

Parent Handbook

Welcome and introduction from the guardianship organisation

Total Care Education (London) Ltd. welcomes you as part of our parent network. We are a bespoke guardianship company working solely with an agent in Hangzhou providing them with undivided attention and efforts in ensuring that your children get the best care possible and encouragement on this new and exciting chapter in their lives.

Please read the information in this handbook thoroughly for a deeper insight into us.

The role of the guardianship organisation, and the role of the homestay

The guardianship organisation

- To be contactable 24/7 should your child need assistance or to simply ask a question.
- To provide transport for your child to and from airports for departure/arrival information ie. pick up/drop off times of cabs, meeting times and location of coach, if applicable.
- we arrange the transport directly by receiving requests from the agent.
- To provide educational trips to your child
- To organise after school/extra tuition for your child
- To provide immediate assistance should your child need medical treatment (GP/A&E)
- To inform homestay of activities/tuition organised by us for your child via email/text

The homestay

- To complete online training for safeguarding, obtaining relevant certificate
- To provide students with access to common areas of the house and treat student as part of family.
- To provide meals eaten in an family environment
- To provide students with house rules
- To contact us should there be any concerns with the students
- To drop student off at pick up point when departing the UK or going on an educational trip (this would usually be at school from where the coach will be waiting to depart)
- To provide laundry, bed change, room clean and appropriate meals
- If for any reason you need to be away overnight, please inform Total Care Education

Safeguarding

Total Care Education (London) Ltd. is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, complaints, anti-bullying, missing student, e-safety, data protection that provide further information and

outline our procedures. Please refer to our website for a comprehensive policy on safeguarding.

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 [9am-6pm])	07718662748
Email	Mariap.totalcare@gmail.com
WeChat	tcemaria
Emergencies 24/7	
Telephone	07718662748 Maria Pink 07751758370 Pam Fei
Safeguarding concerns	
Designated safeguarding Lead Maria Pink	07718662748
Deputy Designated Lead Pam Fei	07751758370

Services provided by Total Care Education (London) Ltd. include but not limited to:

1. Acting in loco parentis for the student in the absence of parents; eg. parents evening, meetings. Liaison with school in the event of any concerns.
2. To assist with opening bank accounts, purchasing UK SIM cards and top ups, purchasing Oyster travel cards, police registration, purchasing of uniforms and educational material
3. To find them accommodation within host families that have had criminal record check and been visited by a member of staff to ensure they have the correct facilities to look after the student
4. Looking after the students' health, welfare and safety.
5. Responsible for any transport needs; eg. airport transfers, school runs, educational excursions, and other.

6. To be available 24 hours a day 7 days a week to provide support or advice if needed; eg. passport/BRP/travel card/bank card loss, help with immigration issues, become ill or GP enquiries, or simply if they are having any worries at all.
7. Planning educational excursions and extra tuition if necessary.
8. IELTS booking assistance

Transport Arrangements

Transport Arrangement

Once Total Care Education (London) Ltd. is informed of flight details, the arrangements are made to pick up students from the airport via cab or coach (dependent on number arriving, via trusted partner companies). A representative of Total Care Education (London) Ltd. will be at the airport to welcome the students and escort them to central drop off point where host families will be waiting and introduced to the students in a relaxed and friendly environment where they can get to know each other before departing home.

Change of plan?

There may be occasions when plans may change at the last minute. Total Care Education (London) Ltd. will ensure that action is taken promptly making alternative arrangements to facilitate the situation. Although no charges will incur, please do try and give at least one to two weeks notice for any changes.

Emergencies

Total Care Education (London) Ltd. 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

- The home will have all the amenities necessary ensuring a comfortable environment for the student's stay.
- The students will be provided with a bedroom which will consist of a bed, chest wardrobe, chest of draw, desk with lamp, laundry basket, radiator, and sufficient room lighting.
- Meals will be provided at appropriate times, usually in a family environment.
- Student will have access to all communal areas and outdoor garden space.
- Host family will give students a tour around the surrounding area and local shops in their first week in the UK.
- Host family will inform the students of house rules and will also have a copy of our rules given to students of which a copy is added in this handbook (appendix 1) for your information.

Updates on student's welfare and academic progress

Total Care Education (London) Ltd. will be updated on academic progress of students by International Student Liaison who will also inform us of any problems that students may be having physically or mentally along with any feedbacks from host family as to their wellbeing. For this, we are contactable 24/7.

Expenses

Total Care Education (London) Ltd. will open bank accounts for each student and link it with school finance department. Parents will transfer a lumpsum of money to the finance department who will then filter £50 pocket money into each student account weekly. Should the students request more money for any particular reason, the parent will be notified first for their approval. The finance department will then be given the go ahead to transfer the extra amount.

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.

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, speak whilst eating or to make noises whilst chewing. 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. When leaving the table, it is polite to thank the host family for their meal.

What to expect from the homestay

Total Care Education (London) 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.

AEGIS

Total Care Education (London) Ltd. is currently seeking accreditation from AEGIS. AEGIS stands for the Association for the Education and Guardianship of International Students. Their purpose is to safeguard the welfare of international students studying at schools, colleges and universities in the UK, making them feel safe, welcomed and cared for. Through a rigorous accreditation process, they provide peace of mind that those offering guardianship services to students meet the very highest standards of care. As part of this process they periodically ask parents to complete a questionnaire to share their views of our services. We would be extremely grateful if you cooperate with this request when asked.

Liability

Please note that the homestay provider and Total Care Education (London) 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. If the student damages, destroys host family properties, the family will provide us with photography evidence of damage and if it is found that the damage was done by the student's negligence, the student will be charged for repair or replacement.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Total Care Education (London) Ltd. 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 Total Care Education (London) 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. Total Care Education (London) Ltd. will work with you to find flights to home countries where required. Total Care Education (London) 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. Total Care Education (London) Ltd. will work with you and your child's school to find suitable quarantine accommodation for students where required.

Appendix 1.

Rules for Students

1. Conform to normal rule of family life and to contribute to routine operation of the household*
2. Make an effort to participate in family activities.
3. Show consideration and tolerance to host family
4. Respect household rules including family curfews,
5. Inform the family if he/she will not be home for a meal or will arrive home late,
6. Staying out overnight is not allowed unless authorized by a member of staff AND written consent from parents in advance.
7. Invite a guest to the home only with the knowledge and permission of the host family,
8. Always seek your host parent's and guardian's permission before making plans. Be sure to tell the at least 3 days in advance with written notice from parents. The notice should include the following information:
 - a. Where you would like to go
 - b. Who will you be going with
 - c. What date is the event taken place
 - d. How you will get there
 - e. When you will be home
9. When making out of town travel plans, the student must ensure he/she's in a group of 3 students or more and at least one of them is over 18.
10. One male student and one female student stay overnight in the same room is forbidden.

11. Respect Homestay parents' concerns: Homestay family may refuse to give student permission to participate in some activities. Reasons for their refusal might include: concern for the student's safety and/or conflict with family plans.
12. Consult the host family before using household appliances or equipment and use them in ways approved of by the family.
13. Use the telephone for reasonable lengths of times, ask permission to make long distance calls and makes these calls collect or using a calling card,
14. Do not place calls after 10 p.m.
15. Clean up before leaving his/her room every day.
16. Exercise consideration and good judgment—communicating with host family from time to time.
17. Promptly reimburse the family if he/she causes any damage in the home.
18. Do not enter host bedrooms, private rooms without host family permission,
19. Do not borrow money from host family members
20. Abusive, aggressive or inappropriate behaviour are forbidden to both students and the host families,
21. Always be suitably clothed and covered when in the presence of host family members.

Curfew

Weekdays (Monday through Friday)

1. Normally, school nights are work nights, the students are encouraged to go to bed before 12.00
2. Time in the work nights will be required for homework and study.
3. Exceptions are special family activities and school or Full-Care services events (dances, sports, and excursion).

Weekends

1. Destinations, transportation, curfew, and activities must be approved by parents.
2. Be home by the time agreed to by your homestay parents.

3. Overnight stays outside the family home are subject to the approval of the parents, and the student's guardian(s). Out of town travel with persons other than homestay family members is subject to the approval of homestay parents, the guardian(s) or the student's parents are not allowed.
4. As an international student in the UK on a Study Permit, He/she must obey the law of having alcohol and cigarettes.

Internet

1. Student should demonstrate a moral and ethical approach to the use of technology.
2. The students are encouraged to have candid discussion with Host families regarding Internet conduct and usage.
3. Stuck on computer or smart phones or any other appliances overnight chatting, watching movies or playing games will not be allowed. These articles will be confiscated by the host families (approved by students.' parents) if playing games and chatting on computer or smart phone is abused.

Room

1. The student needs to take good care of his/her room in host family, which will be furnished with a beds dresser, closet, mattresses, pillow, and bed linens. Changing room decorations, moving furniture is not allowed unless approved by homestay parents.
2. Student's room will have an adequate study area with a chair and desk. A lock may be considered and, if a lock is used, the homestay parents have right to have a duplicate key. The student and homestay parents will need to talk about how much time the student wants to spend alone. Respecting privacy is important; but too much time spent alone or writing/talking in Chinese means less time spent practicing English.

Bathroom Use

1. You should find out what your family's expectations are concerning the use of the bathroom. It is important to know when you can shower or bathe and for how long.
2. You should not take showers after 10:00 p.m. if it disturbs the family.

3. Your family will provide necessary bath room items such as toilet paper, soap and towels but you will need to supply your own personal items •such as toothpaste, shampoo, and hand-cream.
4. You should leave the bathroom clean after you use it.
5. Smoking in home
6. It is illegal to sell tobacco to anyone under the age of 18 in England and Wales. students under full-care-services need to make sure they don 't smoke