will obtain and retain written confirmation from the taxi company that appropriate safeguarding checks, including Enhanced DBS/PVG checks where required, have been completed for drivers transporting our students.

We will ensure that all relevant legal requirements relating to the use of child seats, booster seats and seat belts are adhered to. Students and host families will be informed of these requirements, and appropriate arrangements will be made based on the student's age, height and applicable legal obligations.

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 & Edinburgh : **From £80 or above per night**

All other areas: **From £60 or above 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 family members 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.

Host families may have individual house rules, which operate alongside Amber Guardianships safeguarding and welfare expectations. The rules will be given to your child upon arrival. Please respect and follow them accordingly.

Booking Amber Guardianships Homestay Accommodation

Parents should submit requests for homestay accommodation to Amber Guardianships as early as possible, preferably **before the start of each school term (September, January and April)**, to allow sufficient time for arrangements for school holidays and exeat weekends.

If accommodation is not requested at that stage, students should notify Amber Guardianships as soon as their plans are confirmed and **2 weeks before the start of any school holiday**, exeat weekend or other period requiring accommodation.

Homestay and transport requirements are normally collected during the application process. If you selected "Decide Later" on your application form, you must notify your Designated Guardian or the Amber office as soon as your plans are confirmed.

When requesting accommodation, students should provide:

- Arrival and departure dates and times;
- Travel arrangements;
- Any dietary, medical or welfare requirements;
- Any other relevant information.

Amber Guardianships will confirm the homestay booking and provide the host family's details before the placement wherever possible.

Sharing Student Information with Host Families

To help us arrange a suitable homestay, we ask for parental consent at the registration stage to share relevant information with prospective host families. This may include the student's name, age, sex, school, homestay preferences or specific requests, allergies, relevant medical information, dietary requirements (where applicable), and interests to help ensure an appropriate match. We only share information that is necessary to arrange safe and suitable accommodation.

If you do not wish us to share particular information, or if there are any restrictions on the information that may be shared, please inform Amber Guardianships as soon as possible so that we can discuss how best to meet your child's needs while maintaining their safety and welfare.

Emergency Homestay Accommodation

If a student requires emergency accommodation due to illness or a medical issue (please refer to Section 3.1.5 Medical Needs), welfare concerns, suspension from school (please refer to Chapter 5), or another unforeseen emergency, Amber Guardianships will assess the situation and make appropriate arrangements as quickly as possible.

Where necessary, Amber Guardianships will arrange placement with a suitable approved host family or other appropriate guardian accommodation that meets the student's welfare and safeguarding needs. All emergency placements will be subject to appropriate safeguarding checks and risk assessments.

Amber Guardianships will liaise with the student, parents, school, host family and, where appropriate, medical professionals or other relevant agencies to ensure that the student receives the necessary care and support.

Parents will be kept informed of significant developments, and emergency arrangements will be managed in accordance with Amber Guardianships' Safeguarding and Child Protection Policy and Emergency Procedures, which are available on our website: <https://www.amberedu.co.uk/guardianshippolicy>

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

Wi-Fi 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.

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, 3 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 3 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 Needs

Feeling Unwell or Minor Illness

If your child feels unwell at any time during a stay with a host family, they must inform the host family immediately. The host family will provide appropriate support and care if your child becomes unwell or has an accident. Where necessary, the host family will seek medical advice and may arrange a GP (doctor) appointment for your child.

If your child needs urgent medical advice but it is not an emergency, they can contact **NHS 111** by calling **111**. The host family or Amber Guardianships can assist your child in accessing this service where required.

The host family will inform Amber Guardianships of any significant medical concerns. Amber Guardianships will keep parents informed about your child's situation and any important updates regarding their health and wellbeing. The guardian will provide support throughout the process and assist the student and family with communication, appointments and any necessary arrangements.

Medication Requirements

Parents must ensure that their child has sufficient prescribed medication and any necessary medical supplies to cover the full duration of their stay with the host family. Medication should be provided in its original packaging with clear instructions for use.

Students and parents must provide Amber Guardianships and the host family with relevant information about any medical conditions, prescribed medication, allergies or specific healthcare requirements before the stay begins.

Where a student requires medication during their stay, the student, parent and host family should follow the agreed arrangements to ensure that medication is stored safely and taken as instructed. Students should not share medication with others.

The guardian will provide support where required, including assisting with communication between the student, parents, host family, school and healthcare professionals.

Medical Support at Boarding Schools

Most private schools have their own medical facilities and healthcare arrangements. If your child becomes unwell whilst boarding, they must inform the school houseparent or boarding staff, who will arrange medical support or a doctor's appointment if required.

Dental and Optical Treatment

If your child requires dental treatment, please ask the guardian or houseparent to assist your child in arranging an appointment. The guardian or houseparent will discuss the likely costs with the dentist before treatment proceeds. If your child has private medical insurance, these costs may be covered depending on the terms of the policy.

Optical treatment is also generally not free in the UK. If your child requires an eye test, glasses or other optical treatment, the guardian or houseparent can assist with arranging an appointment and will discuss any expected costs before treatment.

Serious Illness or Hospital Treatment

If your child has a more serious illness or injury and needs to attend hospital, the host family will contact Amber Guardianships immediately. Amber Guardianships will inform parents or legal guardians without delay and provide ongoing support as required.

In an emergency where there is an immediate risk to life or serious injury, the host family, student or guardian should call 999 for emergency services.

Emergency Accommodation Due to Medical Needs

If your child is unable to return to school or their usual accommodation due to illness, medical advice, hospital discharge, safeguarding concerns or another unforeseen emergency, Amber Guardianships will assess the situation and arrange suitable emergency accommodation where appropriate.

Emergency accommodation may include placement with an approved emergency host family or other suitable accommodation following a safeguarding and welfare risk assessment. Amber Guardianships will work with the student, parents, school, host family and relevant professionals, where appropriate, to ensure the student receives suitable care and support.

The guardian will continue to support the student throughout the process, including assisting with communication between the student, family, school, host family and healthcare providers where required.

For information regarding emergency accommodation arrangements during a contagious illness, pandemic or public health emergency, please refer to Appendix III Contagious pandemic of this handbook and Our responsibilities during a contagious pandemic are stated in “*AG Emergency Procedure*” which review annually and all policies are available on the Amber Education Website:
<https://www.amberedu.co.uk/guardianshippolicy>

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

The purchase of alcohol by persons under 18 is prohibited by UK law. Schools and host families may apply stricter rules.

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

Amber Guardianships prohibits students from engaging in sexual activity whilst in their care, even if they are over the age of consent. In the UK, the legal age of consent is 16 years old. This means that it is illegal for anyone to engage in sexual activity with a person under the age of 16.

Students are expected to behave responsibly and respectfully towards others at all times. Any inappropriate sexual behaviour, harassment, exploitation, or non-consensual conduct will be treated extremely seriously and may be reported to the appropriate authorities.

It is an offence for a person to intentionally touch another person sexually without their consent or without a reasonable belief that they consented. Sexual touching includes any physical contact, whether with a part of the body, through clothing, or using an object.

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 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.

4.1.11 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 must 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 always take extra care 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.

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.

6.3 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.

6.4 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.

6.5 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.

6.6 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 investigate their grievance.
- A final response will be drafted, acknowledging the complaint and presenting a solution, where possible.

6.7 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.

6.8 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.

6.9 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.

7 Partners

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>

8 Appendix I Deposit Statement

Amber Guardianships will provide the deposit statement upon parents' request or when required.



Consultant:
Guardian:

Date issued: 12-Aug-2025
Student:
Plan: Gold
School Name:
School Area:

Lodgement deposit - Detailed summary

Date	Particulars	Top-up amount (GBP)	Total Amount (GBP)
12-August-2025	Guardianships fee	5,700.00	
12-August-2025	Less: Registration fee for period Sep-2025/2026 (Gold Plan)	(200.00)	
12-August-2025	Less: Three terms fee for period Sep-2025/2026 (Gold Plan)	(3,500.00)	
		2,000.00	2,000.00
Date	Particulars - By Coordinator (Guardian)	Spending amount (GBP)	
Date	Particulars - By Host family	Spending amount (GBP)	
12-August-2025	Ending balances		

Notes:-

1. In order to keep account active parents are required to reinject once ending deposit falls below GBP2000.00 . Amber will reserve the right to withhold our services until funds are made available.

2. If any discrepancies are found, please report within 14 days from the date of this statement.

Please pay by bank transfer to our bank account in HKD or GBP (GBP exchange rate at 10.5)		Amber Education (Hongkong) Services Limited	
Account Name:	Amber Education (Hong Kong) Services Limited		
Bank Name:	HSBC	Address:	
Account Number:	491-832432-838	Room 1208, Tai Yau Building,	
Bank Address:	1 Queen's Road Central Central Hong Kong	No. 181 Johnston Road, Wan Chai, Hong Kong	
Swift Code:	HSBCHKHHKHKH		

9 Appendix II Student Checklist

9.1 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.

9.2 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.

9.3 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_i
nto_the_UK_leaflet.pdf](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>

9.4 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.

9.5 Permission to Travel Letter

Dear Sirs

Re: *[Name; DOB; Nationality; Passport Number of student]*

School: *[Name and address of school attending]*

We can confirm that we are the biological parent(s) of *[insert name of student]*

We can confirm that our son/daughter will commence studies on the *[insert date]* at *[insert name of school]*, an independent boarding school in the UK. As a boarding student, my son/daughter will be resident at the above school during his/her time in the UK. We can confirm that we give our consent to any national or international travel which our child needs to undertake between school and travelling home and the living arrangements provided by the school.

We can confirm that we will be financially responsible for our child's academic and boarding fees throughout their stay in the UK. The funds are available in full for our child.

We would very much appreciate your assistance in granting our son/daughter leave to enter so that they may commence their studies in the UK.

[Signed by parent]

10. Appendix II - Contagious Pandemic

Our responsibilities during a contagious pandemic are stated in “AG Emergency Procedure” which review annually and all policies are available on the Amber Education Website:

<https://www.amberedu.co.uk/guardianshippolicy>

Source: AG Emergency Procedure 2026-2027, <https://www.amberedu.co.uk/guardianshippolicy>

3.2 Pandemic/ Contagious Outbreak

Pandemics can cause major disruption to travel and schooling. It is important in such events to take advice from the government, UK Health Security Agency (UKHSA) and the World Health Organisation. AEGIS provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic, it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic, Amber Guardianships may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. Amber Guardianships will work with parents to find flights to home countries where required. Amber Guardianships will also work with schools to meet students’ needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Amber Guardianships will work with parents and schools to find suitable quarantine accommodation for students where required.

3.2.1 Contingency Care Plan for Pandemic Occurrences

Amber Guardianships’ response to any boarding students in our care being affected by exposure to pandemic occurrences whilst in the UK will follow the AEGIS Contingency Care Plan for Pandemic Occurrences guideline.

Included in such incidences could be the Covid-19, a reoccurrence of the H1N1 Virus of Swine Flu, or serious influenza outbreaks. The contingency plan is designed to give a suggested solution to a potential problem; and to set out and explain the limitations of Amber Guardianships.

Term Time - contracting an infectious or contagious illness in school during term time and the school remaining open

Research shows that the majority of schools have a contingency plan to care for any overseas boarding student in their school who may contract a pandemic-type virus during term time whilst the school remains open.

Whilst preferring such students to go home and be cared for by parents/education guardians if the students are well enough to travel, nevertheless the schools do not insist on the student being removed when contagious and unwell and indeed recognise this is not always possible. However, some schools state in their guidelines that should an overseas student contract with a contagious or infectious illness then they expect the parents/education guardian to remove that student immediately with no apparent flexibility or understanding that this may not be feasible and could contravene the advice given by the Department of Health at that time.

Whilst respecting that schools have the right to publish their individual policies relating to a pandemic situation, Amber Guardianships wishes to clarify that guardianship organisations may not always be able to fulfil such policy requirements.

It is therefore understood that should Amber Guardianships be asked by the school to rehouse a sick student if well enough to travel and has parental permission, then we should try and accommodate the request. However, schools must accept that if we are unable to carry out the request then the school must care for the student on school premises.

Term Time: Where a school closes due to pandemic outbreak

It is accepted that if a school closes, Amber Guardianships will collect any healthy children and accommodate them in the normal way. Amber Guardianships will work with schools, parents and relevant agencies to support students affected by a pandemic outbreak. However, if we are unable to accommodate them in a host family, a contingency plan to take them under our care will become effective. We will ask for parental permission and medical advice before removing the students if they are unwell so as not to put the children's health at risk nor jeopardise any agreement with the parents.

Holiday Time:

Amber Guardianships accepts that any student contracting a pandemic type virus who cannot travel home or go to a host family during exeats/half terms/longer holidays, is our responsibility. We also accept that should a student fall ill whilst at a host family they are under the care of the guardianship and remain so until the student is well enough to return to school, even if this extends beyond the holiday period into term time. If a school is closed and students are unable to travel, an emergency plan will be in place to enable us to take the student under our care until such time that the student is fit enough to either return home or go to school.

In light of the Severe Acute Respiratory Syndrome (SARS) epidemic in 2003, and the Swine flu pandemic of 2009, if an outbreak of any infectious or contagious disease is reported in the country that the student resides, parents may be asked to certify that their child has not suffered from any illness or signs of illness in the three months preceding their entry to the UK and that, as far as parents know, their child has not been in contact with anyone suffering from any infectious or contagious disease before Amber Guardianships agrees to accept the student into our care. Amber Guardianships may undertake one or any of the following actions should cases of such diseases be reported: To require that the child be medically examined before being sent to the UK, and a medical certificate be issued to state that the risk of carrying any infectious or contagious disease is minimal. Any medical certificate provided must be in English.

If the child refuses to be medically examined upon request, Amber Guardianships will review whether it is safe and appropriate for the guardianship arrangement to continue. To refuse to accept the student into our care if the medical examination suggests the likelihood of exposure to any infectious or contagious disease or if we have any reason to suspect that the student may have been exposed to any infectious or contagious disease.

Once the student has arrived in the UK, we will make every effort to find accommodation for the student, if accommodation arrangements become unavailable or unsuitable for safeguarding or health reasons including the school closing due to a pandemic or contagious outbreak, we will accept the student into our care for the sole purpose of arranging the student's travel home. The cost of the return airfare and any costs incurred accommodating the student in such circumstances will be reimbursed by the parents.

Amber Guardianships– Service Information

Amber Education (HK / China / Others)

Student Name: _____

School Name (Postcode): _____

Consultant: _____

Email: _____

Tel: _____

Amber Guardianships (UK)

Operations Manager: Ms Joey Tang (London Office)

Email: joey.tang@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: _____

Address: _____

Host Family name: _____

Location: _____

