

## **Statement of Company Aims, Principles and Practice**

Amber Education (HK) Services Ltd. is a company based in Hong Kong with a focus exclusively on the British and Chinese education markets, which has one office in London, 2 offices in Hong Kong and 7 offices in Mainland China.

Founded in 1989, Amber Education (HK) Ltd. has developed rapidly to become the largest provider in recruiting educational students to UK Universities and boarding schools. Our company also has close connections with hundreds of higher education institutions, spanning the United States, Australia, New Zealand, Canada and Switzerland.

Amber Education (HK) Services Ltd. has established Amber Education (UK) Services Ltd in 2015. In May 2016, Amber Guardianships was launched- a guardianship service that is designed to cater for the students that our Hong Kong and China offices send to UK boarding schools every year.

Adhere to the principle of providing a professional, tailored service to schools and parents, and follow the AEGIS Code of Practice. Amber Guardianships' highest priority is to safeguard the welfare of the children we work with. We provide 24 hours, seven days a week service that offers a high level of support to students, parents, schools and host families. We aim to ensure students obtain the best academic results in our care whilst supporting them with a secure and caring environment during their stay in the UK.

Amber Guardianship's multilingual team will explain every detail of our services to parents in their native languages.

### **Aim of Amber Guardianships**

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

Amber Guardianships policies include a safeguarding 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.

## **Amber Guardianship Practice**

Our students vary in age from 12 to 18 years old.

From the moment your child is registered with Amber Guardianships, we will support them, offering pastoral support and genuine care. We build a positive, open relationship that allows for the sharing of needs and concerns. This allows us to communicate these where required to the school, or to their host family. We will:

- Acting on behalf of parents in situations where they are unable to do so due to distance or timing.
- Looking after the students' welfare in the UK, especially when the school is closed for holidays.
- School visits and regular phone calls
- 24-hour on-call response for medical emergencies, family crises, suspension or exclusion from school, or any other emergency needs.
- We build strong lines of communication with the school to enable a quick and efficient response to any needs.
- A written progress report is provided after each half-term contact.
- Academic mentoring through liaison with your child's teachers, sourcing private tuition where required, and helping you access holiday courses if they are beneficial.
- Advice regarding your child's next school, college, university, and career path, depending upon which stage of education they're at.
- Organising and accompanying on school or university visits where required.
- Attendance at school parents' meetings and other events such as sports matches, dance or drama performances, debates or music concerts, if desired.
- Management of travel needs in the UK, liaising with the school and booking public transport tickets or taxis for airport transfers, host family stays, weekend visits, or any other journeys.
- Liaising with you over planning international flights at the start and end of terms, including help with unaccompanied minor services if needed.
- Help with purchasing school uniforms, school equipment, mobile phones, or SIM cards.
- Help with registering with health providers, medical, and dental care arrangements,

banks, police, or any other official bodies, including signing all necessary documentation on behalf of parents.

- Being available for students anytime, particularly if they are worried about work, school, friends, their own family (e.g. if they are homesick), the host family they stay with, etc.
- Host family arrangement for half term, exact holidays. The host family is usually the same each time, allowing your child to develop trust, familiarity, and a warm relationship with them.
- Full enhanced DBS checks on host families and transport providers.

- Inspect the home thoroughly and annually, and offer safeguarding training.

Amber Guardianships is committed to the ongoing promise of safeguarding students. To ensure that all staff receive the most up-to-date information, safeguarding policies and related documents are available to all staff, parents/agents, volunteers, students and homestays. The policies are reviewed and redistributed annually. Should a significant change take place, the policy is immediately redistributed thereafter.