



THE UNITED KINGDOM

You Will Have A Lovely Journey

英国低龄监护手册

The British Educational
Guardianship Handbook

新东方前途出国咨询有限公司（英国）

New Oriental Vision Overseas Consulting (U.K.) Limited
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Parent Handbook

Welcome and introduction from the guardianship organisation

Welcome! Our guardianship team here is your support and helpful friend. We hope that we will be mentors to students, partners and friends of parents in the years to come. We provide you with guardianship services in the form of a team, so that there is no time difference and no language barrier, we can communicate with you in a timely and effective manner, and deal with various problems your children will encounter during their overseas study.

CONTACT DETAILS Address:
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Safeguarding Lead:
Li Yi
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07788316681
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The role of the guardianship organisation, your guardian, and the role of the homestay

The guardianship organisation

We aim to achieve to offer the highest level of service possible, depending on the package booked and put students' safety and wellbeing first. We would love to be kind and always understand to students. We are available 24/7 in case of emergencies. We will ensure all staff members act in a professional and considerate manner while making sure all host families are welcoming and treating students like members of the family. We will arrange your transport to and from the Airport to your School or Host Family and will undertake a rigorous employment procedure for staff and host families, including DBS checks. We will ensure all staff members and host families are fully supported and certified by taking specific training, including safeguarding training as well as our team in China will provide pro-active and responsive service for your needs in advance.

The homestay

Our Host Families are dedicated reliable parents who will look after your child when they stay over for half terms or school holidays. Your child's host family will prepare him/her with a warm, clean and safe environment where he/she will be able to relax, study and take activities accompanied. They will ensure your child will be well looked after during the stay and be very supportive he/she may needs in many ways.

The school

Having developed high quality education and boarding, today's school welcomes students from around the world into British academic courses. Whether you join the school to study IGCSEs or A levels, you will become part of school family. School's academic courses lead to a high standard and high qualifications.

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Many primary and secondary schools in the UK are in beautiful small towns where students can study in peace. British classrooms strictly adhere to the teaching concept of small class, so that teachers can get familiar with each student's personality, ability and characteristics, teach students according to their aptitude, and closely care for the growth of students in life, which is also very suitable for young students studying abroad. British institutions are, in many places, very fastidious in their preservation of ancient traditions. These are helpful to the development of behavior habits and temperament cultivation of young children studying abroad and have a very important impact on the children's life.

Safeguarding

New Oriental Vision Overseas Consulting (U.K.) Limited 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, data protection that provide further information and outline our procedures. These can be found on the company website https://liuxue.xdf.cn/special_uk/xm_child_custody. We have a trained Designated Safeguarding Lead and deputy. 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

Guardianship Services, including	Basic Package	Premium Package
Pre-arrival support		
Preparation of official documents according to the requirement of schools and authority institutes	•	•
WeChat group set up for parents and students to answer questions 2 weeks before arrival in UK	•	•
One-to-one introduction of life and study in the UK to both parents and students as well as getting to know student better	•	•
First time entry airport pick-up service arrangement for the student and the driver will help the child to settle down in the boarding house	•	•
After Arriving at School and Communication Service		
24/7 emergency care assistance and contact	•	•
Domestic and overseas guardian teachers provide students with 24-hour time difference free guardianship services	•	•
Guardian Coordinator who can speak both Chinese and English are responsible for the communication between the school, students, parents and host families	•	•
School daily mail and information translation and summaries	•	•
School reports translation and summaries at half term and termly	•	•
Birthday greeting package arrangement	•	•

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Gift package for Chinese traditional festivals (Spring Festival, Mid-Autumn Festival, Dragon Boat Festival)		•
Regular contact with students and parents to monitor students' life at school and provide necessary assistance via WeChat, voice calls and emails	•	•
Necessary arrangements will be made promptly according to school's requirements when a student is sick and give feedback to parents of the child's medical treatment.	•	•
Financial management of student funds (a minimum of £2,000 needs to be transferred to the student's expense account to cover accommodation and transport expenses in emergencies and during school holidays)	•	•
Visit student at school during term time	•	•
Visit student at host family during school holidays	•	•
Assistance when the term start		
Assist student with their registration for School, GP, Police registration, ect either Via Email or phone call.	•	•
Assist student to purchase the school uniform		•
Accompany and assist student to enroll at school and settle down in accommodation		•
Assist student to make online shopping		•
Send student free SIM card (UK suppliers)	•	•
Find suitable mobile network supplier of student's specific requirement accordingly (excludes top-up and delivery fees)		•
Assist student to open UK online banking account	•	•
Holiday Arrangement		
Communicate with the school about holiday arrangements	•	•
Arrange with the selected homestay and provide assistance and care during the stay at host family (excludes accommodation fee)	•	•
Transport arrangement from and to between school, homestay and airport	•	•
Assist students in flight/train ticket booking (transport fee excluded)	•	•
Safeguarding and care (e.g. the airport, homestay transport and safe arrival)	•	•
Academic Guidance and Support		
Professional advice on school subjects choice for GCSE/A Level		•
Attending Parents' Evenings on parents' behalf and send over school report to parents		•
Academic progress supervision		•
Termly academic consultation and guidance		•
Assist the application of IELTS exam		•
School transfer assistance (Excludes application and service fees)	•	•
UCAS application assistance and support (Excludes application and service fees)	•	•
Extra Services		
Online assist with passport-renewal application service (Excludes the Passport application fees)		•
UK visa renewal application service for once(Excludes the Visa application fees)		•
Accommodation and transport arrangement for parents' visit to the UK	新东方前途出国咨询有限公司 (英国) New Oriental Vision Overseas Consulting (U.K.) Limited Registered Number: 9631850 Tel: +44(0)20 7484 5599 Fax: +44(0)20 7484 5100 Email: qtukoffice@xdf.cn Address: Golden Cross House 8 Duncannon Street London WC2N 4JF	

(Excludes the fees for transport and accommdations)		
Free luggage storage service during holidays (Excludes transport costs)		•

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 in the following ways:

General enquiries	
Telephone (office hours 9a.m.-6p.m.)	07788316681
Email	yili3@xdf.cn
WeChat	xdfukjh
Emergencies 24/7	
Telephone	07788316681
Safeguarding concerns	
Designated Safeguarding Lead	Li Yi

Transport Arrangements

New Oriental Vision Overseas Consulting (U.K.) Limited provides fully organised pre-arrival support, including preparation of official documents as required by schools and authorities, setting up WeChat group with parents and students to answer questions 2 weeks before admission, one-to-one introduction to study and life in the UK before admission and get a comprehensive understanding of the students, arrange airport pick-up for the student for the first time entry, and the driver will help the child to arrive at the boarding house and settle down. Parents and students need to inform us by providing clear departure details, luggage weight, number of passengers and destination address 4 weeks in advance by email. Pickup transport arrangement between school and homestay or airport is available for school holidays as well.

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. Fail to inform the guardianship organization by the time as requested will lead to a fine accordingly.

Emergencies

New Oriental Vision Overseas Consulting (U.K.) Limited 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 usual homestay, but if this is not possible, they will be cared for by another homestay family who works for our organisation.

Homestay accommodation

New Oriental Vision Overseas Consulting (U.K.) Limited ensures a comfortable living environment for students. Our host families will provide suitable bedroom and social area(s) which are well kept, clean and in good repair, with sufficient natural light. Students will have sufficient privacy from other students. Parents should be made aware of students who may wish to share bedrooms and must give consent before the arrangement goes ahead. The homestay will have suitable heating and lighting and access to sufficient supplies of hot water as required. Students will have access to a bathroom with a lock on the door and either a shower or bath and will have the right to opt for a non-smoking and/or non-pet homestay environment.

Updates on student's welfare and academic progress

Our guardian coordinators are very attentive, responsible and experienced. They can speak both fluent Chinese and English to assist students and parents communicating with schools and host families. We are responsible for school emails translation, school reports translation. We will provide advice to student on studying in the UK and choosing GCSE / A-level subjects, attending parents' evenings plus a report to the parents and academic progression supervision, termly academic consultations. During school holidays, we will carefully arrange selected host families and provide life care for our students, transport to and from school and homestay or airport as well as safeguarding and care, host family visit per year.

Expenses

Expenses can be occurred would be the cost of transport, accommodation, school uniform purchasing, etc.

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. Due to the coronavirus, spaces between people waiting in the queue are currently larger, so please ensure that your child is aware of the need to maintain a suitable distance. In the UK this is currently 1 metre or more. Shops in the UK are currently limiting the number of people allowed inside at any one time, so your child may need to queue more often than in usual times. Some shops and services have clear instructions and markers to show where shoppers should stand.

Please explain to your child that they should respect the instructions given.

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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 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.

Requesting and Arranging a Homestay

To request a homestay placement for exeats, half terms, holidays, or other occasions when your child cannot stay at school, parents should follow the procedure below:

1. **Submit a request via email to your guardian coordinator at least four weeks in advance**, clearly stating the following:
 - Student's full name
 - Dates and times of the stay
 - Type of stay (e.g., half-term, exeat, holiday, suspension)
 - Any special requirements (e.g., dietary, allergies, language preference, pets, smoking)
2. Your guardian coordinator will **match your child with a suitable, DBS-checked homestay**, ensuring it meets your child's welfare needs.
3. Once confirmed, you will receive:
 - Full **details of the homestay** (name, address, contact details)
 - Confirmation of **arrival and departure times**
 - Instructions for **transportation** between school, homestay, and airport (if needed)
4. If parents wish to **approve the homestay in advance**, please inform the coordinator and we will share a brief homestay profile before finalising.
5. Accommodation fees will be **deducted from the student's account**, and a confirmation of cost will be shared in advance.

Please note: For emergency stays (e.g., illness or suspension), we will arrange suitable care with minimal notice, prioritising your child's regular homestay where possible.

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What to expect from the homestay

New Oriental Vision Overseas Consulting (U.K.) Limited 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.

Managing your money

- For all students: The boarding houses, and schools will take responsibilities to manage students' pocket money, parents/guardian would need to consent the certain amount in writing to boarding staff first.
- Alternatively the guardian coordinator will assist students to open up their UK bank account when it's necessary.

Liability

Please note that the homestay provider and New Oriental Vision Overseas Consulting (U.K.) Limited 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 New Oriental Vision Overseas Consulting (U.K.) Limited takes advice from the government, Public Health England 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 New Oriental Vision Overseas Consulting (U.K.) Limited may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. New Oriental Vision Overseas Consulting (U.K.) Limited will work with you to find flights to home countries where required. New Oriental Vision Overseas Consulting (U.K.) Limited 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. New Oriental Vision Overseas Consulting (U.K.) Limited will work with you and your child's school to find suitable quarantine accommodation for students where required. New Oriental Vision Overseas Consulting (U.K.) Limited has a policy that outlines the procedures we are following during the Covid-19 pandemic. This can be found here https://liuxue.xdf.cn/special_uk/xm_child_custody.

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新东方前途出国

新东方旗下从事出国留学咨询服务的专职机构。分支机构遍布全国，如有需要可就近咨询办理

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