

Student 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.

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	19th April
Easter Monday	2 nd April	22nd April
Early May Bank Holiday	7 th May	6th May
Spring Bank Holiday	28 th May	27th May
Summer Bank Holiday	27 th August	26th August
Christmas Day	25 th December	25th December
Boxing Day	26 th December	26th 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

2 - UKG's Role as your Guardian

UK schools require all their students whose families live overseas to have a guardian living in the UK, normally aged over 25 years. It is also now a UK visa requirement. Whilst at the school, your 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.

These responsibilities include:

- acting on behalf of your parents in situations where they are unable to do so due to distance or timing;
- looking after your welfare in the UK when the school is closed for holidays;
- providing a host family for you to stay with during half term and fixed exeat weekends when the school is closed;
- assisting you with things you may need – school uniform, sports equipment, pocket money, phone cards, mobile phone, UK mobile sim card, etc.;
- helping you arrange your travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers);
- helping you if things go wrong:
 - if you get into trouble at school you may be suspended and asked to leave the school for a period, at short notice
 - if you have problems with immigration or passports (for example, lost or stolen)
 - if you get ill and need to go to hospital, or away from school
- being available for you anytime, particularly if you are worried about things like:
 - work
 - school
 - friends
 - your own family. It is not unusual to feel unhappy and maybe homesick when you first start at your school and do not know anyone. Relax and take some time, you should feel better after a few days. If you do not or if you have a personal problem, or need some advice or support, you can always contact us.
 - the host family you stay with. Life in the UK may be very different to your own country and we can give you some ideas and guidance to help you settle in more quickly and easily.

UKG will be the main point of contact for guardianship issues for you during school terms.

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

UKG will ensure all arrangements are carefully put in place, and that confirmation is sent to you, your parents and your school. You may have regular contact with UKG by telephone and email. If you would like to talk to a member of UKG in your native language, then this can often be arranged.

You must provide your current mobile number and email to UKG, especially if these details change!! It is your responsibility to notify us of any change to your contact details as soon as they are in place.

Designated Guardianship Coordinator

You will be assigned a dedicated Guardianship Coordinator before you travel to the UK. This person will be your main point of call when you are in the UK – if you have any questions or problems, you should speak to them first. They will be in regular contact with you and will usually visit you in school and at your host family (dependent on the guardianship package booked). Your Guardianship Coordinator will be available by phone at all times in cases of emergency.

If requested by your parents, you will be visited by your designated Guardianship Coordinator. PLEASE REMEMBER to attend the meeting! UKG have a strong background in education, and experience and knowledge of boarding schools and international students.

3 - Arrival in the UK

Student Visas

If you are from a country in the EU or EEA, you will not need a visa to study in the UK.

If you are from another country, you will need a visa and, most of the time, will need to organise it before you travel. The most common visas are Tier 4 (General) and Tier 4 (Child).

If you do need a visa to study, you must:

- get it before you travel
- follow the rules
- think about your passport expiry dates
- not stay after your visa expires

For the most up-to-date information, please visit this website

<https://www.gov.uk/government/organisations/uk-visas-and-immigration>

BRP Cards

If you apply to come to the UK for longer than 6 months, you will need a biometric residence permit (BRP). Your visa decision letter will tell you if you need to collect a BRP card and will tell you where you can collect it from. You must collect it before your vignette expires or within 10 days of arriving in the UK, whichever is later. Your school should be able to help you with this.

Registering with the Police

Some international students will need to register their stay with the police. You must do this in the first week of your arrival in the UK. The stamp in your passport will tell you if you need to register or not. If you are not sure, please ask the school.

Arriving at the Airport

If UKG has arranged an airport transfer for you, our designated driver will meet you at the arrivals hall and will be holding a sign so you can find them easily. DO NOT leave the airport alone, until you have found the driver. If you have trouble finding them, please call our office or emergency number and we will help you.

Abusive Behaviour

We do not accept any abusive behaviour by staff, students or visitors (this includes unkind words, messages and actions, verbal, mental and physical abuse, taking or damaging someone else's things, violence or anger towards another person, talking to/about people in an unkind way, teasing, harassment, bullying).

Bank Account

Opening an account in the UK can be difficult, but your school may be able to help. To open an account you will need a 'bank letter' from the school, your passport/ID and proof of your address.

If you open a bank account, keep your account numbers, PIN and cards safe at all times. Do not give this information to anyone.

If your bank card is lost or stolen, you must report it to the bank immediately so they can cancel the card and send you a new one.

Remember, if you change your address, you must inform the bank.

National Insurance Number

You will need a National Insurance (NI) number to work in the UK.

The easiest way to get an NI number is to call Jobcentre Plus on 0345 600 0643. Opening times: Monday to Friday, 08:00 to 18:00. You will need to make an appointment. You can also find further information here <https://www.gov.uk/apply-national-insurance-number>

Take your passport, a letter confirming you have been offered work or are registered with an agency and a 'Certificate of Enrolment' letter from the school.

During your appointment, please ask them how long you will have to wait for your NI number, it is normally sent in the post.

4 - 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.

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 you to select the best schools and universities based on your 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 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.

Student Feedback

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

During or shortly after your 1st term, UKG will give 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 stay if you need it. These questionnaires need to be completed online as quickly as possible.

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.

Changing School

Remember – sometimes it can take 2 or 3 weeks, or even a term, to feel comfortable in your school, with other students and your teachers, and with living in the UK. In your first term, try to relax so you can enjoy your time here as much as possible.

If you have a problem, 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.

5 - School Rules

Each school has their own rules, please go through them carefully when given. In general, they include the following:

- English Only
- Being Punctual
- Eating and Drinking is Not Allowed in Class
- Mobile Phones Should be Turned Off in Class
- Good Attendance: having poor attendance may result in expulsion or jeopardise your next visa application (If you cannot attend school, you must inform us in writing at least 1 week in advance. UKG reserve the right to decline your request)

Start and End of Terms

Please be aware that schools require students to conform to all school rules and to adhere to published school dates for the start and end of terms. Failure to do so can sometimes result in disciplinary action against the student and would almost certainly be marked down as an unauthorised absence.

You must provide what arrangements we need to make for you for each half term, exeat weekend and whenever you are not in school but in the UK.

6 - Homestay Accommodation

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 you as closely as possible to the family in terms of their experience, interests, and location. We try where possible to place you in the same host family for all your 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 you 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 you are 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. While staying with a host family, you will gain insight into the British way of life in a happy and supportive environment.

Please note, actual guardianship remains with UKG during you 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 you upon arrival. Please respect and follow them accordingly, for example:

- When you should take a shower
- If you can use the kitchen
- If you can eat in your room
- If you can use the computer and internet

Services provided

Meals:

For breakfast you should get toast and cereal, and perhaps a cooked breakfast on occasion. If you are late getting out of bed, you may miss breakfast!

Lunch is normally light, perhaps soup, jacket potato, salad, sandwiches, cheese on toast and fruit or yoghurt.

Most host families take their main meal in the evening, and dinner should include fish, chicken or red meat, with vegetables and a dessert. The evening meal is often between 18:00 and 20:00, but please check the times of meals with your host.

If there are things you like or don't like to eat, please tell your host and they will try and provide accordingly, but remember the food will be very different to home, so do try everything - you never know, you may like it!

If you are HUNGRY, please don't help yourself – ask the host family.

Your family may be very interested in your own country's food – offer to cook!

Be sure to watch your table manners:

- Wait until everyone is seated at the table and has their food before you start to eat.
- If you want something from the table, ask someone to pass it to you. Remember to use 'please' and 'thank you'.
- It is the English custom to eat quietly, with your mouth closed!
- Hands are usually placed under the table when you are not eating.
- Stay at the table until everyone has finished and then ask to leave.
- When you leave the table, ask if you can help by taking your dishes to the kitchen, and leave them by the sink or place them in the dishwasher.
- Tell the family ONE DAY in advance if you wish to miss a meal and eat elsewhere.

Your Room:

You will be provided with a single or twin room (one or two beds), and occasionally, if a room is large enough, some families have a triple room (three beds).

Clean bedding and a towel are provided.

The room will have some storage facility (depending on the length of your stay) and a desk and adequate lighting for working. Sometimes host families provide a table in another room (like the Dining Room) for working instead of the bedroom.

Make your bed and keep your room tidy, especially on your departure. Remember to say THANK YOU to the host for their hospitality.

Report any damage to the host and apologise for it.

Shower and Bathroom:

You will probably need to share the bathroom with your host family and they will tell you the most convenient time for you to use the bathroom and shower in the mornings and evenings.

Please make sure you shower regularly (every one or two days) but remember that hot water may be limited, so you should spend no longer than 15 minutes in the shower.

Make sure the shower curtain is on the inside of the shower cubicle to avoid flooding the bathroom.

Host families will often need to be up early, so please don't make them late for work!

Laundry:

Hosts are happy to help you with any washing you may have, especially during a longer break like half term. Ask your host if they would mind doing the washing for you (or offer to do it yourself) and where to put your dirty clothes. They will usually wash them and return them to you.

Internet Access and Host Computers:

Most families have a wireless broadband connection, and many are happy for you to use this for reasonable access to the Internet from a laptop computer (such as social networking). Please do not use the family's Internet connection to download or stream songs, TV shows, games or movies.

You should NOT expect to use the host family's own computer.

Unrestricted Access - There is increasing concern about the dangers to young people of free and unrestricted access to the Internet without appropriate controls. UKG have guidelines for host families, and will advise hosts to limit access in the best interests of the student. For example, wireless Internet will sometimes be switched off overnight, and schools will also have restricted networks.

Curfews

If you go out, you must tell your host family where you are going and when you will be home. Make sure you have the telephone number of the host family and UKG's emergency phone number (07834 465463) with you and that the family have your mobile number. Your phone should have enough battery and be switched on at all times. If you are delayed, you must phone the host family to let them know.

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

Bedtimes are at the discretion of the host. Please remember many families NEED TO BE UP EARLY to go to work, therefore please be considerate (do not take a shower late at night!) and be QUIET!!

You are not allowed to stay out all night unless UKG has already received specific permission, in writing, from your parents (see Other Accommodation).

You are not allowed to have friends to stay overnight unless agreed by UKG and the host family in advance.

Other Accommodation

We have an obligation to your 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, please follow the rules below.

- Students Aged 18 and over

Parents Permission in writing in advance is required, during office hours.

- Students Aged 16 & 17

Parents 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.

- Students Aged 15 and under

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

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 if required (**children under 16 years of age are not allowed to travel unaccompanied**).

If UKG has booked a driver for you to travel, please be certain to keep your mobile switched on so that we can contact you.

Changes to Bookings

Should you wish to change your 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 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 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 emergency fund account.

Pocket Money

You do not need to bring too much pocket money to the host family, as your parents will have already paid your meals and accommodation during your stay with the host family. If you need extra pocket money, we will only issue this to you after we receive your parents' permission. Please ensure you gain permission from your parents first.

Personal Hygiene

It is important to present yourself well in school and when you are staying with the host family. Remember to shower regularly (every one or two days), brush your teeth twice per day, use deodorant and wash your clothes regularly.

7 - Social Activities

There are many students already in the UK looking for friends like other international students and eager to make that connection. Once a student has spent some time here, they will find that making friends is rather easy and this will help ease some of the homesickness they are feeling. We can help bring students together, to forge friendships and build relationships.

The more students get involved with their school, the easier it is to adjust to a new life. There are many fun activities in school outside of schoolwork, such as sports and groups where you can connect with other students who enjoy the same things you do. If you are having fun with other people you won't feel so homesick and adjusting to school life will be easier.

Another good way to help you cope with homesickness is to find a new hobby. There are many fun activities to join outside of classes. Students are encouraged to pursue things that are new and interest them, this help you to adapt to your new way of life. You might meet new people too, and this will help you feel more welcome.

The initial period you are at a new school is going to be an adjustment, but you will find over a period of time your homesickness will reduce. The best thing to do is find fun activities and connect with other students. By meeting new people and making new friends you will feel like you belong here. It is also a good idea to join any excursions or entertainment the school or host family organise.

You will not be alone at your new school. Everyone wants to see you do well and enjoy your new life. We are here for each student in our care to help them overcome any difficulties and to help them ease and settle into their new lives. This is why we organise activities and events during half terms. Please do check your email or our social network for the latest event. Everyone is welcome; you can also help others to overcome being homesick!

PARENTAL AUTHORITY

Schools frequently need a parent or guardian to sign for parental permission for you to participate in school activities and excursions. Our policy is to forward these to your 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 your parents have indicated otherwise on the Application Form.

8 - Living in the UK

Student cards

You are entitled to receive discounts from travelling, clothes purchases and entertainment as a student, For example:

Young Persons Railcard for travel on trains (<http://www.16-25railcard.co.uk/using-your-railcard/where-to-buy/>)

Oyster Zip Card for travel around London (<https://tfl.gov.uk/fares-and-payments/travel-for-under-18s/zip-oyster-photocards>)

International Student Identity Card for student discounts (<https://www.isic.org/cards/>)

Phones

UKG can help you to buy a “Pay as you Go” mobile sim card or phone, but we cannot enter into monthly contracts on your behalf.

Culture

Going to a new country and being part of a new culture can be confusing and difficult (culture shock). Try to learn as much about the British culture, customs and behaviour as possible. People will be more helpful and much kinder if you are polite and show respect for others.

For more information about British culture, please visit:

<https://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock>

Manners and Customs

British people say “please”, “thank you” and “sorry” very frequently so make sure you do the same.

When you meet someone for the first time, they will usually shake your hand. If you are meeting a friend, they may give you a hug or a kiss on the cheek.

People queue in the UK – if you are waiting for something (e.g. to pay in a shop, to buy a ticket, to use the toilet in a public place or to get on a bus) and there are other people waiting, you will need to join the queue and wait for your turn.

British people are generally punctual so make sure you always arrive on time.

Do not spit, pick your nose or stare at people in public places – these are all considered to be very rude.

Weather

British weather is very changeable. You should bring/pack clothes to suit many different weather conditions. You will need an umbrella (at any time of year!) but you can buy one here in London. For a weather forecast, or more information about the climate, visit www.metoffice.gov.uk

Religion

There are many places of worship in the UK. For more information about places of worship speak to the school.

Links to useful websites

www.visitbritain.com Official Tourist Office site with information about the UK

www.ukcisa.org.uk Advice for international students

www.bbc.co.uk/news News in the UK and around the world

www.ukstudentlife.com Information for students coming to study in Britain

www.educationuk.org/global/articles/safety A useful site for safety in the UK

Health

There will be a School Doctor and Nurse in the school who will look after your health. When you are staying with your host family, they will look after you if you are unwell or have an accident. They will usually contact their GP (doctor) and book an appointment for you (your school doctor will have already registered you with the NHS). If the illness is more serious and/or you need to go to hospital, the host family will contact UKG and we will inform your parents.

Safety and Security Advice

- **Always put your safety first.**
- **Make sure your phone always has battery and credit.**
- **Make sure you have all of the contact details, addresses or maps that you need (e.g. school, accommodation).**

Contact with UKG

As your dedicated guardian, we need to know your whereabouts at all times. If you go missing from your school or homestay accommodation and we cannot reach you, we will report you to the police as a missing person. Therefore, you must always inform us if there are any changes to your accommodation/travel plans and make sure your phone is always switched on.

E-Safety – stay SMART

- | | |
|-----------------|---|
| Safe | Do not give your personal details to anyone online (e.g., full name, contact details). |
| Meet | Do not meet with people who you have met online as it can be dangerous. |
| Accept | Do not accept messages, emails or open files from people you do not know or trust as some can contain viruses or nasty messages. |
| Reliable | Some information may be untrue or people can lie about who they are. Always check information with other websites, books or a member of staff. |
| Tell | If something makes you feel uncomfortable or worried tell your parent, host parent or a staff member. |

Road Safety and Street Awareness

Only cross at crossings and look both ways. Look for all vehicles, including bicycles. Wait for the traffic to stop – you can press the button on the traffic lights and wait for the green man. Look confident and look as if you know where you are going.

Walk on well-lit roads and ignore people who are rude or abusive. If you think you are being followed, go into a shop or where there are other people or phone a friend, telling them where you are and why you are worried. If you need some help, approach people directly or call out to them, don't shout 'help', say what is happening and what help you need.

Belongings and Valuables (e.g. mobiles, cameras, money)

You do not have to carry your passport or ID card with you in the UK.

Try not to carry more money than you will need, and keep some money in a different pocket/place to use in an emergency.

Theft of mobile phones (especially the latest models) is quite common; therefore, pay attention to people around you when using your phone in a public place. It is not a good idea to listen to an iPod or other personal stereo when walking alone as it can attract the attention of thieves and you will be less aware of people approaching you.

TIP: We recommend that you register your belongings, such as mobile phones and bicycles, with Immobilise. This is free of charge and will help you if your things get stolen. Visit www.immobilise.com

Pickpockets and bag snatchers

Unfortunately, pickpockets (people who take things from your pocket) can be in popular tourist areas and crowded places. Make sure your bag is always closed and never carry your wallet or purse in a bag on your back.

Do not leave your bag on the floor or over the back of a chair in cafes or restaurants – instead, keep it on your lap or tie it to the furniture.

If someone tries to take your bag by force, just give it or throw it down on the ground. If possible, empty the contents onto the floor and tell them to take what they want. Never fight over your possessions; they can be replaced.

Most students who lose a bag say that the worst thing is losing their address book or the numbers on their phone. Therefore, it is a good idea to keep a copy of these and your bank card numbers at home. If your bag is stolen, always tell the police because there is a possibility that your bag will be found and the police can then return it to you.

Taking out Insurance

We strongly recommend that every student takes out a comprehensive insurance which covers reimbursement of school fees as well as theft, damage and medical costs. Please ask us for our recommended partners who specialise in student travel insurance.

Cashpoints

When withdrawing cash at cashpoints, be careful not to let anyone see you entering your PIN. Be careful if someone tries to help you, they may not be honest. If someone is standing too close or tries to distract you, cancel the process or wait until you have finished and you have both your cash and the card before you turn away from the machine.

Laws in the UK

Smoking: is banned in all public buildings in the UK, including bars, restaurants, shops, cinemas, stations and on public transport.

- It is illegal to sell tobacco products to anyone under 18 years old.

Drinking: You must be 18 years old or over to buy or drink alcohol in public places. Some bars and nightclubs have a 21 years old and over policy.

- It is illegal to buy alcohol for anyone under 18 years old.

- In some outdoor places, the police can confiscate (take away) alcohol.

- Alcohol is not allowed at school or with host families.

Drugs: The possession and use of recreational (leisure) drugs is illegal. Penalties can include up to 7 years in prison and/or an unlimited fine. You are strongly advised not to use illegal drugs during your stay.

Shoplifting: People who are caught stealing from shops will probably have to go to court and may have to pay a fine (money).

Weapons: It is illegal to carry any weapon for defence, including gas and sprays. You will be arrested if the police stop you and you have a knife.

Cycling: You cannot ride a bike on a pavement/footpath. You can only ride a bike on designated bicycle paths or on the road.

You must have lights if you cycle at night.

A helmet is not compulsory but is strongly recommended.

What to do in case of an arrest

1. If you are arrested, the police will usually take you to a police station, hold you in a custody cell then question you. The police will search you and take away your possessions while you are in the cell.
2. The police can hold you in custody for up to 24 hours. After 24 hours, the police must either charge you with a crime or release you.
3. The police must explain your rights which include: free legal advice, telling someone where you are, medical attention if required, a written notice of your rights (e.g. food and toilet breaks) in your language or provide you with an interpreter.
4. If the police ask you questions, you can choose to answer or not. However, please note that you may harm (damage) your defence if you do not answer their questions.
5. The police do not need your permission to take photographs of you, finger prints, a DNA sample (mouth swab or hair root) or a skin swab from your hands/arms.
6. The police do need your permission to take a blood or urine sample from you (unless you are suspected of drink or drug driving).
7. If you are under 18, the police must try to contact your parent or guardian and find an adult to help you.

Legal Problems

For free legal advice you can go to a Citizens' Advice Bureau - www.citizensadvice.org.uk

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 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 this 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 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 - Being asked to Leave the Guardianship Programme

If you do not follow UKG's Rules or Policies, we may terminate the contract and cease the service without giving you a refund. We may ask you to leave for the following reasons:

- **Not attending your classes**
- **Abusive behaviour**
- **Not following all rules relevant to your 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 you break the rules or do not follow the Policies, we will:

1. Give you an official verbal and written warning and notify your parents. This aims to stop you from repeating any offence.
2. Permanently exclude you from the services and notify the school, if you 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.

12 - 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.
- Under 16s 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 Residential accommodation the ratio of residential adults to students 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 upon 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.