

# Parent Handbook

## 2022 - 2023

### Contents

<b>1 - KEY INFORMATION</b>	<b>2</b>
<b>2 - WHY DOES YOUR CHILD NEED A GUARDIAN?</b>	<b>3</b>
<b>3 - HOW IS UKG ORGANISED AND WHO ACTS AS YOUR CHILD'S GUARDIAN?</b>	<b>4</b>
<b>4 - UKG'S HOST FAMILIES AND CANCELLATION CHARGES</b>	<b>5</b>
<b>5 - POLICIES FOR STUDENTS STAYING AWAY AT NIGHT AND TRAVELLING ALONE</b>	<b>8</b>
<b>6 - SCHOOL INFORMATION INCLUDING CHANGING SCHOOLS</b>	<b>8</b>
<b>7 - ADDITIONAL INFORMATION</b>	<b>9</b>
<b>8 – ENDING YOUR GUARDIANSHIP AGREEMENT</b>	<b>11</b>
<b>9 - EQUAL OPPORTUNITIES</b>	<b>11</b>
<b>10 - COMPLAINTS</b>	<b>12</b>
<b>11 – CHILD PROTECTION</b>	<b>13</b>
<b>12 – STUDY AND DEVELOPMENT</b>	<b>15</b>

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.

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.

## 1 - Key Information

### UKGuardianship (UKG)

Kinetic Business Centre, Theobald Street, Borehamwood WD6 4PJ, United Kingdom

Office opening hours: 09:00 to 17:00, Monday to Friday

### 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:

<b>General enquiries</b>	
Telephone (Monday to Friday: 09:00 – 17:00)	+44 (0) 20 8387 4095
Email	<a href="mailto:service@ukguardianship.com">service@ukguardianship.com</a>
<b>Emergencies 24/7</b>	
Telephone	+44 (0) 7834 465 463
<b>Safeguarding concerns</b>	
Designated Safeguarding Lead (DSL) Wendy Hou	+44 (0) 20 8387 4095 <a href="mailto:service@ukguardianship.com">service@ukguardianship.com</a>
Deputy Designated Safeguarding Lead (DDSL) Sara Gamvros	+44 (0) 20 8387 4095 <a href="mailto:marketing@ukguardianship.com">marketing@ukguardianship.com</a>

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

	<b>2022</b>	<b>2023</b>
New Year's Day	3 <sup>rd</sup> January*	2 <sup>nd</sup> January*
Good Friday	15 <sup>th</sup> April	7 <sup>th</sup> April
Easter Monday	18 <sup>th</sup> April	10 <sup>th</sup> April
Early May Bank Holiday	2 <sup>nd</sup> May	1 <sup>st</sup> May
Spring Bank Holiday	30 <sup>th</sup> May	29 <sup>th</sup> May
Summer Bank Holiday	29 <sup>th</sup> August	28 <sup>th</sup> August
Christmas Day	26 <sup>th</sup> December*	25 <sup>th</sup> December
Boxing Day	27 <sup>th</sup> December*	26 <sup>th</sup> December

\*substitute days

### 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 2009, 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 living in the UK, normally 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 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 have a problem at school
  - if they get into trouble at school and are suspended/asked to leave for a short period of time
  - 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 homesick when they first start school)
  - 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.

If your child has a personal problem, or needs some advice or support, they are advised to contact us.

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.

**The services available to your child will depend on the package you have booked with us. Details can be found on our [online pricing page](#) which shows the services included with each guardianship package and prices for adding additional services. If you are unsure which package you have booked or which services are included, please contact us.**

### 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, led by the Office Manager, Wendy Hou, 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 the 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.

#### Designated Safeguarding Lead (DSL)

UKG is committed to safeguarding and child protection and puts the safety of your child as top priority. UKG has a designated safeguarding lead (DSL) and a deputy designated safeguarding lead (DDSL) who can be contacted with any concerns that you have. Their details are:

DSL: Wendy Hou, +44 (0) 20 8387 4095, [service@ukguardianship.com](mailto:service@ukguardianship.com)

DDSL: Sara Gamvros, +44 (0) 20 8387 4095, [marketing@ukguardianship.com](mailto:marketing@ukguardianship.com)

24-hour emergency number: +44 7834 465 463

### 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

#### **AEGIS - Association for the Education and Guardianship of International Students**

UKGuardianship has been accredited by AEGIS since 2016 and is fully accredited to gold standard. Below is the summary statement from our most recent inspection in 2021:

*“UKGuardianship (UKG), is a well-established organisation run by a highly professional team. They are very successful in meeting their aim to ensure all students have a safe and enjoyable time in the UK while reaching their full academic potential. UKG continuously seeks ways to sustain its high levels of provision, and retain its AEGIS gold accreditation.”*

#### **BSA - British Schools’ Association**

UKGuardianship has been a BSA Certified Guardian since 2020. Below is the summary statement from our most recent inspection:

*“UKGuardianship’s (UKG) friendly and dedicated professional team are committed to working closely with students, parents, schools and agents in order to develop and maintain excellent relationships. UKG staff have extensive knowledge about international students studying in the UK, have a positive and proactive approach to their Guardianship work and are focused on providing the best service to all their partners and students. Their policies and procedures are of a high standard, regularly reviewed and updated.”*

## 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.

### Homestay Facilities

Our host families all live in well-maintained houses or flats, often with access to a garden. Students will be provided with their own comfortable bedroom (unless they have asked to share with a friend), storage facilities and a study area. Students will have access to the host's WiFi. Students usually share the bathroom with the host family but are occasionally provided with a private bathroom if staying in a superior homestay.

Students are welcome to join the family in the communal areas of the house. Students will be given 3 meals per day which are often eaten together with the family. Laundry facilities are available to students staying longer than 1 week.

### 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.

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

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 section 5).

### 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.

If you have booked an airport transfer for your child, the driver will be waiting at arrivals holding a sign with your child's name.

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

### Booking a Host Family and Transfers

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.

Homestay fees start at £50 per night and you will be notified of the exact fee when the homestay profile is sent to you. Please note that if a student leaves the homestay after 12pm on the last day, an additional night's fee will be charged.

If you would like us to arrange a taxi transfer for your child to the homestay/airport, please let us know when you confirm the host family.

Please note that we need as much time as possible to arrange homestay and transfers for students so please inform us of your child's holiday plans well in advance, at least 1 month before. This includes half terms, exeat weekends, Christmas and Easter, as well as travel plans when they arrive in the UK and leave at the end of the year.

### 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.

### Homestay Arrangements in an Emergency

In emergency situations, for example if your child has a medical issue or is suspended and cannot stay in school, UKG will arrange emergency homestay accommodation for them. If a parent cannot be contacted, UKG will arrange services for the Student, e.g. accommodation or taxi transfers. In these cases UKG will charge from the Emergency Fund Account. In the case of Basic guardianship packages, the parent agrees to pay the fees for the additional services.

### Missing Student Policy

As your child's dedicated guardian, we need to know their whereabouts at all times. If they go missing from school or homestay accommodation and we cannot reach them, we will report them to the police as a missing person. Therefore, you must always inform us if there are any changes to your child's accommodation/travel plans.

Host families are expected to report unexplained student absences or other situations affecting student safety to UKG immediately. If a student is reported to us as missing, we will take all necessary actions to locate the student.

### Liability

UKG has a Student Behaviour Code of Conduct which students are expected to keep to at all times. The homestay provider and UKG cannot be liable for any conduct of the students.

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.

Please note that under no circumstance can a student stay in a hotel, hostel, short-let, leased property or even their own property in the UK without their parents.

### 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.

**UKG reserves the right to refuse any accommodation or transfer request if we do not feel that it would be safe for the student.**

## 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, as long as 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 and we will try to assist if the matter does not get resolved. If the problems cannot be resolved and you would like your child to move to a different school, we can assign you with an education consultant for our School Placement service.

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 pricing page](#) 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 2<sup>nd</sup> 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](mailto:service@ukguardianship.com) or contact the office on +44 20 8387 4095.

Occasionally you may be asked for feedback from our accreditation body, AEGIS. Your cooperation with this will be greatly appreciated.

### 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. The Student Handbook can be found on our website at <https://ukguardianship.com/uk-guardianship/handbook-and-policies/>.

### Student Finances

If you have booked a guardianship package for your child including Blocks B, D or E, we will set up an emergency fund account for them. We will keep their funds safe and use it to pay for services such as accommodation and transfers during their stay. When the guardianship package ends, we will return any unused fund back to you.

Schools usually take care of pocket money for students. The housemaster will keep your student's pocket money safe and release funds to them when needed. Your child should not keep large amounts of cash in their room in case of theft.

Your child should not need to open a UK bank account, however if they would like to open one, the school may be able to help. To open an account they will need a 'bank letter' from the school, their passport/ID and proof of address. If a bank card is lost or stolen, it must be reported to the bank immediately so they can cancel the card and send a new one.

### UK Education System

	School Year	Age	
<b>Primary Education</b>	Reception	4-5	Primary education begins at age 4 and continues until age 11. At the end of year 2 and year 6, pupils take compulsory SATs (Standard Assessment Tests).
	1	5-6	
	2	6-7	
	3	7-8	
	4	8-9	
	5	9-10	
<b>Secondary Education</b>	6	10-11	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.
	7	11-12	
	8	12-13	
	9	13-14	
	10	14-15	
<b>Further Education</b>	11	15-16	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.
	12	16-17	
<b>Higher Education</b>	13	17-18	UG 3 years – standard courses. UG 4 years – sandwich courses or study a year abroad. UG 5 years – Medicine, Veterinary and Architecture degrees. 1-2 years Masters Degree. 3-5 years PhD.
	University Undergraduate	17+	
	University Postgraduate	20+	

### Contagious Pandemics

In the event of a contagious pandemic, UKG will do everything possible to keep our students and host families safe and well. We will continuously monitor the situation and follow the advice of Public Health England (PHE) and AEGIS. We will also be in contact with your child's school to ensure they are following guidelines and keeping your child safe.

If necessary, we will help you with travel arrangements to help your child fly home. We can arrange quarantine facilities for your child if needed, usually with a host family. If your child needs to leave the school, e.g. for half term, we can arrange accommodation and transport for them providing they are not displaying any symptoms or have not been in contact with anyone displaying symptoms or with a positive test result.

## 8 – Ending your Guardianship Agreement

The guardianship service fee is non-refundable.

The agreement shall take effect once it is signed (or the online booking form is submitted) and the agreed fee is received. In the case of a visa refusal, an admin fee of 10% of the payment received or the registration fee (whichever is larger) will be charged once a refusal letter is received.

Please notify us before the end of the Spring (2nd) term if you wish to discontinue the guardianship service for the next academic year or a penalty of 35% of the guardianship fee will be charged.

### 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.**
1. 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)

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

### Stage 1: Informal Stage

It is hoped that most concerns or complaints can be resolved informally. A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so. Concerns should be raised with the relevant UKG staff member who will:

- Keep a record of the complaint and any action taken;
- Respond to all complaints or concerns within 24 hours;
- Investigate the concern or complaint;
- Report back to the complainant within 2 working days.

If the issue remains unresolved, the next step is to make a formal complaint.

### Stage 2: Formal Stage

If the complainant is not satisfied with how the complaint has been handled, they can make a formal complaint. This should be sent in writing to Wendy Hou or if it is about Wendy Hou to Susan Fang. They will:

- Keep a record of the complaint and any action taken;
- Respond initially to the complainant within 24 hours;
- Investigate the concern or complaint – this may take some time but in any event they will keep the complainant informed of progress made;
- Report back to the complainant formally in writing no later than 28 working days.

If the issue remains unresolved, the next step is to refer the matter to AEGIS.

### Stage 3: Referral of the matter to AEGIS

If complainants are not satisfied with the outcome as decided by UKG, they can contact AEGIS to report their concerns if they wish to do so. Relevant contact details are set out below:

Yasemin Wigglesworth  
Executive Officer Association for the Education and Guardianship of International Students (AEGIS)  
The Wheelhouse, Bond's Mill Estate, Bristol Road  
Stonehouse, Gloucestershire, GL10 3RF  
+44 (0) 1453 821293  
[www.aegisuk.net](http://www.aegisuk.net)

## 11 – Child Protection

### Safeguarding

If you are ever concerned about your child's safety, we are here to help. If you have any worries, feel that your child is acting strangely or different to usual, or has been hurt in any way by another student or an adult, you should inform someone. If you are unsure of what to do, please contact us and we will provide you with advice on how to proceed.

UKG has a designated safeguarding lead (DSL) and a deputy designated safeguarding lead (DDSL) who can be contacted with any concerns that you have. They are trained to help you. Their details are:

DSL: Wendy Hou, +44 (0) 20 8387 4095, [service@ukguardianship.com](mailto:service@ukguardianship.com)  
DDSL: Sara Gamvros, +44 (0) 20 8387 4095, [marketing@ukguardianship.com](mailto:marketing@ukguardianship.com)  
24-hour emergency number: +44 7834 465 463

UKG has a safeguarding policy that is available on our website at <https://ukguardianship.com/uk-guardianship/handbook-and-policies/>. This explains our procedures in detail.

### List of useful contacts

There may be times when you would like advice from organisations, rather than from us. Whilst we would encourage you where appropriate to share with us any concerns so that we can help you, you could also contact the following organisations:

**ChildLine:** Childline is a counselling service for children and young people up to their 19th birthday. Your child can contact them with any problem or concern. They can be contacted on 0800 1111.

**Local Safeguarding Partnership:** The Local Safeguarding Partnership plays a critical role in protecting the welfare of children and young people in the locality. It is often the first point of contact for any non-emergency safeguarding concerns. The guardianship organisation's Local Safeguarding Partnership is Hertfordshire Safeguarding Children Partnership and they can be contacted on 0300 123 4043.

**The Children's Commissioner:** The Children's Commissioner's role is to stand up for the rights of children. You can make contact via their website, <https://www.childrenscommissioner.gov.uk/about-us/contact> or by telephone: 020 7783 8330.

## Prevent / Anti-Radicalisation

The ChildLine Website explains radicalisation as follows:

“Radicalisation is when someone starts to believe or support extreme views. They could be pressured to do things illegal by someone else. Or they might change their behaviour and beliefs.

“This could happen if they feel:

- isolated and lonely or wanting to belong
- unhappy about themselves and what others might think of them
- embarrassed or judged about their culture, gender, religion, or race
- stressed or depressed
- fed up with being bullied or treated badly by other people or by society
- angry at other people or the government
- confused about what they are doing
- pressured to stand up for other people who are being oppressed.

“Someone who has been radicalised might believe that sexual, religious, or racial violence is OK. They may be influenced by what they see online. And they might have links to extreme groups that preach hate like Nazi groups or Islamic extremists like Daesh, also known as ISIS or IS.

“Having extreme views can be dangerous. And this can often lead to harmful and illegal activities involving violence, attacks, discrimination or hate - which the person could be arrested or sent to prison for. This can affect them and their future.”<sup>1</sup>

If you are worried about the behaviour of your child, or if you think that someone is trying to radicalise them, seek help. UKG has a member of staff, known as the Prevent Lead, who is trained to deal with any concerns you may have:

Prevent Lead: Wendy Hou, +44 (0) 20 8387 4095, [service@ukguardianship.com](mailto:service@ukguardianship.com)

Further information on Prevent, Radicalisation can be found in the UKG Prevent Policy. You can find this on our website at <https://ukguardianship.com/uk-guardianship/handbook-and-policies/>.

The ChildLine website has further information that you may find useful:

<https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/>

## Policies and Procedures

All of our policies and procedures can be found on our website at <https://ukguardianship.com/uk-guardianship/handbook-and-policies/>.

These include:

- [Safeguarding and Child Protection Policy](#)
- [Anti-Bullying Policy](#)
- [Anti-Radicalisation Policy](#)
- [Online Safety Policy](#)
- [Missing Student Procedure](#)
- [Complaints Policy and Procedure](#)
- [Data Protection Policy](#)

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<sup>1</sup> <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/>

## 12 – Study and Development

### 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. Academic Mentoring is ideal for students who hope to be accepted into a top school or university, who would like to improve their exam grades or who need additional help with their studies.

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 online. 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

If you are thinking of changing your child's school or applying to a new school or university next year, we can help. 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

If your child is thinking of applying to Oxbridge or another G5 university, let us know. 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.

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