



Parent Handbook

Welcome and introduction from the guardianship organisation

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

Gold Lampstand Education do everything we can to make your child feel welcome and to safeguard and promote your child's welfare outside of school. We take care to select a host family who will take a genuine interest in your child but will respect his/her privacy, cultural background, religious beliefs and dietary needs.

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

The guardianship organisation

In the UK, it is a school requirement for overseas students to have a guardian that is based in the UK, someone that can be on hand 24 hours a day, seven days a week to offer parental, logistical and emergency support. We at Gold Lampstand Education offer this service to our parents and their children. Gold Lampstand Education is a company small enough to care about each child as an individual but also big enough to cope with any demands professionally, with a personal touch.

All staff, associates and homestay families are asked to support this caring and personal ethos that Gold Lampstand Education values so greatly, thus ensuring that all of our guardianship students receive the highest standard of care possible. With representatives and homestay families throughout the United Kingdom, help and assistance is never far away.

The homestay

Gold Lampstand Education has numerous host families from all the corners of the UK that provide a warm, safe, and caring environment for your child; a home from home when they are in an unfamiliar country.



Whether the homestays are a married couple, a family, a retired couple or a single parent it can be an incredibly rewarding experience and many of our students and host families stay in touch for years to come. It is an opportunity to open their home, and share their day-to-day family life with an international student. For your child, staying with a host family enriches the entire learning experience as it allows them to immerse themselves into British culture, the English language and experience a local way of life. Long-lasting friendships are often made, which makes hosting even more rewarding.

Safeguarding

Gold Lampstand Education is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, data protection that provide further information and outline our procedures. These can be found at <http://goldlampstand.com>.

We have a trained Designated Safeguarding Lead and deputy. You or your child can raise a safeguarding concern with your contact at the guardianship organisation or directly to the Designated Safeguarding Lead (contact numbers are included in the table below). Alternatively, you may wish to raise a concern directly with the school your child attends. All schools have their own Designated Safeguarding Lead. Please note that any concern that you or your child raise with us will be taken seriously and will be handled in line with our published procedures.

Statement of services

The details of the services are in line with the service package that you choose.

Contact Details

There may be times that you need to contact us. We are always here to assist you with any requests or concerns that you may have. You can contact in the following ways:

General enquiries	
Telephone (office hours)	07789288868
Email	gls@goldlampstand.com
WeChat	



Emergencies 24/7	
Telephone	07789288868 / 07443592711
Safeguarding concerns	
Designated safeguarding Lead Fang Li	07443592711

Transport Arrangements

For transfers between the airport and school, or between the host family and school, Gold Lampstand Education have a team of designated and reliable drivers available to meet your child and take him/her 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. Gold Lampstand Education will check timetables, book tickets and arrange for an escort if required (children under 16 years of age are not allowed to travel unaccompanied).

Yang Kang (07789288868) is responsible to arrange transport at other times, e.g. start/end of terms, half terms, exeats etc between the school and host family.

Change of plan

There may be occasions when you need to change the arrangements that have been made for an exeat, half-term, holiday, or other periods of homestay. Please ensure that you contact Yang Kang on 07789288868 as soon as possible, and no later than two weeks before the arranged stay. If changes are made last minute, any fees that have been incurred are required to pay. Please give Yang Kang the reason for changing the arrangements and what is the alternative arrangement that parents plan. If the new arrangement is done by the parents, not by Gold Lampstand Education, it needs to inform the school and Gold Lampstand Education will not take the responsibility during this period.

Emergencies

Gold Lampstand Education will respond to any requests to provide emergency support and accommodation for your child. For example, this could be due to a medical issue or suspension. Where possible your child will be placed with his/her usual homestay, but if this is not possible, your child will be cared for by another homestay family who works for our organisation.

Homestay accommodation

Our host families all live in well-maintained houses or flats, often with access to a garden. Your child will be provided with their own comfortable bedroom (unless they have asked to share with a friend,



this needs to be with parent's knowledge and consent), storage facilities and a study area. Your child will have access to the host's WiFi. Your child usually share the bathroom with the host family but are occasionally provided with a private bathroom if staying in a superior homestay. Your child welcome to join the family in the communal areas of the house. Your child will be given 3 meals per day which are often eaten together with the family. Laundry facilities are available to your child staying longer than 1 week.

Updates on student's welfare and academic progress

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 pricing document, which shows the services included with each guardianship package and prices for adding additional services.

Expenses

You are required to pay a reservation fee as a Student Expenses Account payment before the start of the first term. Sums incurred during each term will be deducted from the Student Expenses Account as necessary. These include, but are not limited to, Host Family, travel, pocket money, repairs, damage and school uniform. However, except in an emergency, we will seek authorisation from you for any amounts totalling more than £50. You will be required on subsequent invoices to pay further sums to ensure that the Student Expenses Account is sufficient to cover expenses incurred. Any balance of the Student Expenses Account will be carried forward to the next academic term or repaid to you by means of credit without interest to the final sums due to G L Education on leaving.

Life in the UK

Living in the UK may be quite different to the life your child is used to. Every country has its own customs and it may take them a while to get used to these. Please do not worry, this is most normal. Here are a few examples of British customs to help you understand what is expected:

Meeting people: Sometimes British people come across as being reserved but usually they are kind, helpful and welcoming of visitors. British people usually greet each other with a handshake and use their title and surname, until being invited to use their first names. For example, when meeting a new contact, they may greet saying "Good morning Mr Harris". Due to the coronavirus, greetings have changed, and handshakes are not currently being used. A verbal greeting is perfectly acceptable, whilst maintaining social distancing.

Queues: The British people love queues! When waiting their turn, for example in a shop, bank or for public transport, people form a line one behind the other so that they are served in turn. It is considered rude to push in. Due to the coronavirus, spaces between people waiting in the queue are currently larger, so please ensure that your child is aware of the need to maintain a suitable distance. In the UK this is currently 1 metre or more. Shops in the UK are currently limiting the number of people allowed inside at any one time, so your child may need to queue more often than in usual times. Some shops and services have clear instructions and markers to show where shoppers should stand. Please explain to your child that they should respect the instructions given.

Please and thank you: British people greatly appreciate politeness. This means when you would like something you would start a sentence with the word "Please", for example, "Please may I have a sandwich?" When you have received something, you should always reply with "Thank you".



Sorry! The British people are often heard to say “Sorry!” This word is used if people accidentally bump into each other or make a mistake. Often people say it even if they were not to blame (for example, a person bumped into them whilst walking in the street).

Mealtimes: It is considered polite to wait for all people at the table to have their meals in front of them before you start to eat. Knives and forks are used to eat the vast majority of main courses, although some British families may use other cutlery to suit the cuisine. Knives and forks are placed together to indicate that the diner has finished. It is not considered polite to eat with your mouth open or speak whilst eating. Similar to the beginning of the meal, diners usually wait until everyone is finished before leaving the table, and often time is spent having a chat around the table.

What to expect from the homestay

Gold Lampstand Education expects your child to be polite and courteous when staying with a homestay. A homestay is not a hotel and the expectation is that your child will be included as part of the family. As such, they will be expected to engage with family members, joining them at mealtimes, and possibly helping with chores such as laying the table. Your child’s homestay will explain their own house rules to them when they arrive. Please do ask them if you have any questions.

Student Finances

- We will set up a reservation fund account for your child. We will keep his/her funds safe and use it to pay for services such as accommodation and transfers during his/her stay. When the guardianship package ends, we will return any unused fund back to you.
- Schools usually take care of pocket money for your child. The housemaster will keep your child’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
- Or we can help you set up a bank account and arrange credit cards for your child if required. Please contact us and we will be able to make the necessary arrangements.

Liability

Please note that the homestay provider and *Gold Lampstand Education* will not be liable for any damage arising from conduct and/or behaviour of your child placed with the homestay by the guardianship organisation.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that *Gold Lampstand Education* takes advice from the government, Public Health England and the World



Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school your child would usually remain at school. In the event of a pandemic *Gold Lampstand Education* may not be able to offer homestay accommodation for your child as this could place your child, homestay families and the wider community at risk. *Gold Lampstand Education* will work with you to find flights to home countries where required. *Gold Lampstand Education* will work with schools to meet your child's needs during a pandemic. This could be by helping to support your child to learn remotely as directed by the school. *Gold Lampstand Education* will work with you and your child's school to find suitable quarantine accommodation for your child where required. *Gold Lampstand Education* has a policy that outlines the procedures we are following during a pandemic. This can be found here at <http://goldlampstand.com>.