HW
GUARDIANSHIP

Parent Handbook

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This Handbook is designed to give you an insight on how H Wang Ltd operates, our procedures and standards, and what you can expect if you choose us, so that you can make an informed choice of guardian for your chi?d.

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

1. Key Information

- CONTACT DETAILS

Address: 12 Wharf Street, Sowerby Bridge,HX62AE,United Kingdom
opening Hours: 09:00 to 17:00, Monday to Friday

General enquiries
Telephone & Email (Monday to Friday: 09:00 – 17:00)

Hongtao Wang _ Director
+44 (0) 7724226976 tom@hwangeducation.com

Tianhua Hu- Director
+44 (0) 7922369053 Heidi@hwangeducation.com

Emergencies 24/7
Telephone only
Hongtao Wang-Director +44 (0)7724226976
Heidi Hu _ Director +44 (0) 7922369053

Safeguarding Concerns
Director & Designated Safeguarding Lead (DSL)
HongtaoWang +44 (0) 7724226976
tom@hwangeducation.com

Public Holidays
H Wang Ltd will be closed on these days & also 1 week over the Christmas period.

New Year's Day, Good Friday, Easter Monday, Early May Bank Holiday Spring Bank, Holiday Summer Bank Holiday, Christmas Day, Boxing Day *substitute days

Emergency Number in the UK – Free
Police, Fire Brigade, Ambulance, Coast Guard - Telephone - 999

Non Emergency Number in the UK – Free
Police - Telephone 101
Free NHS (National Health Service, Non-Emergency) 101

- ABOUT H WANG LTD

Founded in 2023, we offer bespoke tailored services in all aspects of student guardianship. 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. It is good practice and insisted upon by many schools that the designated person be aged over 25 years old, not in full time education and located within 120 minutes of the students school. 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 home stays directly 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:
    - school & work
    - friends
    - their own family (it is not unusual for students to feel homesick)
    - 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).

H Wang Ltd 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.

we have a strong background in education, and experience and know6edge of boarding schoo6s and internationa6 students. we wi66 be the main point of contact for guardianship issues for your chi6d during schoo6 terms. we wi66 visit your chi6d at schoo6 and regu6ar6y check in with them.

H wang Ltd wi++ ensure a++ arrangements are carefu++y put in p+ace, and that confirmation is sent to you, your chi+d and your child's boarding house at schoo+. You and your child will have regular contact with us in person, by te+ephone, wechat, whatApp 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.

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

3. How is H Wang Ltd Organisation and Who Acts as Your Child's Guardian?

- DIRECTORS

Directors Hongtao will be appointed as your child's designated guardian and point of contact.

- DESIGNATED SAFEGUARDING LEAD (DSL)

H Wang Ltd is committed to safeguarding and chi3d protection and puts the safety of your chi3d as top priority. H Wang Ltd has a designated safeguarding 3ead (DSL) DSL:Director Hongtao wang +44 (0) 7724226976 tom@hwangeducation.com

- SERVICES

H Wang Ltd offers full guardian and chaperoning services to your child details listed below:

Guardian Services:

- A dedicated local UK guardian
- Visits: Termly visit to students in school
- Out of School Arrangements: Liaising with parents, agents, the school and the student to agree holiday, half term and exeat arrangements
- Travel Arrangement in the UK: Organise and book safe and qualified drivers or taxis at the start and end of half-terms and terms
- Emergency Student Support: 24-hour, 7 days a week
- Emergency Accommodation: Provide a trained and inspected Host Family
- Settling in Admin Assistance: During the first term accompanying students to open a UK bank account and purchase a UK SIM or mobile phone. Help with other initial admin tasks
- Progress Monitoring: Monitor students academic progress, attendance and wellbeing. Report to parents if there are any causes for concern
- Safeguarding: Ensure that your child's school and appointed host family are familiar with our Safeguarding Policies and Procedures
- Close working relationship with Schools and Colleges

Travel Chaperoning Service:

- Full international travel chaperoning

- HOMESTAY ACCOMMODATION

Homestay accommodation during half terms, exeat weekends, and other school breaks is provided directly by the Designated Guardian / Directors of H Wang Ltd in a safe, welcoming, and family environment. Your child will be treated as a member of the family during their stay.

- STUDENT EXPENSES

H Wang Ltd pays for day-to-day student expenses (such as local transport, pocket money, or emergency purchases) on behalf of the student. An itemized invoice with receipts is then sent to parents termly (or

monthly) for reimbursement. Except in an emergency, prior authorisation from parents will be sought for any single expense exceeding £50.

4. H Wang Ltd's Host Families and Cancellation Charges

Homestay accommodation during half terms, exeat weekends, and other school breaks is provided directly by the Designated Guardian / Directors of H Wang Ltd in a safe, welcoming, and family environment. Your child will be treated as a member of the family during their stay.

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

Our host family will all have a kind disposition towards your child and are given guidelines and, where necessary, training from H Wang Ltd 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 H Wang Ltd 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.

- HOMESTAYS FACILITIES

Our host live in well-maintained house, often with access to a garden. Students will be provided with their own their own private, comfortable bedroom with adequate storage and study facilities. Room sharing is generally not permitted unless specifically requested by students of similar age and same gender, and subject to prior written consent from both sets of parents and full risk assessment in compliance with AEGIS standards.

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 H Wang Ltd'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 H wang Ltd's phone numbers with them at all times in case there is a problem or they are delayed in returning home.

Students who have permission to go out on their own will be required to return to homestays by the following times:

- Ages 16 to 18 - 10 pm
- Ages 14 to 16 - 6 pm

H Wang Ltd suggests that student bedtimes should be as follows:

- Ages 14 to 18 - 10pm

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

All student transport (including airport transfers, school arrivals, and exeat travel) is provided directly by the Educational Guardian and Host (Tom Wang and spouse) using our private family vehicle ,all vehicles used are fully insured, roadworthy, and maintained to safety standards.Both drivers hold valid UK driving licences, fully comprehensive motor insurance, and Enhanced DBS clearances.

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. We will check timetables, book tickets and arrange for an escort if required.

Flight chaperoning services available on request please contact us for further details.

- ## BOOKING HOST FAMILIES & TRANSFERS

To book a host family, please provide us with all holiday arrangements and homestay requirements, as detailed as possible.Homestay accommodation during exeat weekends and half-terms is provided directly by the Designated Guardian / Directors of H Wang Ltd. Parents must notify H Wang Ltd of their child's holiday arrangements and accommodation needs at least one month in advance. Once confirmed, accommodation details and arrangements will be sent to parents for approval. Where additional host families are required in exceptional circumstances, a full family profile will be provided for approval prior to booking.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 £100 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 fees will be charged.

- HOMESTAY ARRANGEMENTS IN AN EMERGENCY

!n emergency situations, for examp3e if your chi3d has a medica3 issue or is suspended and cannot stay in schoo3,we wi33 arrange emergency homestay accommodation for them. !f a parent cannot be contacted, we wi33 arrange services for the student, e.g.accommodation or taxi transfers, a33 fees wi33 be charged.

- MISSING STUDENTS 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 amissing 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 us immediately. If a student is reported to us as missing, we will take all necessary actions to locate the student.

H Wang Ltd has a student Behaviour code of conduct which students are expected to keep to at a:: times. The homestay provider and H Wang Ltd cannot be :iab:e for any conduct of the students.

More details about homestay accommodation and the services provided can be found in the Student Handbook.

- LIMITATION OF LIABILITY FOR STUDENT CONDUCT

Neither H Wang Ltd nor its host families accept legal liability for any loss, damage, personal injury, expense, or third-party claims resulting from the intentional misconduct, negligence, or unlawful actions of any student in our care. Parents remain fully responsible for any financial loss, damages, or costs incurred due to their child's conduct, including any damage caused to host family accommodation or school property.

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 Education us 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 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 H Wang Ltd 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 H Wang Ltd is informed and given the details.

H Wang Ltd 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.

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 feedback termly, unless a more urgent issue arises.

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.

If you would like to leave feedback at any other time, please send it to us via email at tom@hwangeducation.com or contact the office on +44 7724226976

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.

- STUDENT FINANCES

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, we will 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

Primary Education

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).
Early Years Foundation Stage (EYFS) – ages 3-5 (Nursery and Reception)
Year Group Reception - Age 4-5
Key Stage 1 – ages 5-7 (Years 1-2)
Year Group 1 - Age 5-6
Year Group 2 - Age 6-7
Key Stage 2 – ages 7-11 (Years 3-6)
Year Group 3 - Age 7-8
Year Group 4 - Age 8-9
Year Group 5 - Age 9-10
Year Group 6 - Age 10-11

Secondary Education

Secondary education begins at age 11 and continues until age 16. 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.
Key Stage 3 – ages 11-14 (Years 7-9)
Year Group 7 - Age 11-12
Year Group 8 - Age 12-13
Year Group 9 - Age 13-14
Key Stage 4 – ages 14-16 (Years 10-11)
Year Group 10 - Age 14-15
Year Group 11 - Age 15-16

Further Education

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.

Key Stage 5– ages 16-18 (Years 12-13) Sixth Form
Year Group 12 - Age 16-17
Year Group 13 - Age 17-18

Higher Education

University 17+ Undergraduate
Undergraduate 3 years – standard courses.
Undergraduate 4 years – sandwich courses or study a year abroad.
Undergraduate 5 years – Medicine, Veterinary and Architecture degrees.
University 20+ Postgraduate
Masters Degree 1-2 years.
PhD 3-5 years.

- CONTAGIOUS PANDEMICS

In the event of a contagious pandemic, H Wang Ltd 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 UKHealth Security Agency (UKHSA), the Department for Education (DfE), 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 provided 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 H Wang Ltd'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 / Antisocial behaviour / Criminal activity. We could also ask you to pay for any damages to school property and/or accommodation.**

If your child breaks the rules or does not follow the Policies, we will:

1. Give them an official verbal and written warning and notify you as parents. This aims to stop them from repeating any offence.
2. Permanently exclude them from the services and notify the school if they repeat the offence or break any other rules.

No refund or alternative arrangements will be available.
Alternatively, in severe cases of breach of contract or misconduct, H Wang Ltd reserves the right to initiate contract termination. In compliance with AEGIS Standard 2.2.3, reasonable written notice will be provided to parents to allow sufficient time for alternative guardianship arrangements to be made. Guardianship responsibility will remain in place during this notice period until alternative arrangements are secured.

9. Equal Opportunities

H Wang Ltd strives 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 H Wang Ltd 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 contact with their guardian and discuss seeking 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)

H Wang Ltd 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 H Wang Ltd 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 of a complainant, as long as they have appropriate consent to do so. Concerns should be raised with the relevant H Wang Ltd 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 Hongtao Wang or if it is about Hongtao Wang to Heidi Hu. 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 H Wang Ltd, 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
Our full Complaints Policy is available on our website www.educationguardianship.com.

11. Child Protection

- MENTAL HEALTH & EMOTIONAL WELLBEING

H Wang Ltd are committed to creating an environment that naturally supports wellbeing and that enhances students mental health and academic achievements. We aim to create meaningful connections with our students that support cultural differences, their well-being and mental health. We are committed to promoting positive mental health and emotional wellbeing to all students, their families, members of staff and host families. Our open culture allows students' voices to be heard, and through the use of effective policies and procedures we ensure a safe and supportive environment for all affected - both directly and indirectly - by mental health issues.

If you are ever concerned about your childıs mental health and well_being, we are here to heIP, Please contact us immediately. In the first instance Please contact Hongtao wang DSL on 07724226976.

H Wang Ltd has a menta+ hea+th and we++-being po+icy that exp+ains our po+icy and procedures in detai+.

- SAFEGUARDING

SAFEGUARDING AND CHILD PROTECTION COMMITMENT "H Wang Ltd is fully committed to safeguarding and promoting the welfare and child protection of all students in our care. We believe that all children, regardless of age, disability, gender, race, religious belief, or sexual orientation, have an equal right to protection from all types of harm or abuse. We strictly adhere to AEGIS standards and UK legislation to ensure a safe, supportive, and protective environment at all times.

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 differently than 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.

H Wang Ltd has a designated safeguarding 0ead (DSL) trained to he0p you. Their detai0s are: Hongtao !ang +44 (0) 7724226976 tom@hwangeducation.com

24-hour emergency number: +44 (0) 7724226976

H Wang Ltd has a safeguarding policy that 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 contacts are as follows:

Role	Name	Telephone Number	Email
LSP	Calderdale Council LSP	01422394074	gatewaytocare@calderdale.gov.uk
LADO	Calderdale Council LADO	01422394086	LADO.Admin@calderdale.gov.uk

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,

- 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." 1

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

Prevent Lead: Hongtao Wang +44 (0) 7724226976tom@hwangeducation.com

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/

H Wang Ltd has policies, procedures and handbooks avaliable

These include:

Policies

1. Whistleblowing Policy
2. Welfare Health & Safety Policy
3. Student Behaviour Code of Conduct

4. Staff/Homestay Code of Conduct
5. Safer Recruitment Policy
6. Safeguarding and Child Protection Policy
7. Privacy Notice Policy
8. Online Safety Policy
9. Missing Student Procedure Policy
10. Low Level Concern Policy
11. Emergency Procedure Policy
12. Data Protection Policy
13. Complaints Policy
14. Anti-Radicalisation Policy
15. Anti-Bullying (including Cyber-Bullying) Policy
16. Mental Health & Emotional Well-being Policy

Handbooks

1. Student Handbook
2. Parent Handbook
3. Homestay Handbook

How to Access Our Policies: All policies and procedures listed above (including our Safeguarding, Prevent, Complaints, Anti-Bullying, Missing Student, E-Safety, Data Protection, and Mental Health Policies) are available on our official website at www.hwangeducation.com. Copies can also be requested free of charge at any time by emailing us at tom@hwangeducation.com.