

## Parent Handbook

Welcome to Hope International Education (UK) Ltd. We understand how important it is to know your child is safe, happy, and supported while studying away from home, and we are honoured to be part of this journey with you.

Our role is more than just guardianship — we act as a caring presence for your child, someone they can turn to for guidance, reassurance, and encouragement. Whether it's helping with school matters, offering a listening ear, or ensuring their wellbeing day-to-day, we are here to provide the same care we would want for our own children.

We are excited to build a strong partnership with you, and to walk alongside your child as they grow, learn, and thrive.

### Hope International Education (UK) Ltd

Hope International Education (UK) Ltd provides the overall framework of care and support for your child while they are studying away from home. We act as a trusted link between you, your child, their school, and the homestay family.

- We oversee all welfare arrangements to ensure your child's safety, wellbeing, and happiness.
- We provide 24/7 emergency support, so you and your child always have someone to turn to.
- We maintain regular communication with you and keep you updated on your child's progress.
- We coordinate with schools and host families to address any academic, social, or personal concerns.

### The homestay

- A homestay family provides your child with a warm, safe, and welcoming home environment outside of school.
- Offers accommodation, meals, and day-to-day care when your child is not in school (e.g., during weekends or holidays).
- Provides a family atmosphere where your child can feel at home.
- Encourages your child to adapt to British culture and improve their English in a supportive setting.
- Works closely with the guardian and organisation to ensure consistent care.

## The Guardian

Your child's guardian is the dedicated individual who will personally support them during their time in the UK.

- Acts as your child's local, responsible adult in your absence.
- Attends school meetings, parents' evenings, or appointments on your behalf when needed.
- Provides guidance, reassurance, and a listening ear for your child.
- Ensures your child is safe, happy, and well cared for in their homestay or boarding school.

## Safeguarding

Hope International Education (UK) Ltd is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, and data protection that provide further information and outline our procedures.

We have a trained Designated Safeguarding Lead. You or your child can raise a safeguarding concern with your contact at the guardianship organisation or directly to the Designated Safeguarding Lead (contact numbers are included in the table below). Alternatively, you may wish to raise a concern directly with the school your child attends. All schools have their own Designated Safeguarding Lead. Please note that any concern that you or your child raise with us will be taken seriously and will be handled in line with our published procedures.

## Statement of services

Hope International Education (UK) Ltd agrees to provide the following guardianship services for students under our care, in accordance with the Parent Contract:

### 1. Guardianship and Student Welfare

- Act as the responsible adult for your child in the UK during their period of study.
- Provide a Designated Guardian who will be the student's main point of contact.
- Ensure regular welfare checks and maintain open communication with parents.
- Provide 24/7 emergency support for students and families.

### 2. Safeguarding and Child Protection

- Operate under a clear safeguarding policy, with a Designated Safeguarding Lead (DSL) overseeing all safeguarding matters.
- Respond promptly to any welfare or safeguarding concerns.
- Liaise with schools, homestay families, and parents to ensure safeguarding responsibilities are met.

### 3. Homestay Accommodation (if applicable)

- Arrange and monitor homestay placements that provide safe, welcoming, and supportive environments.
- Ensure all homestay providers are fully vetted and compliant with safeguarding requirements.
- Maintain regular checks to confirm the quality of care provided.

### 4. School Liaison and Academic Support

- Act as the communication link between parents and the school
- Attend school meetings, parents' evenings, or disciplinary hearings on behalf of parents when required.
- Support the student with academic or pastoral matters raised by the school.

### 5. Travel, Holidays, and Exeat Weekends

- Support arrangements for travel at the beginning and end of terms, half-terms, and exeat weekends.
- Ensure safe and appropriate guardianship arrangements during school holidays if the student is not returning home.

### 6. Communication and Reporting

- Provide parents with regular updates regarding the student's welfare and progress.
- Respond promptly to parental queries or concerns.
- Maintain accurate records of the student's welfare, travel, and homestay arrangements.

### 7. Additional Services (by prior agreement)

- Assistance with medical appointments and healthcare matters.
- Support with visa, travel, and other practical arrangements.
- Any other services specifically requested by parents, subject to agreement and possible additional fees.

## Contact Details

There may be times that you need to contact us. We are always here to assist you with any requests or concerns that you may have. You can contact us in the following ways:

<b>General enquiries</b>	
Telephone (office hours)	073050200013
Email	m.xian@hope-studyabroad.com
Wechat ID	Zoe28032013
<b>Emergencies 24/7</b>	
Telephone	07305020013
<b>Safeguarding concerns</b>	
Designated Safeguarding Lead	Mei XIAN

## Transport Arrangements

HOPE International Education (UK) Ltd only arranges transport through appropriately licensed, insured and vetted transport providers.

### Airport Transfers

- At the beginning and end of each school term, airport transfers will be arranged for students using appropriately licensed, insured and vetted drivers. Where appropriate, transfers may be provided by:
  - From a licensed taxi company or
  - A member of our guardianship team (where required)
- Students and parents will be provided with clear instructions about the airport meeting arrangements. Where appropriate, a dedicated communication group (e.g. WhatsApp or WeChat) may be created to facilitate communication between the parent(s), student, driver and guardian. HOPE International Education (UK) Ltd will ensure that students are safely met on arrival and, where an escorted transfer has been arranged, assisted with check-in for their return journey.
- Parents must provide full travel details, including flight information, at least one week before the scheduled journey to enable transfer arrangements to be confirmed.

### Travel During Term Time

- For half-term breaks, exeat weekends, and other holiday periods, Hope International Education (UK) Ltd will arrange safe transport between school, homestays, airports, and other destinations as agreed with parents.
- Where train travel is appropriate, we will guide students throughout the journey and ensure they are met on arrival/departure at the station.
- Younger students will always be accompanied or supervised in line with our safeguarding policy.

#### Responsibilities for Organising Transport

- Parents are responsible for notifying Hope International Education (UK) Ltd of travel plans (flights, arrival/departure times, and any special requirements).
- Hope International Education (UK) Ltd is responsible for booking drivers, taxis, or tickets and confirming final arrangements with parents and students.
- Homestay families may assist with short local transfers (e.g., station pick-ups) by prior arrangement with the guardianship team.

#### Information Required from Parents

To arrange smooth and safe travel, parents must provide:

- Full flight details (airline, flight number, times, and airport terminals).
- Any special requirements (e.g., unaccompanied minor service, additional luggage, medical needs).
- Written confirmation of travel arrangements by the deadline specified by Hope International Education (UK) Ltd (normally one week before travel).

#### Emergency Arrangements

- Our team provides 24/7 support and will respond to any delays, cancellations, or travel emergencies.
- Parents will be notified immediately of any changes.

#### Requesting and arranging a homestay

HOPE International Education (UK) Ltd provides carefully selected and appropriately vetted homestay families who have been assessed for their suitability to host students. Our aim is to ensure that every student has a safe, welcoming and supportive home environment whenever they are not residing at school, including during half-term holidays, exeat weekends and other school holidays.

#### How to Request a Homestay

- Parents should contact Hope International Education (UK) Ltd in writing to request a homestay placement.

- Requests must be submitted by the deadline provided (normally four weeks before half-term/holiday).
- Parents should provide:
  - Dates when a homestay is required.
  - Any special requirements (dietary needs, medical conditions, allergies, preferences).
  - Emergency contact information.

### Arranging the Homestay

- Once a request is received, Hope International Education (UK) Ltd will identify a suitable, fully vetted host family that matches the student's needs.
- Parents will receive confirmation of the homestay details, including family information, address, and contact details.
- Homestay families are Enhanced DBS-checked (Enhanced criminal record checked) and regularly visited by Hope International Education (UK) Ltd to ensure compliance with safeguarding standards.

### During the Homestay

- Homestay families provide accommodation, three meals, and day-to-day supervision.
- They create a safe and supportive "home-from-home" environment where students can relax outside of school.
- Homestays work in close partnership with the guardian and Hope International Education to ensure consistent care.
- Parents will be informed of where their child is staying and who to contact in case of need.

### Special Requests

- Every effort will be made to accommodate specific requests (e.g., staying with the same family, cultural preferences, pets/no pets).
- These must be communicated at the time of request but cannot always be guaranteed.

### Deadlines and Charges

- Requests received after the deadline may incur additional charges or may not be guaranteed.
- All homestay arrangements are confirmed in writing before the placement begins.

### Change of plan?

There may be occasions when you need to change the arrangements that have been made for an exeat, half-term, holiday, or other periods of homestay. Please ensure that you contact us as soon as

possible, and no later than two weeks before the arranged stay. Include details of what will happen if changes are made last minute.

## Emergencies

Hope Education (UK) will respond to any requests to provide emergency support and accommodation for students. For example, this could be due to a medical issue or suspension. Where possible the student will be placed with their homestay, but if this is not possible, they will be cared for by another homestay family who works for our organisation.

## Homestay accommodation

### Type of Accommodation

- Students are placed in a family home with an approved host family.
- Accommodation is typically in a single bedroom. Where a shared bedroom is provided, this will only be arranged with the prior knowledge and written consent of the student's parent(s) or legal guardian(s), and, where appropriate, the student. Bedrooms will be furnished with:
  - A comfortable bed.
  - Storage space for clothes and personal belongings.
  - A desk or a quiet space suitable for study.
- Bedding, towels, heating, and laundry facilities are provided.

### Meals and Daily Living

- Homestay families provide full board (three meals per day) at exeat weekends, half term and holidays.
- Special dietary needs (e.g., vegetarian, halal, allergies) can be accommodated if notified in advance.
- Students are encouraged to join family meals and participate in the household as part of daily life.

### Facilities and Environment

- Students will have access to shared living areas (e.g., sitting room, dining area) and are welcomed as part of the family.
- A safe, clean, and comfortable home environment is guaranteed.
- Wi-Fi access is available for study and reasonable personal use.
- Homes are in safe areas with access to public transport where appropriate.
- Care and Support
- Host families provide day-to-day care, supervision, and encouragement.

- They help students adapt to British culture, practise English, and feel part of family life.
- Homestay families work closely with Hope International Education (UK) Ltd and the student's guardian to ensure consistency of care and communication with parents.

## Updates on student's welfare and academic progress

At Hope International Education (UK) Ltd we believe that clear and consistent communication is essential to give parents peace of mind while their child is studying in the UK. We therefore provide regular updates on your child's welfare, wellbeing, and academic progress, both at school and during any stays with a homestay family.

### Pastoral and Welfare Updates

- The guardian and Hope International Education (UK) Ltd team will check in regularly with your child to monitor their welfare and wellbeing
- After each homestay placement, feedback will be gathered from the host family and shared with parents where appropriate.
- Any welfare concerns raised by the school, guardian, or homestay will be communicated promptly to parents, alongside the steps taken to resolve them.

### Academic Updates

- The guardian will liaise with the school to monitor academic progress and behaviour.
- Where possible, the guardian will attend parents' evenings, meetings, or disciplinary hearings on behalf of parents, providing full feedback afterwards.
- Termly reports issued by the school will be shared with parents and discussed if required.
- If concerns arise about academic performance or behaviour, these will be reported immediately, and strategies will be discussed with both the school and parents.

### Communication with Parents

- Routine updates will be provided to parents at agreed intervals (e.g., after settling-in, termly, and post-homestay).
- Urgent issues relating to welfare, safeguarding, or academic matters will be communicated immediately by phone or email.
- Parents are encouraged to contact Hope International Education (UK) Ltd at any time with questions or concerns.

## Expenses

In addition to the guardianship service fee, certain expenses may arise in connection with the care and support of the student. Hope International Education (UK) Ltd will always ensure that expenses are managed transparently and responsibly.

### Types of Expenses

Expenses may include, but are not limited to:

- Transport costs (airport transfers, taxi fares, train tickets).
- Homestay accommodation fees (where not included in the standard guardianship package).
- School-related costs (uniforms, books, equipment, exam fees, activities, trips).
- Medical expenses (doctor's appointments, prescriptions, treatment, dental care, opticians).
- Personal expenses incurred on behalf of the student (pocket money advances, clothing, essential items).

### Payment of Expenses

- Parents are required to maintain an expenses deposit account with Hope International Education (UK) Ltd, from which incidental costs will be deducted.
- Parents will be asked to top up the account if the balance falls below an agreed minimum level.
- Where advance payment is required (e.g., flight tickets, large school bills), parents will be notified before arrangements are confirmed.

### Authorisation of Expenses

- Routine and minor expenses (e.g., local travel, meals, small items) will be paid from the deposit account without prior approval.
- Larger or non-routine expenses will only be incurred after consultation with parents, unless there is an urgent safeguarding or medical emergency where prior approval is not possible.
- Full receipts and records will be kept for all expenses.

### Reporting of Expenses

- Parents will receive regular statements of expenses, showing amounts spent and the balance remaining.
- Any queries regarding charges can be directed to Hope International Education (UK) Ltd for clarification.

## Life in the UK

Living in the UK may be quite different to the life your child is used to. Every country has its own customs, and it may take them a while to get used to these. Please do not worry, this is most normal. Here are a few examples of British customs to help you understand what is expected:

**Meeting people:** Sometimes British people come across as being reserved but usually they are kind, helpful and welcoming of visitors. British people usually greet each other with a handshake and use their title and surname, until being invited to use their first names. For example, when meeting a new contact, they may greet saying “Good morning, Mr Harris”. Due to the coronavirus, greetings have changed, and handshakes are not currently being used. A verbal greeting is perfectly acceptable, whilst maintaining social distancing.

**Queues:** The British people love queues! When waiting their turn, for example in a shop, bank or for public transport, people form a line one behind the other so that they are served in turn. It is considered rude to push in.

**Please and thank you:** British people greatly appreciate politeness. This means when you would like something you would start a sentence with the word “Please”, for example, “Please may I have a sandwich?” When you have received something, you should always reply with “Thank you”.

**Sorry!** The British people are often heard to say “Sorry!” This word is used if people accidentally bump into each other or make a mistake. Often people say it even if they were not to blame (for example, a person bumped into them whilst walking in the street).

**Mealtimes:** It is considered polite to wait for all people at the table to have their meals in front of them before you start to eat. Knives and forks are used to eat the vast majority of main courses, although some British families may use other cutlery to suit the cuisine. Knives and forks are placed together on the plate to indicate that the diner has finished. It is not considered polite to eat with your mouth open or speak whilst eating. Similar to the beginning of the meal, diners usually wait until everyone is finished before leaving the table, and often time is spent having a chat around the table.

## What we expect from students whilst staying with a homestay

Hope International Education (UK) Ltd expects all their students to be polite and courteous when staying with a homestay. A homestay is not a hotel, and the expectation is that your child will be included as part of the family. As such, they will be expected to engage with family members, joining them at mealtimes, and possibly helping with chores such as laying the table. Your child’s homestay will explain their own house rules to them when they arrive. Please do ask them if you have any questions.

## Student handbook and Student Behaviour Code of Conduct

Hope International Education (UK) Ltd has a student handbook and student behaviour code of conduct. These include lots of information that will prepare your child for life in the UK. We ask that you go through these with your child so that they are aware of our expectations.

## Student Finances

Hope International Education (UK) Ltd recognises that students require access to money for personal use, such as pocket money, school outings, and small day-to-day purchases. To ensure funds are managed safely and responsibly, the following arrangements apply:

### Pocket Money

- Parents are asked to agree on an appropriate amount of pocket money for their child in advance.
- Pocket money may be provided in one of the following ways, depending on parental preference and school policy:
  1. Through the school – Some schools manage pocket money directly, holding funds securely and releasing them to students on request.
  2. Through the guardianship organisation – Where schools do not provide this service, Hope International Education (UK) Ltd can manage pocket money on behalf of parents, distributing it to the student in agreed amounts.
  3. Direct from parents – Parents may choose to provide their child with a debit/prepaid card for personal spending.

### Safeguards and Supervision

- We encourage parents to set clear limits and expectations around spending.
- Large sums of cash will not be given directly to students.
- If Hope International Education (UK) Ltd is holding or distributing funds, all transactions will be logged for transparency.

### Emergency Funds

- An additional amount may be kept in the student's expenses account (held by Hope International Education (UK) Ltd) for use in emergencies such as medical costs, lost travel tickets, or unforeseen purchases.
- Parents will be informed immediately if emergency funds are used.

### Parental Responsibility

- Parents are responsible for ensuring their child has adequate funds for personal needs, either via the school, guardian, or direct arrangements.

Parents should confirm their preferred method of managing pocket money at the start of the academic year.

We will help you set up a bank account and arrange credit cards for your child if required. Please contact us and we will be able to make the necessary arrangements.

### Liability

Please note that the homestay provider and Hope International Education (UK) Ltd will not be liable for any damage arising from conduct and/or behaviour of any student placed with the homestay by the guardianship organisation.

### Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Hope International Education (UK) Ltd takes advice from the government, the UK Health Security Agency, and the World Health Organisation. AEGIS also 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 Hope International Education (UK) Ltd may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. Hope International Education (UK) Ltd will work with you to find flights to home countries where required. Hope International Education (UK) Ltd will 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. Hope International Education (UK) Ltd will work with you and your child's school to find suitable quarantine accommodation for students where required. Hope International Education (UK) Ltd has a policy that outlines the procedures we would follow during a pandemic.