

Parent Handbook

2018 - 2019

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If you cannot find the information you are looking for or if you have any further questions, please ask UKG and we will be happy to help.

This Handbook is designed to give you an insight on how UKGuardianship operates, our procedures and standards, and what you can expect if you choose UKG, so that you can make an informed choice of guardian for your child.

1 - Key Information

UKGuardianship (UKG)
2 Rusper Close, London, HA7 4QD, United Kingdom
Telephone: +44 20 8432 0861 (Monday to Friday: 09:30 – 17:30)
Emergency Telephone: +44 7834 465 463 (out of office hours)
Email: service@ukguardianship.com
Office opening hours: 09:30 to 17:30, Monday to Friday

Public Holidays (UKG will be closed on these days and also 1 week over the Christmas period)

	2018	2019
New Year's Day	1 st January	1st January
Good Friday	30 th March	19 th April
Easter Monday	2 nd April	22 nd April
Early May Bank Holiday	7 th May	6 th May
Spring Bank Holiday	28 th May	27 th May
Summer Bank Holiday	27 th August	26 th August
Christmas Day	25 th December	25 th December
Boxing Day	26 th December	26 th December

Christmas Break: 24th December 2018 – 1st January 2019

Emergency Numbers in the UK

999 (or 112)	Emergency: Police, Fire Brigade, Ambulance	Free
101	Police (Non-Emergency)	Free
111	NHS (National Health Service, Non-Emergency)	Free

About UKG

Founded in 2002, UKG offers unique and bespoke tailored services in all aspects of student guardianship and independent education. Our main aim is ensuring all students have a safe and enjoyable time in the UK, while reaching their full academic potential.

Choosing to study abroad is a very important and life changing decision and it can take time for many students to feel comfortable in their new surroundings. We believe that by developing strong and trusting relationships with the students in our care, they will gain the most out of their experience in the UK. Students' welfare is a top priority and all students are assigned a dedicated guardian and given an emergency phone number which is available 24/7.

2 - Why does your child need a guardian?

UK schools require all their students whose families live overseas to have an appointed guardian residing in the UK, aged over 25 years. It is also now a UK visa requirement. 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 away from school
- being available for your child anytime, particularly if they are worried about things like:
 - work
 - school
 - friends
 - their own family. 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.
 - the host family they stay with. 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.

UKG acts as your child's guardian, and will take responsibility for decisions made.

UKG have a strong background in education, and experience and knowledge of boarding schools and international students. UKG will be the main point of contact for guardianship issues for your child during school terms. If requested, your child's dedicated Guardianship Coordinator will visit your child at school.

UKG 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 may have regular contact with UKG by telephone and email. The centralised administration means that all data and plans are kept centrally, 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 UKG in your native language, this can often be arranged.

Please remember to provide us with your current mobile number and email address in order for us to be able to contact you as quickly as possible if need be.

3 - How is UKG organised and who acts as your child's guardian?

Director

Susan Fang is UKG's director and most experienced education consultant. With many years of experience. Susan has extremely broad knowledge of the education system in the UK, boarding schools, university applications and safeguarding of students.

Managers and Administrators

UKG has a team of friendly, dedicated and knowledgeable staff members who are always available to help with any questions you have. They ensure that all arrangements are made quickly and efficiently and they oversee all communication between UKG, students, parents and schools.

Guardianship Coordinators

Every student is assigned a dedicated Guardianship Coordinator who will be main point of call for you and your child. Your child's dedicated Guardianship Coordinator will be in regular contact with you and your child and will visit your child at school and at their host Family (dependent on the guardianship package booked). Your child's Guardianship Coordinator will be available by phone at all times in cases of emergency.

Host Families

Our carefully selected and inspected host families look after students during half terms and other school breaks. Your child will be welcomed and treated like a member of the family during their stay.

Accreditation

UKG is fully accredited by AEGIS, the Association for the Education and Guardianship of International Students.

Below is the summary statement from our most recent inspection:

"UKGuardianship demonstrates a genuine respect for the values of AEGIS and has many strengths. The Organisation takes its membership seriously and is proactive in seeking at all times to improve the quality of its provision."

4 - UKG's host families and cancellation charges

UKG have a number of host families with whom we place our students when schools are closed for half-terms and exeat weekends. We will match your child as closely as possible to the family in terms of their experience, interests, and location. We try where possible to place your child in the same host family for all their stays, subject to availability.

All our host families meet the requirements set out by AEGIS (The Association for the Education and Guardianship of International Students). Host families are inspected at least once a year by UKG to ensure high standards are maintained. UKG also undertake rigorous checks on each family, including with the national police database (Disclosure and Barring System or DBS).

Our host families will all have a kind disposition towards your child and are given guidelines and, where necessary, training from UKG on the best practice when hosting an international student. This includes advice on Health and Safety matters but if you have any concerns whilst your child is staying with our host family, please let us know immediately.

Students are expected to respect their host family's way of life in return for being accepted as a family member. Hosts are encouraged to include students in family life and to arrange activities and excursions.

Please note, actual guardianship remains with UKG during your child's stay with a host family, so you should speak to us about any concerns you may have or if you need to make any changes to the original arrangement.

House Rules

Every host family has their own house rules which will be given to your child upon arrival. Your child will need to respect and follow them accordingly. In addition, students must also follow UKG's homestay rules which can be found in the Student Handbook and which will also be sent to your child before their stay.

Curfews

Your child is given strict guidelines to follow if they go out while staying with their host family. They are told to inform the family of where they are going and when they will return. They are also told to always have the host family's and UKG's phone numbers with them at all times in case there is a problem or they are delayed in returning home.

15 and under	Must be accompanied by an adult member of the host family
16 & 17	Must return by 10pm at the latest
18 and over	Must return by 11pm at the latest

If your child would like to stay out all night (for example, at a friend's house), we must receive written permission from you in advance (see Other Accommodation).

Travel

For transfers between the airport and school, or between the host family and school, UKG have a team of designated and reliable drivers available to meet students and take them to the arranged address in the UK.

Travel by rail and coach can be arranged for economical long distance transfer. UKG will check timetables, book tickets and arrange for an escort (**Under-16 children are not allowed to travel unaccompanied**) if required.

Booking a Host Family

To book a host family, please provide us with all holiday arrangements and homestay requirements, as detailed as possible. We will then match your child with a suitable host family and send you a family profile for your approval. Once you have agreed, we will book the family according to the term dates provided by the school. If you are not happy with the host family choice, you will be asked to clarify the requirements and we will begin another search accordingly.

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.

If less than two weeks' notice is given for any changes to accommodation bookings, two weeks or the total stay of accommodation fees is chargeable (whichever is shorter).

If less than two days' notice is given for any changes to transfer bookings, the full transfer fee is chargeable.

Cancellations

Should you wish to cancel your child's accommodation booking, two weeks' notice prior to arrival in writing is required for a refund to be considered. If a refund is to be made, any administration fees plus 10% of the accommodation fees will not be refunded.

Should you wish to cancel your child's transfer booking, two working days' notice in writing is required for a refund to be considered. If a refund is to be made, any administration fees plus 10% of the transfer 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 your child's emergency fund account.

[More details about homestay accommodation and the services provided can be found in the Student Handbook.](#)

5 - Policies for students staying away at night and travelling alone

We have an obligation to 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 during half term / exeat weekends for your child, please follow the rules below.

Students aged 15 and under:

Accommodation: Must stay in homestay accommodation arranged by UKG unless otherwise agreed.

Transfers: Students are not allowed to book their own transfers or travel unaccompanied unless otherwise agreed.

Students aged 16 & 17:

Accommodation: Parent's 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.

Transfers: Students can make their own travel arrangements and travel alone as long as UKG is informed and given the details. We would recommend that students travel with a friend.

Students aged 18 and over:

Accommodation: Parent's permission in writing in advance is required, during office hours.

Transfers: Students can make their own travel arrangements and travel alone as long as UKG is informed and given the details.

6 - School information including changing schools

School Deposit and Fees

A deposit to the school is paid to reserve a place at the school. Should the student not enrol for any reason other than visa refusal, the deposit will not be returned. The deposit will be kept by the school until the student graduates or leaves the school, given sufficient notices are given. The deposit will then be returned to the student either in full, or minus any extra used by the student in the last term at school. The deposit is not to be used in lieu of the first term's fee.

School fees are paid either termly or annually, but must always be paid prior to the start of term, otherwise penalty fees will incur.

In addition to school fees, students will incur "extras" each term on outflows such as transport, school trips, stationery, ad hoc school events, etc. These will be added to school fees and are paid in arrears.

Changing School

Sometimes it can take 2 or 3 weeks, or even a term, to feel comfortable in a new school, with other students and teachers, and with living in the UK. We encourage students to try to relax in their first term so they can enjoy their time as much as possible.

If there are any problems, please try to speak to the school first. We will try to assist if the matter does not get resolved. We can assign you with an education consultant, if the School Placement service is required.

Should the student wish to leave school prior to graduation, at least a full term's notice must be given by parents officially. If not, a penalty will incur and it often means the deposit paid at the beginning will be confiscated. For example, if a student wishes to leave at the end of the summer term and not return for the following September, a full term's notice means that the school needs to be informed before the start of the Easter holiday.

Parental Authority

Schools frequently need a parent or guardian to sign for parental permission for students to participate in school activities and excursions. Our policy is to forward these to you as parents for approval if the cost is over 20 GBP, and / or if the activity is strenuous or potentially dangerous. Otherwise we will sign, unless you have indicated otherwise on the application form.

Academic and Pastoral Updates

The provision of academic and pastoral updates regarding your child's progress at school and welfare at school and with the host family will be arranged in line with the service you have booked. Details can be found on our [online chart](#) which shows the services included with each guardianship package and prices for adding additional services.

7 - Additional information

Feedback

Your views and comments are very important to us. We welcome your feedback and opinions so that we can improve our services.

Shortly after the start of your child's 2nd term, UKG will send you a questionnaire; in this you can tell us if everything is going well or if you have any problems. This is so we can help you at this stage of your child's stay if you need it.

If you would like to leave feedback at any other time, please send it to us via email at service@ukguardianship.com or contact the office on 020 8432 0861.

Living in the UK

For tips and advice about living in the UK, please see the detailed section in our Student Handbook. Here you will find information regarding culture, religion, health, safety and laws in the UK, plus useful website links.

UK Education System

	School Year	Age	
Primary Education	1	5-6	Primary education begins at age 5 and continues until age 11. At the end of year 2 and year 6, pupils take compulsory SATs (Standard Assessment Tests).
	2	6-7	
	3	7-8	
	4	8-9	
	5	9-10	
	6	10-11	
Secondary Education	7	11-12	During Year 9, students choose which subjects to study in years 10 and 11. These will be the subjects they take for their GCSE (General Certificate of Secondary Education) exams at the end of year 11.
	8	12-13	
	9	13-14	
	10	14-15	
	11	15-16	
Further Education	12	16-17	At the end of students' secondary education, they can either pursue academic qualifications such as A-Levels or IB in order to go to university, or vocational qualifications such as NVQs and BTECs to prepare them for full time employment.
	13	17-18	
Higher Education	University Undergraduate	17+	UG 3 years – standard courses. UG 4 years – sandwich courses or study a year abroad. UG 5 years – Medicine, Veterinary and Architecture degrees.
	University Postgraduate	20+	1-2 years Masters Degree. 3-5 years PhD.

8 - Being asked to leave the guardianship programme

If your child does not follow UKG's 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 / Unsocial 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.

9 - Equal Opportunities

UKG and all of its staff, strive to achieve equal opportunities across its service scale. We believe that everyone should be treated equally and given the same chances.

We have a zero tolerance for abusive behaviour and will take action against and also support any member of the organisation who is a victim of such events.

Students under UKG's care can expect:

- honesty and accuracy in all information and publicity about our services
- a warm friendly service from all our members of staff, including support and advice when required
- to have regular opportunities to discuss their progress through regular tutorials with our education consultants and opportunities to seek advice about their future plans
- to stay in clean and comfortable homestay accommodation
- to be taught by appropriately qualified and professional tutors who plan and prepare suitable lessons (if required)
- an interesting and varied Social Programme including many free activities

UKG expects its students:

- to read through the Student Handbook to learn about our services and advice on studying in the UK
- to abide by all school rules and homestay rules to ensure the school and homestay accommodation remain safe and happy places and all students gain the best possible experience from their stay
- to inform UKG of any change of address or contact details
- to follow the E-Safety policy (found in the Student Handbook) and to not use any computers inappropriately or to download inappropriate material
- to respect other people's cultures, traditions and beliefs and to avoid behaviour or language that may cause offence
- to be polite and respectful when speaking to all students, staff members and visitors

10 - Complaints

Informal Complaints

Many complaints can be resolved quickly and informally. You can speak to any member of staff about your complaint, no matter how small.

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 – 17:30).
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 tell you when and how you will get an outcome (result)– this will be within 2 working days.
4. We may give you an 'action plan' to tell you what will happen next.
5. You will be asked to confirm if you are happy with the solution.
6. We will keep a confidential record of your complaint.

Formal Complaint

If you are still unhappy, you can make a formal complaint.

To make a formal complaint:

1. Please request a Complaint Form from us.
2. The form should be completed and returned to us.
3. We will send you written confirmation that your complaint has been received within 3 working days.
4. We may invite you for a meeting so we can discuss the issue.
5. We will respond to you via email or in writing within 10 working days.
6. We will keep a confidential record of your complaint.

Formal Complaint – Second Stage

If you are still unhappy, you can make a Second Stage formal complaint.

To make a second stage formal complaint:

1. Please write and post a letter directly to the Office Manager or the Managing Director.
2. Please write as much detail as possible. Include names and dates if applicable and how you want your complaint to be resolved.
3. We will write or email you within 10 working days to confirm we have received it. If you do not receive an email or letter within 10 working days, please call us to confirm we have received your complaint.
4. We may invite you to a formal meeting to discuss your case further.
5. You will receive the outcome to your complaint within 30 working days.
6. We will keep a confidential record of your complaint.

Formal Complaint - Third Stage

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:

The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire, GL10 3RF

Website: www.aegisuk.net

You should write details about how you have already tried to resolve your complaint with UKG and include any supporting documents, including the written outcome of your complaint.

11 - Safeguarding Policy

UKG has a legal duty of care toward young people who use our services. We have a 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.

The following staff to students ratios apply during activities organised by UKG:

1:6 (under 8s) / 1:10–15 (8–10s) / 1:15–20 (11+)

UKG would exceed these ratios if the safety and welfare of the students required it. There should be enough supervisors to deal with an emergency.

If you would like to speak to someone or report a safeguarding issue, please contact one of the officers in the school and/or UKG's Office Manager.

Useful telephone numbers: **NSPCC - 08088005000** **Child-line - 08001111**

UKG's Ways of Safeguarding

- Student Handbook and Child Protection Policy are given upon arrival.
- Parents have to send a consent / registration form where rules and contact details are provided.
- U16s are kept separate from older students in different homestay accommodation.
- UKG works with a transfer provider who only uses licensed and DBS-checked drivers.
- Regular contact with students.
- UKG only places under 18 students with families where the main host will be DBS-checked.
- UKG 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 UKG via the emergency number.
- On occasion, under 18 year olds 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). When staying in the residential accommodation the ratio of residential adults to student will be at least 1-20 for students aged 12-17 and 1-15 for students under 12.
- Following safer recruitment practices and ensuring all roles involving responsibility for, or those with substantial access to under 18s will have suitability checks, for example with the Disclosure and Barring Service (DBS). These roles include teaching, administration, social activities and management staff.
- UKG ensures that management and all staff are trained to a minimum safeguarding level 1 and that students are aware of safeguarding arrangements.

Code of Conduct – what UKG staff must do

DOs:

- Actions: behave appropriately (actions, dress code, language), work in an open environment, be alert for signs of abuse, maintain a safe, professional distance in all relationships with students, treat young and vulnerable people with dignity and fairly, actively prevent learners from accessing any form of inappropriate material, educate students on E-Safety.
- Accommodation: inform students in advance if you wish to clean or inspect their bedrooms. If sharing the same accommodation with under 18s, prepare a bathroom rota in order to ensure they have privacy.

DON'Ts:

- Actions: don't leave young persons alone if they are under your supervision, socialise with young or vulnerable learners on occasions when it does not constitute part of your normal duties (on or offline), use any visual, audio-visual or written material that exposes young people to harm (be it physical, emotional or sexual), give young or vulnerable people prescription drugs or medication (without their parent's consent), drink alcohol, smoke or use drugs when working with under 18s (nor make jokes with reference to them).

Safeguarding Procedure – Child Protection

Information which shows an adult may have:

- behaved in a way that has/may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child in such a way that indicates s/he would pose a risk of harm if working closely or regularly with a child

Types of abuse: grooming, sexual abuse, emotional abuse, physical abuse, neglect, controlling, coercive and threatening behaviours.

If you have a concern about any of the above, please contact one of the officers at school or UKG's Office Manager.

It is not for staff to decide if the allegations are true or not. Their role is only to listen, report to the authority as accurately as possible and allow the official procedure to then take over.

UKG's PREVENT Policy

UKG is aimed to ensure that vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism, and before they become involved in criminal terrorist related activity.

Everyone plays an important part in it. All students are expected to look after each other and raise concerns with a responsible adult if necessary.

Anti-Terrorist Hotline: 0800 789 321

Reporting terrorist material online at https://eforms.homeoffice.gov.uk/outreach/terrorism_reporting.ofml

How does UKG PREVENT?

- Raising awareness and educating.
- Promoting equal opportunity and tackling discrimination to learn to understand others, to value diversity and promote shared values.
- Promoting a safe and supportive international environment via clear expectations of accepted behaviours and those, including radicalisation and extremism, that will not be tolerated.
- Promoting British values, culture and traditions, including democracy, the rule of law, individual liberty and respectful tolerance of different faiths or beliefs.
- Providing information and School Rules on arrival.
- Recognising the signs:
 - students talking about exposure to extremist materials or views outside school
 - changes in behaviour, e.g. becoming isolated
 - fall in standard of work, poor attendance, disengagement

Procedure

The following steps may be taken when dealing with incidents:

- If radicalisation behaviour is suspected or witnessed it must be reported to the school. Parents will be kept informed, where necessary.
- In the occurrence of any radicalisation behaviour, the following disciplinary steps will be taken:
 1. The giving of an official verbal and written warning, in the hope to cease offending.
 2. In the event of a second occurrence (even if the victim or offence differs from the first), permanent exclusion from the services. No refund or alternative arrangements will be made.

If the abuser is a staff member, the action to be taken will follow the 'disciplinary procedures' within the staff handbook.

12 - UKG's additional services

Academic Mentoring

UKG offers academic monitoring and mentoring services supported by a team of qualified and experienced tutors and education consultants upon request to suit all levels, interests and learning needs.

Whether or not our students know what they would like to do in the future, our education consultants will help them to prioritise the areas they want to focus on and monitor their progress. We will also give the students termly tutorials where they can discuss their strengths and areas to develop.

Tutoring

We have a team of qualified and experienced tutors on hand to provide valuable one-to-one support to students upon request. Our tutors all have areas of expertise and can offer tutoring at all levels, from 11+ entrance exams to GCSE, A-level, IB and degree students in a wide range of subjects. Sessions can be arranged face-to-face throughout the UK or via Skype. We aim to keep all of our students motivated as they prepare for each exam. As well as past paper practice, they will have the opportunity to take control of their own learning in order to maximise their potential.

School / University Placement

Since 2002, UKG has successfully helped students gain admission into reputable schools and universities all around the UK, allowing students to flourish and reach their potential. We provide a seamless and comprehensive service, offering a high level of support to students and parents. Every student is assigned a personal consultant who will help your child to select the best schools and universities based on their needs. We also have contacts in schools and universities throughout the UK, enabling us to speed up and track applications.

Oxbridge and G5 Preparation

With a team of experienced and dedicated consultants, UKG provides a comprehensive and tailor-made service to help applicants with their Oxbridge and G5 applications. Our services range from document checking, college short listing, personal statement assistance and reading list recommendations to admission test support and mock interview practice. Our Oxford and Cambridge educated consultants can give applicants exclusive and first-hand information and advice on the notoriously lengthy and difficult admission procedure, in order to fully prepare them.

Work Experience Programme

The UKG Work Experience and Work Placement Programme combines our professional development course with either a paid or unpaid work placement in the industry of your child's choice. This is an ideal opportunity for those wishing to improve their job prospects, gain valuable work experience in the UK and give their CV a substantial boost.

Please note that our School/University Placement service is offered free of charge with all guardianship packages and our Work Experience Programme is offered free of charge with our WeCare and WeCare Plus packages.

For more information or to book any of our additional services, please contact us.