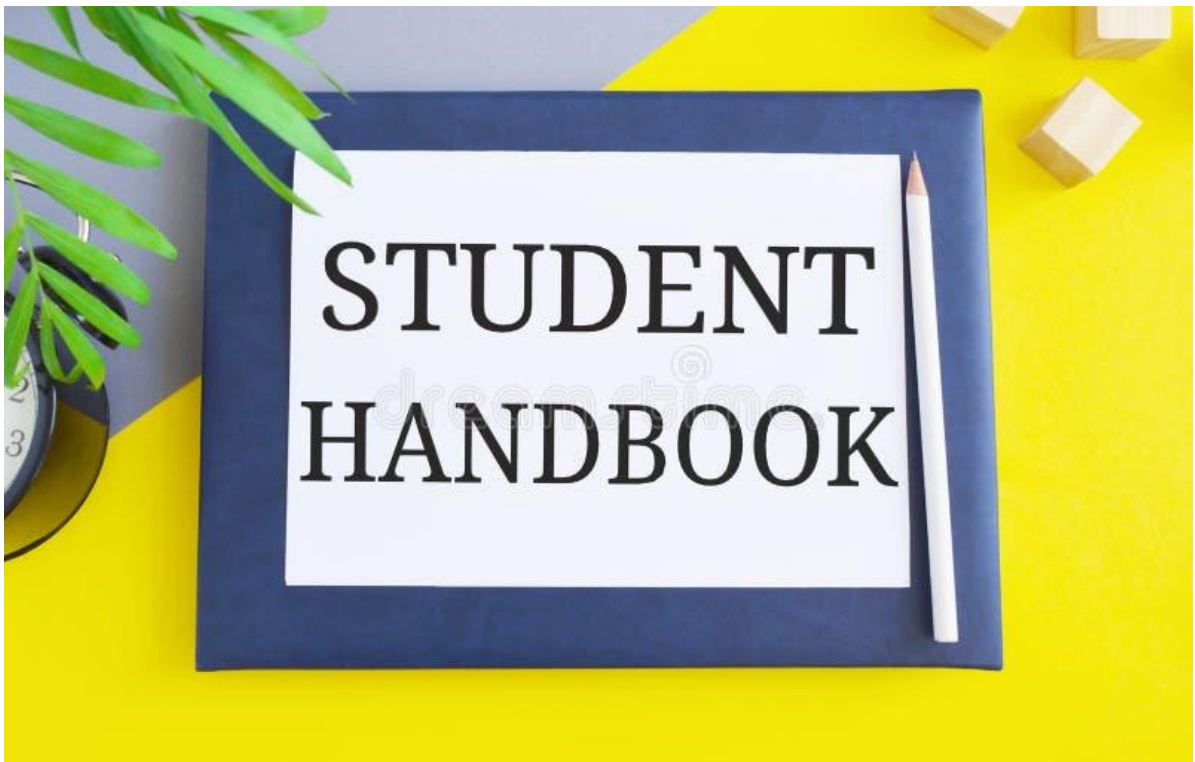




# Skywise Education



**2023-2024**

# Welcome and introduction from Skywise Education

Welcome to Skywise Education's Guardianship Program! We are delighted to partner with you in providing a nurturing and supportive environment for international students studying abroad. As a vital part of our network, your role as homestay providers is instrumental in ensuring the well-being and success of these students during their educational journey.

At Skywise Education, our guardianship program is dedicated to offering comprehensive support and assistance to both international students and their host families. Our team consists of dedicated professionals who are committed to providing personalized care and guidance to ensure a positive and enriching experience for all involved.

Allow us to introduce some key members of our team:

## **1. Grace Lee - Guardianship Coordinator**

Grace Lee serves as the Guardianship Coordinator at Skywise Education, overseeing the comprehensive support and assistance provided to international students and their host families. In her role, Grace is responsible for:

- Acting as the primary point of contact for homestay providers, addressing any questions, concerns, or inquiries related to hosting international students.
- Coordinating the placement of international students with suitable homestay families, ensuring compatibility and alignment of preferences and needs.
- Conducting regular check-ins with homestay providers and international students to assess their well-being and satisfaction with the placement.
- Facilitating communication between homestay providers, educational institutions, and parents or guardians of international students to address any issues or concerns that may arise.
- Providing guidance and support to homestay providers on cultural integration, student welfare, and emergency procedures.
- Collaborating with other members of the guardianship team to ensure a holistic and seamless support system for international students throughout their educational journey.

Grace Lee brings a compassionate approach to her role, ensuring that homestay providers feel supported and international students receive the care and assistance they need to thrive in their new environment.

- Contact Information: [glee@skywiseeducation.com](mailto:glee@skywiseeducation.com), 07767599455

## **2. Katherine Lee - Student Support Coordinator**

Katherine Lee serves as the Student Support Coordinator at Skywise Education, responsible for providing comprehensive support and assistance to international students throughout their educational journey. In her role, Katherine's responsibilities include:

- Serving as a primary point of contact for international students, offering guidance, support, and assistance in various aspects of their student life.
- Providing orientation and ongoing support to help international students navigate their new environment, including cultural adaptation, academic support, and social integration.
- Facilitating communication between international students, their host families, educational institutions, and guardianship organization to address any concerns or issues that may arise.
- Offering assistance with practical matters such as healthcare, transportation, banking, and other daily living needs.
- Providing emotional support and guidance to international students, including assistance with homesickness, stress management, and adjustment to a new culture.
- Organizing and coordinating social and cultural activities to promote cross-cultural exchange and enhance the overall student experience.
- Collaborating with other members of the guardianship team to ensure a holistic and supportive environment for international students.

Katherine Lee brings a compassionate and empathetic approach to her role, ensuring that international students feel supported, valued, and empowered to succeed in their educational endeavors.

- Contact Information: [klee@skywiseeducation.com](mailto:klee@skywiseeducation.com), 07809721064

### **3. Paul Lee - Emergency Support Manager**

As the company's founder, Paul Lee serves as the Emergency Support Manager at Skywise Education, responsible for overseeing emergency preparedness and providing immediate assistance to international students in crisis situations. In his role, Paul's responsibilities include:

- Serving as the primary point of contact for international students in emergency situations, including medical emergencies, natural disasters, or other urgent matters.
- Coordinating with local authorities, healthcare providers, and other relevant stakeholders to address emergency situations and ensure appropriate assistance and support for international students.
- Providing guidance and support to international students and their host families on emergency preparedness, including information on emergency contacts, evacuation procedures, and safety protocols.
- Maintaining a network of resources and contacts to facilitate timely and appropriate responses to emergency situations, including access to medical care, transportation, and temporary accommodations if needed.
- Collaborating with other members of the guardianship team to ensure a coordinated and comprehensive approach to emergency preparedness and response.

Paul Lee brings a commitment to ensuring the safety and well-being of international students in all circumstances.

- Contact Information: [paullee\\_uk@hotmail.co.uk](mailto:paullee_uk@hotmail.co.uk), 07939206682

### **4. Lawrence Lee - Academic Support Advisor**

Lawrence Lee, a student majoring in Economics at Trinity College Cambridge, serves as the Academic Support Advisor at Skywise Education, responsible for providing comprehensive academic guidance and support to international students. In his role, Lawrence's responsibilities include:

- Offering personalised academic advising to international students to help them navigate their educational journey and achieve their academic goals.
- Providing assistance with course selection, academic planning, and registration processes to ensure that international students are enrolled in appropriate and fulfilling academic programs.
- Offering support and guidance to international students on academic policies, procedures, and requirements at their respective educational institutions.
- Assisting international students with understanding and adapting to the academic culture and expectations in their host country, including study habits, academic writing, and examination preparation.
- Collaborating with educational institutions and faculty members to advocate for the academic needs and interests of international students and facilitate communication between students and academic advisors.
- Providing resources and referrals to academic support services, such as tutoring, writing centers, and study groups, to help international students succeed academically.
- Monitoring academic progress and performance of international students and offering intervention and support as needed to address academic challenges and promote success.

Lawrence Lee brings a wealth of experience in academic advising and a dedication to supporting international students in achieving their academic aspirations.

- Contact Information: [info@skywiseeducation.com](mailto:info@skywiseeducation.com), 07776820422

Our team is here to provide guidance, assistance, and support to both homestay providers and international students throughout their time with us. Whether you have questions about cultural integration, academic support, emergency assistance, or any other aspect of hosting international students, please don't hesitate to reach out to us.

We value your partnership and commitment to providing a welcoming and nurturing home for international students. Together, we can make a meaningful difference in the lives of these students and help them thrive academically, socially, and personally.

Thank you for your dedication and support. We look forward to a successful partnership with you!

Warm regards,



Director: Grace Lee  
Skywise International Education Consulting Ltd  
[www.skywiseeducation.com](http://www.skywiseeducation.com)

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

### The guardianship organisation

Skywise Education plays a crucial role in ensuring the well-being and support of international students studying abroad. Here's an outline of the role of the guardianship organization:

#### 1. Student Welfare and Support:

- Skywise Education serves as a point of contact and support for international students throughout their educational journey. We act as a guardian or advocate for the students, ensuring their well-being, safety, and happiness while they are away from home.
- We provide support in various aspects of student life, including accommodation arrangements, visa and immigration matters, healthcare, academic support, and social integration.

#### 2. Emergency Assistance:

- In case of emergencies or unforeseen circumstances, we are available to provide immediate assistance to students. This could include medical emergencies, legal issues, or any other urgent situations requiring intervention.
- We maintain a network of contacts and resources to address emergencies promptly and effectively, ensuring the safety and well-being of students at all times.

#### 3. Communication and Liaison:

- Skywise Education serves as a bridge of communication between international students, their host families, schools, and parents or guardians back home. We facilitate clear and effective communication channels to address any concerns or issues that may arise.
- We also liaise with educational institutions, homestay providers, and other relevant stakeholders to ensure that the needs of international students are met and that they have a positive educational experience.

#### 4. Cultural Orientation and Support:

- Recognizing the cultural adjustment that international students may experience, Skywise Education provides cultural orientation and support to help students acclimate to their new environment.
- We offer guidance on cultural norms, customs, and expectations, as well as practical advice on navigating daily life in a new country.

#### 5. Regular Check-Ins and Monitoring:

- Skywise Education conducts regular check-ins with international students to assess their well-being, academic progress, and overall adjustment to their host country.
- We monitor students' living arrangements, academic performance, and social integration to ensure that they are thriving in their new environment and address any challenges or concerns promptly.

#### 6. 24/7 Availability:

- Skywise Education provides round-the-clock support and assistance to international students and their families, ensuring that help is available whenever needed, regardless of the time zone.

Overall, Skywise Education plays a vital role in supporting international students throughout their educational journey abroad, ensuring their well-being, safety, and academic success. They serve as a trusted advocate and support system, helping students navigate the challenges of studying in the UK and facilitating a positive and enriching experience.

## The homestay

As a homestay provider, our role is essential in creating a welcoming and supportive environment for international students studying abroad. Here's an outline of the role of the homestay:

### 1. Accommodation and Housing:

- Our primary responsibility is to provide safe, comfortable, and culturally appropriate accommodation for international students. This includes a private bedroom, access to shared living spaces, and amenities necessary for daily living.

### 2. Cultural Integration:

- We play a key role in facilitating cultural integration for international students by introducing them to local customs, traditions, and daily routines. This helps students adjust to their new environment and feel more connected to the local community.

### 3. Support and Guidance:

- We offer support and guidance to international students, serving as a friendly and approachable point of contact for any questions, concerns, or challenges they may encounter during their stay. This includes providing information about local amenities, transportation, and activities.

### 4. Nutritional Support:

- We provide nutritious meals for international students, taking into account any dietary restrictions or preferences they may have. This helps ensure that students maintain a healthy diet while away from home and provides them with a taste of local cuisine.

### 5. Safety and Security:

- Ensuring the safety and security of international students is paramount. We maintain a secure and welcoming environment, with clear guidelines on safety protocols and emergency procedures in place.

### 6. Caring Environment:

- We strive to create a warm and caring environment for international students, where they feel valued, respected, and part of the family. This includes fostering open communication, mutual respect, and a sense of belonging.

### 7. Academic Support:

- While we are not responsible for academic instruction, we can provide a supportive environment for studying and learning. This may include designated study areas, access to Wi-Fi, and assistance with navigating academic resources.

### 8. Cultural Exchange:

- Hosting international students provides an opportunity for cultural exchange and learning for both the students and the host family. We encourage open dialogue and interaction, fostering a deeper understanding and appreciation of different cultures.

#### 9. Regular Communication:

- We maintain regular communication with the guardianship organization, educational institution, and parents or guardians of international students to provide updates on their well-being and progress.

#### 10. Respect for Privacy:

- We respect the privacy and personal space of international students while also encouraging open communication and engagement with the host family.

Overall, as a homestay provider, our role is to create a supportive and nurturing environment for international students, helping them feel at home and thrive during their study abroad experience.

### Your responsibilities as a student

Skywise Education has a Student Behaviour Code of Conduct which outlines the positive behaviour it expects from students. Please see the stand-alone code of conduct for further details. Some guidelines are also covered in the relevant sections of this handbook.

### Contact Details

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

General enquiries	
Telephone (office hours [9am – 6pm])	07809721064
Email	<a href="mailto:info@skywiseeducation.com">info@skywiseeducation.com</a>
WeChat	klee821
Emergencies 24/7	
Telephone	07809721064 / 07939206682
Safeguarding concerns	
Designated safeguarding Lead	Grace Lee
Deputy Designated Lead	Katherine Lee
Contact Details for the Local Safeguarding Partners (LSP)	Grace Lee
Contact Details for the Local Area Designated Officer (LADO)	Katherine Lee

## Keeping in touch

We will keep in regular contact with you throughout your stay in the UK to check that you are happy at school and with any homestay arrangements we have made for you. Please do talk to us if you have any questions, concerns or if you simply want to chat. We are here to help.

## The process for arriving in the UK

Arriving in the UK as an international student can be an exciting yet overwhelming experience, but with proper preparation and knowledge of the process, it can be a smooth transition. Here's a step-by-step guide to help you navigate your arrival:

- 1. Passport and Relevant Paperwork:** Before your journey, ensure you have your passport and any other necessary documents such as your Biometric Residence Permit (BRP). These are essential for passing through immigration control upon your arrival in the UK.
- 2. Flight Arrangements:** Book your flight to one of the major airports in the UK, such as London Heathrow, London Gatwick, or Manchester Airport, depending on your school location.
- 3. Airport Arrival:** Upon arrival at the airport, follow the signs to immigration and passport control. Have your passport and other immigration documents ready for inspection. You may also need to present your Confirmation of Acceptance for Studies (CAS).
- 4. Collecting Baggage:** After passing through immigration control, proceed to the baggage claim area to collect your luggage. Make sure to keep an eye on the baggage carousel for your belongings.
- 5. Transportation to Your Destination:** Once you have collected your baggage, it's time to find transportation to your school or accommodation. Here are some options:
  - a. Public Transport:** Most major airports in the UK are well-connected to the public transportation network. You can easily find trains, buses, or coaches that will take you to your destination. Information desks and signage at the airport will guide you to the appropriate transportation options.
  - b. Taxi or Ride-Hailing Service:** If you prefer a more direct and convenient option, you can hire a taxi or use a ride-hailing service like Uber. These services are readily available at the airport and can take you directly to your destination.
  - c. School/Guardian Pickup Service:** Some schools/we offer pickup services for international students, especially during peak arrival times like the start of the semester. Check with your school or guardian beforehand to see if they provide this service and how to arrange it.



6. Orientation and Assistance: Upon reaching your destination, your school or accommodation provider may offer orientation sessions or assistance to help you settle in. Take advantage of these resources to familiarize yourself with your new surroundings and get any questions answered.

Remember to keep important contact numbers and emergency contacts, handy in case you need assistance during your arrival. With careful planning and preparation, your arrival in the UK as an international student can be a smooth and enjoyable experience.

### Living in the UK

Living in the UK may be quite different to what you are used to. Every country has its own customs and it may take you a while to get used to the new way of life. 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 changed, and handshakes were not being used, although many people are starting to use this form of greeting again. If you feel uncomfortable doing this, 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 be aware of maintaining a suitable distance. In the UK this is currently 1m plus. Shops in the UK are currently limiting the number of people allowed inside at any one time, so you may need to queue more often than in usual times. Some shops and services have clear instructions and markers to show where you should stand. Please 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.

### Keeping Safe

We expect your stay in the UK to be a safe and happy one. The UK has a diverse population and is very welcoming. There is lots to do- from visits to art galleries and museums, to a wide range of outdoor activities. However, as is the case in all countries, you need to be aware of how to keep yourself safe just in case you find yourself in a difficult situation:

## Personal safety and the care of valuable possessions and cash / credit cards

When you go out, you should be vigilant of what is happening around you. Keep your belongings close and ideally walk with no headphones so that you can hear traffic and others around you. Try not to use your phone when out and about unless it is necessary as this distracts you and could tempt opportunist thieves. It is best to go out with a friend or adult, rather than alone. Always let your homestay know if you are going out and what time you expect to return. If for any reason you are running late. Please let your homestay know. Make sure that your homestay has your mobile number, and that you have their number in your phone.

Please take care of your valuable possessions, including any money or credit cards. When out, ensure that money and cards are carefully stored, such as in a zipped pocket or bag. This is especially important in crowded areas, as pick pockets may be in operation.

If you lose your debit or credit cards, or think that they have been stolen, then contact your bank immediately who will be able to stop your card.

### In an emergency

In emergencies you can call the police, fire brigade or ambulance on 999. This number should only be called when there is an emergency. The telephone operator will ask you what service you require and will ask you for some details, such as what has happened, and where you are.

For less urgent issues there are two separate numbers you can call, one for the police, and one for medical advice:

Police (non-emergencies): 101

Medical information NHS: 111

You can dial any of the above numbers from a landline telephone or mobile phone.

### Safeguarding

If you are ever concerned about your safety, we are here to help. If you have any worries, feel that you have been asked to do something that you feel uncomfortable doing or have been hurt in any way by another student (often called peer on peer abuse) or an adult, you should tell an adult you trust, even if the person has asked you not to tell anyone. Any concern you raise will be treated seriously.

Skywise Education has a designated safeguarding lead (DSL) and a [deputy designated safeguarding lead (DDSL) delete if this is not the case] who can be contacted with any concerns that you have. They are trained to help you. Their details are:

DSL: Grace Lee, 07, [glee@skywiseeducation.com](mailto:glee@skywiseeducation.com)

DDSL: Katherine Lee, 07809721064, [klee@skywiseeducation.com](mailto:klee@skywiseeducation.com)

24 hour emergency number: 07939206682

Alternatively, you can speak to any member of the guardianship organisation staff, your homestay or staff in school, and they will listen and help you.

Skywise Education has a safeguarding policy that is available on our website [www.skywiseeducation.com](http://www.skywiseeducation.com). This explains our procedures in detail.

### List of useful contacts

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

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

**Local Safeguarding Partnership:** The Local Safeguarding Partnership plays a critical role in protecting the welfare of children and young people in the locality. It is often the first point of contact for any non-emergency safeguarding concerns. The guardianship organisation's Local Safeguarding Partnership is [Add name here] and they can be contacted on [Add number here].

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

## Prevent / anti-radicalisation

The ChildLine Website explains radicalisation as follows:

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

This could happen if they feel:

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

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

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

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

Prevent Lead: Katherine Lee 07809721064

Alternatively speak to a trusted adult in your school, such as the DSL, a member of guardianship organisation staff, your parents or your homestay. You could also speak to ChildLine on 0800 1111. If you think someone is in serious danger, you can call 999 for urgent help.

Further information on Prevent, Radicalisation can be found in the Skywise Education Prevent Policy. You can find this from [www.skywiseeducation.com](http://www.skywiseeducation.com).

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

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/>

### Safe use of the internet, access to Wi-Fi

The internet is a wonderful tool, providing us with a huge amount of information as well as access to our friends and family who can be many miles away. However, we need to take care to keep safe whilst using the internet as there are some people who are trying to trick us, such as into giving us their personal details. Please take great care whilst using the internet. Your school will teach you how to use the internet safely. It is important that you adopt good online safety practice and report misuse, abuse or access to inappropriate materials.

Good online safety practice includes:

- ✓ Not giving out personal details such as addresses and telephone numbers to strangers, even if they say they are your own age
- ✓ Not sending digital pictures to strangers
- ✓ Not responding to unkind messages- tell a trusted adult
- ✓ Never giving out internet passwords to anyone
- ✓ Following the online safety guidelines that your school teaches you both in and out of school.

Further advice can be found at <https://www.thinkuknow.co.uk> or <https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/>

How to report concerns:

- ❖ Tell a trusted adult, such as Skywise Education DSL, your guardian, homestay, teacher, or parent.
- ❖ If you are worried about online abuse or the way someone has been communicating online you can report them to Child Exploitation & Online Protection command (CEOP) <https://www.ceop.police.uk/safety-centre> . CEOP is a law enforcement agency who helps keep children and young people safe from sexual abuse and grooming online.
- ❖ You can also call ChildLine who will offer advice and listen to any concerns. Their number is 0800 1111

Please discuss Wi-Fi access with your homestay. Some families have packages where they have a limit on the data they may use in a month; therefore, streaming films for example would be inappropriate. Please note that homestays may have filters on their internet and may use parental controls to prevent access of inappropriate sites. Some homestays may turn off the Wi-Fi at bedtime. You should use your own devices rather than the family's home computer.

### Bullying / cyberbullying

Bullying is unkind and will not be tolerated by your school or Skywise Education. If you experience bullying during your stay in the UK, please tell a trusted adult as soon as possible who will be able to help you and make the bullying stop. This would usually be a teacher or your house parent if bullying occurred in school, or your guardian, homestay or a member of the guardianship organisation staff if bullying was experienced during your stay with a homestay family. Bullies often are unkind because they are unhappy themselves, so by telling an adult they will be helped too.

Bullying may include:

- Name calling or teasing

- Making unkind comments on social media or sending unkind messages
- Hurting someone physically
- Stealing items from an individual
- Threatening a person
- Spreading unkind rumours
- Unkindness may happen online- this is called cyberbullying

Your school will provide you with guidance on how to spot and handle bullying. ChildLine also offer some advice for children on bullying and cyberbullying. You can find this here <https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/bullying-cyberbullying/>

### Living with a homestay

Skywise Education expects all their students to be polite and courteous when staying with a homestay. As mentioned previously, it is expected that you say “please” and “thank you” when asking for and receiving items. Your homestay is not a hotel and the expectation is that you will be included as part of the family. As such, you will be expected to engage with family members, joining them at mealtimes, and possibly helping with chores such as laying the table. Your homestay will explain their own house rules with you when you arrive. Please do ask them if you have any questions.

#### Mealtimes

You will be provided with three meals a day:

**Breakfast-** Typical food includes cereal, porridge, toast, croissants, fruit, or yoghurt. You may be offered a cooked breakfast such as poached, boiled, or scrambled eggs, or bacon and eggs.

**Lunch-** this is usually a light meal, such as a salad, sandwich, or soup.

**Dinner-** this is usually the main meal of the day and will usually be a two-course meal. The main course will usually be hot. Dinner is usually served around the table and all family members usually attend.

**Snacks-** your host family will provide you with snacks and drinks in-between meals if you so wish. Typical snacks include a biscuit, slice of cake or fruit. Your homestay will explain how you can access these.

You should ensure that Skywise Education is aware of any special dietary requirements or allergies. If you have any special requests, please do let your homestay know.

Most homestays will prepare meals for you (breakfast, lunch, and dinner). You may want to help the family in their meal preparations or cook something yourself. Please do talk to your homestay about this and they will advise you how to use the kitchen and the necessary safety rules. If you have your own food that you wish to eat during your stay, please let your homestay know so that this can be stored safely (for instance in a fridge if required).

#### Use of the bathroom

Students are asked to be respectful of the family routines. If you are sharing a bathroom, please be considerate with the time taken to shower and bathe as others may need to use the facility. Please leave bathrooms tidy. Some families may have limits on the amount of hot water available each day due to their boiler capacity. Please discuss the best times for showering or taking a bath. It is not usually necessary to shower or bathe more than once a day. Please ensure that you lock the door of the bathroom when in use and ensure that you are suitably clothed when travelling to and from the bathroom.

### Laundry arrangements

If you are staying with a homestay for more than one night, they will provide you with laundry facilities. In most cases the homestay will undertake to do the laundry for you. Depending upon your age and maturity, the homestay may give permission for you to do your own laundry if requested and agreed.

### Homesickness

When you arrive in the UK, you might miss your home, family, and friends. These feelings of missing familiar surroundings and family are perfectly normal and are called homesickness.

Signs that you may be feeling homesick include:

- A strong desire to go home
- Feeling lonely
- Feeling sad
- Feeling anxious
- Lack of motivation
- Loss of confidence
- Feeling depressed
- Experiencing mood swings
- Feeling insecure
- Finding simple tasks difficult
- Physical symptoms, such as headaches and nausea

If you feel homesick please do not worry, there are many people who can help you manage your feelings. Talk to your house parent, teacher, parent, guardian, or any member of guardian staff who will listen and will be able to support you and offer advice. School life will be very busy and there will be many activities arranged to enable you to have fun and make new friends.

### Electrical appliances and safety

Please be aware that electrical appliances need to be handled safely as they can pose a risk of fire if not used appropriately. Specifically, overseas phone chargers and laptop power devices may pose a significant fire risk so if possible, purchase UK versions. Please do ask us for advice on the best appliances to purchase, we are happy to help!

### What to do in a medical emergency

You will be required to register with a doctor whilst staying in the UK. This is usually arranged by the school. If you have private medical insurance, please provide us with the details. Depending on your period of stay, it may also be advisable to register with a dentist.

Please do let your homestay or the guardianship organisation know if you feel unwell. They will look after you. This may include making a doctor's appointment for you, or in an extreme emergency taking you to hospital. If you feel unwell at school, please let your house parent, matron, nurse or teacher know and they will look after you.

The National Health Service has a helpline that can be used. This number is 111.

In an emergency, an ambulance can be called on 999.

### Permission for visiting the local area / travelling further afield

1. Parental Consent Forms: Create and distribute parental consent forms well in advance of the trip. These forms should outline the details of the trip, including the destination, dates, transportation arrangements, emergency contact information, and any associated costs. Parents or guardians must sign these forms to grant permission for their child to participate.

2. Risk Assessment and Safety Measures: Conduct a thorough risk assessment of the proposed trip. Identify potential hazards and develop appropriate safety measures to mitigate risks. This may include supervision ratios, emergency procedures, and guidelines for behavior during the trip.

3. Chaperones and Supervision: Assign qualified chaperones to accompany the students during the trip. Chaperones should undergo background checks and training on their responsibilities, including supervision, behavior management, and emergency protocols.

4. Transportation: Arrange safe and reliable transportation for the trip. This could involve school buses, chartered vehicles, or public transportation, depending on the destination and number of participants. Ensure that transportation providers meet safety standards and have appropriate insurance coverage.

5. Itinerary and Activities: Develop a detailed itinerary for the trip, including planned activities, sightseeing opportunities, and educational experiences. Communicate the itinerary to students, parents, and chaperones in advance to ensure everyone is aware of the schedule and expectations.

6. Emergency Preparedness: Prepare for potential emergencies by establishing communication protocols, identifying nearby medical facilities, and providing participants with emergency contact information. Chaperones should carry a first aid kit and be trained in basic first aid procedures.

7. Behavioral Expectations: Clearly communicate behavioral expectations to students before the trip. Emphasize the importance of respectful behavior, following instructions from chaperones, and representing the school positively in the community.

By following these arrangements, we can ensure that students have valuable learning experiences while prioritizing their safety and well-being during local area visits or travels further afield.

## English laws

### [Laws regarding the consumption of alcohol](#)

Skywise Education does not permit their students to consume alcohol whilst under their care, including when they are staying at a homestay. In the UK it is illegal for people under 18 to buy alcohol in a pub, off-licence, shop or elsewhere. In most cases, it is against the law for anyone to buy alcohol for someone under 18 to drink in a pub or a public place.

[Laws regarding the use of drugs and illegal substances](#) Skywise Education prohibits students from using recreational drugs and illegal substances whilst in their care. In the UK you can get a fine or prison sentence if you:

- take drugs
- carry drugs
- make drugs
- sell, deal or share drugs (also called 'supplying' them)

If you are under 18, the police are allowed to tell your parent, guardian or carer that you've been caught with drugs.

**Laws regarding smoking** Skywise Education prohibits students from smoking whilst in their care. In the UK, it is illegal to buy cigarettes if you are under the age of 18.

### **Laws regarding sexual activity**

Skywise Education prohibits students from engaging in sexual activity whilst in their care, even if they are over the age of consent. In the UK the age of consent is 16. That means that it is illegal to have sex with someone under the age of 16.

**Laws regarding tattoos and body piercings** Skywise Education prohibits students from having a tattoo or body piercing whilst in their care. In the UK, it is illegal to tattoo a young person under the age of 18, even if they have parental consent. There is no legal age of consent for body piercing, and so it is legal for someone under the age of 18 to have a piercing as long as they have consented to it. Children under the age of 16 cannot legally consent to a genital (or in the case of girls, nipple) piercing, as it is considered to be indecent assault.

### **Mobile phones**

The UK has several network providers. We will be able to help you register with a phone provider and help you purchase SIM cards- please contact us for further details.

Mobile phones are extremely useful devices, especially when you are a long way from home and want to stay in contact with your family and friends. However, it is important that you use them safely. Childline offers useful advice on their website:

- “Use a passcode on your phone: This can help to protect your data if someone tries to steal or access it. Nobody should be able to guess your passcode, so do not set it to something other people will know, like your birthday.
- Keep your phone with you: Store your phone in a safe pocket so that it is hidden from sight. Be careful when you take it out in public places and do not let other people use it unless you know and trust them.
- Do not use public WiFi: Public WiFi may not always be secure, especially in places like cafés. Connecting to it means that someone might be able monitor the sites or apps you are using.
- Check what data your apps can use: Lots of apps will ask for permission to use your data when you install them. They might want to view things like your location, contacts, photos and even messages. Be careful about what you agree to and check what permissions your apps have in the ‘settings’ menu of your phone.
- Add an ICE (In Case of Emergency) contact number to your phone: If you lose your phone or something happens, it can be hard for someone to contact you. Add the phone number of someone you trust, like your parent or carer to your lock screen or on the back of your phone with a sticker.
- Be careful who you add or talk to: When you talk to someone online, you do not always know who they are or whether they’re being truthful. If you are talking to someone online, be careful about what you share.
- Think before you share or save something: Once you share a message, photo or video you lose control of it. Someone else can save or screenshot it, and they can share it with other people. Sharing or saving nudes can be illegal.”<sup>2</sup>

Please also be courteous when using your mobile phone whilst at your homestay. This includes not using it at the mealtime, or when the family are engaging in discussion with you. You should not ask to use the homestay telephone unless there is an emergency, or you have agreed this in advance with the homestay.

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<sup>2</sup> <https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/mobile-phone-safety/>



## Travelling around

You may need to travel during your time in the UK. This will include travelling to and from your homestay, to and from school, to the airport or any places that you wish to visit. If you require transport please let us know. Transport is usually arranged by your school or guardianship organisation. They use trusted drivers who have had the necessary safety checks. Occasionally guardianship staff or homestays may be permitted to provide transport for you. You will be provided with details of who is going to collect you in advance. You will be given the name of the driver and the registration number of the car, along with the time that they will arrive. Please ensure that you are ready at the stated time. Never go with anyone other than the named person/registration number provided, even if they say that this has been arranged with school/guardian. If you are in any doubt ask a trusted adult, such as a member of school staff, or your guardian.

When you are travelling in a car please sit in the back where possible and use the seat belts provided. If you are under 12 and below 135cm in height you will be required to use a booster seat. This is a legal requirement.

If you wish to use public transport, please ask us for permission. We will help you with booking tickets if permission is granted.

The British Council has some useful advice for keeping safe on public transport. It can be found here: <https://esol.excellencegateway.org.uk/content/learners/uk-life/be-safe-uk/staying-safe-public-transport>

When you are walking or cycling, you need to take care to keep safe.

When walking:

- Use pavements to walk on.
- Use Zebra or pelican crossings where possible to cross the road, but do not assume cars will stop if they see you waiting. Make sure that it is safe before you cross.
- Stay alert and listen for bikes and runners- this means not wearing headphones when out walking
- Look both ways to check that it is safe to cross
- If there isn't a safe crossing, find a good place to cross away from parked cars where you can see what is coming on both sides of the road.

The Think!<sup>3</sup> Website provides the following advice for cyclists:

- Ride decisively and keep clear of the kerb.
- Look and signal to show drivers what you plan to do, make eye contact where possible.
- Avoid riding up the inside of vehicles, as you might not be seen. If a vehicle is indicating to the left hang back at the junction to reduce the risk of a collision.
- Always use lights after dark or when visibility is poor. Wear high-visibility and reflective clothing and accessories at all times
- Wear a correctly fitted cycle helmet that is securely fastened and conforms to current regulations.
- Your local council can help you plan your journey by providing maps showing dedicated paths and routes.
- Where possible, try to maintain social distancing when you cycle, for example when waiting at crossings and traffic lights.
- Where using bikes (private, docked or dockless) wash your hands for at least 20 seconds or sanitise your hands before and after cycling.

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<sup>3</sup> <https://www.think.gov.uk/cycle-safety/>

## Managing your money

[Explain here how you help students manage their pocket money, whether the school takes responsibility for this, or whether this is dealt with by parents direct with the student.]

We will help you set up a bank account if required. Please contact us and we will be able to make the necessary arrangements.

## Keeping your passport, BRP safe and police registration

Your passport, along with BRP and police registration (where required) are important documents. You should ensure that these are always kept safe. Usually schools will keep these for you but there will be times when you need to travel with them, for instance, when travelling to and from the UK. Please take care not to lose them as this could result in travel delays.

## Religion in the UK and access to places of worship

The population of the UK is diverse, and many religions are practised. You may wish to access places of worship during your stay. If so, please do let us know, and we will make the necessary arrangements.

## Learning to drive

If you are over 17 and planning to spend some time in the UK after your schooling, you may want to learn to drive. You must apply for a provisional licence first and then apply for lessons. When the driving instructor feels you are ready, they will suggest that you apply for your test. There is a theory test and a practical driving test, and both must be passed before you will be awarded your licence. Please let us know if you would like to learn to drive, and if your parents agree, we will help you to make the necessary arrangements. Further information can be found on the government website <https://www.gov.uk/driving-lessons-learning-to-drive>

## School rules

Your school will explain to you their rules and expectations of how you should behave. Please pay regard to these expectations when staying at your homestay as well.