Parent Handbook

APRIL WELL LIMITED — Company No. 11924473

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This handbook is publicly available. It may be shared with parents, agents, partner schools and inspectors on request.

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Welcome and introduction from the guardianship organisation

April Well Limited is a UK-based education guardianship organisation supporting international students who attend boarding schools and colleges in the United Kingdom. Our aim is to work in close partnership with parents and schools to ensure that each student is safe, well cared for and able to make the most of their educational opportunities.

April Well is a small organisation, which enables us to offer a personalised service and to know each student and family well. We provide 24/7 emergency support and regular communication with parents and schools.

Students normally live in boarding accommodation provided by their schools. April Well does not provide routine or long-term homestay placements. Emergency arrangements, including short-term emergency accommodation where required, are explained later in this handbook and in our Emergency Procedure.

This handbook explains the services that April Well provides, the roles and responsibilities of everyone involved, and what parents can expect from us. Please read it carefully and keep a copy for future reference. If you have any questions, you are welcome to contact us at any time.

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

The guardianship organisation

April Well acts as the education guardian for your child while they are studying in the UK and while you are living overseas. In this role April Well:

- maintains regular contact with your child's school and, where appropriate, with your child;
- is available as a point of contact for parents and schools;
- holds 24/7 emergency contact so that support is always available;
- helps to coordinate practical arrangements such as travel and attendance at school meetings where this has been agreed;
- keeps accurate records in line with safeguarding and data protection requirements; and
- responds promptly to any safeguarding, welfare or pastoral concern.

April Well does not provide immigration, legal, financial or medical advice and does not act as a party to any contract between parents and the school. Where necessary, parents will be advised to seek specialist advice.

The homestay

April Well does not provide routine or long-term homestay accommodation and does not normally place students with host families. Students normally live in boarding accommodation provided by their school.

In clearly defined emergency or exceptional situations, where a student cannot safely remain at school and parents cannot immediately make suitable arrangements, April Well will arrange or coordinate short-term emergency accommodation in line with our Emergency Procedure. Any such arrangement will be subject to safeguarding checks, DBS status where applicable, risk assessment,

parent/school communication and written records. A student will not be placed overnight with an unchecked adult or left to make their own accommodation arrangements.

If, in the future, April Well offers a routine homestay service, parents will be informed in advance and will receive full information about the accommodation arrangements and standards that will apply.

The school

Your child's school has overall responsibility for your child's education and welfare while they are on the school premises, during term time and on school trips or activities. The school:

- delivers the academic curriculum and co-curricular programme;
- provides pastoral care through tutors, house staff and other members of staff;
- has its own safeguarding, anti-bullying, behaviour and complaints policies; and
- will contact April Well and parents if there are concerns about your child's progress, conduct or wellbeing.

April Well works in partnership with the school, but does not replace the school's responsibilities.

Parents living with their child in the UK

Some students may live with their parent(s) or legal guardian(s) in the UK rather than in school boarding accommodation. Where this is the case, it is the responsibility of the parent(s) to ensure that they have, and will maintain for the duration of their child's education, a visa or immigration status which permits them to live or stay in the UK and to provide day-to-day care for their child.

April Well Limited is not qualified to give immigration advice. We will ask parents to confirm that they have appropriate permission to live in the UK and, where necessary, we may signpost families to suitably qualified immigration advisers.

Liaison with parents

April Well will keep in regular contact with parents, in line with the terms of your contract. Our contact details can be found here. We will keep parents informed in the case of emergency, for example if flights are delayed or cancelled, any illness or injury, a missing student, or in the event that your child needs to be removed from school. If notifying a parent could place a child at risk or prejudice enquiries, we will follow police or children's social care advice and record the decision.

Safeguarding

April Well 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, and data protection, together with our Privacy Notice, that provide further

information and outline our procedures. These can be found at https://aprilwell.co.uk/policy. *You may also request a copy from info@aprilwell.co.uk.*

We have a trained Designated Safeguarding Lead. 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. Report safeguarding concerns immediately. In immediate danger call 999 first. If the DSL is unavailable, use the Emergency Procedure cover arrangements, or contact police/children's social care directly; do not wait for internal approval. If the concern involves the DSL/Director, report directly to the relevant local authority LADO and police/children's social care as appropriate. Southwark MASH: 020 7525 1921 (Mon–Fri, 9am–5pm), 020 7525 5000 (out of hours). Southwark LADO: 020 7525 0689 / 020 7525 3297; qau.safeguarding@southwark.gov.uk. Elsewhere use the appropriate local authority.

Statement of services

The services provided by April Well are set out in detail in the guardianship agreement signed with parents. In summary, April Well normally provides the following services:

- acting as the main point of contact in the UK for parents and the school;
- holding 24/7 emergency contact for students, parents and schools;
- maintaining regular contact with the school and, where appropriate, with your child and providing welfare updates to parents;
- assisting with travel arrangements between the airport and the school where this service has been agreed;
- attending school meetings in person or online where appropriate and reporting back to parents; and
- providing advice and support on everyday matters relating to your child's life in the UK.

April Well does not operate a routine or long-term homestay service and does not normally provide planned holiday or exeat accommodation. Emergency accommodation arrangements are handled in accordance with our Emergency Procedure and the "Emergencies" section of this handbook.

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 us in the following ways: For service complaints, contact Xiaoying Chi at info@aprilwell.co.uk and follow our Complaints Policy (informal, formal and AEGIS referral stages). Complaints about the Director or unresolved complaints may be referred to

AEGIS: +44 (0)1453 821293; info@aegisuk.net. AEGIS is not an emergency service; safeguarding referrals need not wait for the complaints process.

General enquiries	
Telephone (office hours 09:00–17:00, UK time)	+44 (0)7930 416543
Email	info@aprilwell.co.uk
WhatsApp	+44 (0)7930 416543
Emergencies 24/7	
Telephone	+44 (0)7930 416543
Safeguarding concerns	
Designated Safeguarding Lead	Xiaoying Chi Email: **info@aprilwell.co.uk** 24/7 safeguarding contact: **+44 (0)7930 416543**

Transport Arrangements

Transport is agreed case by case in your guardianship agreement. April Well does not operate a routine transport service. The DSL may provide transport personally or arrange suitable transport. Where assistance is requested, April Well will normally:

- liaise with the school and with parents to agree suitable travel dates and times;
- provide information and advice about appropriate travel options, such as licensed taxi/private hire providers, school-approved transport providers or other approved adult arrangements;
- where agreed, help to confirm bookings made by parents or by the school. Where April Well organises travel, we will keep and share the journey record with the relevant parties, confirm suitable permissions, and obtain written confirmation of appropriate enhanced DBS/PVG checks on drivers used through a licensed taxi firm, in line with AEGIS Standards 4.1–4.3.

Parents remain responsible for the cost of all travel and for providing April Well with full details of the student's travel arrangements (including flight or train details) in good time.

In an emergency, April Well will not expect a student to arrange transport independently. Where emergency transport is required, journey details, provider/driver information where available, parental consent, school notification and safe arrival confirmation will be recorded. For private-car journeys, the driver must be suitably checked and hold a valid licence and suitable insurance. Seat belts and legally required child seats must be used.

Emergencies

April Well will respond to emergencies, including medical issues, suspension, travel disruption, school closure or any situation where a student cannot safely remain in their usual accommodation. The DSL will respond directly or arrange suitable support to keep the student safe and supervised until longer-term arrangements are agreed. If the DSL cannot fulfil their duties, Guanyan Du will coordinate the response under our Emergency Procedure.

April Well does not provide routine or long-term homestay accommodation. If school and parents cannot provide a safe place, we will arrange short-term emergency accommodation and safe transport. This may be at the DSL's home or another suitable placement, after safeguarding checks and risk assessment, with parent/school communication. No student will stay overnight with an unchecked adult, be left alone at an airport or hotel, or arrange their own emergency accommodation.

Updates on student's welfare and academic progress

April Well maintains regular contact with schools in order to monitor students' welfare and academic progress. Parents will normally receive a brief welfare and progress update at least once each term, and more frequently if there are specific concerns or significant developments. Copies of school reports will be shared with parents where they are provided to April Well by the school.

Where April Well attends school meetings on your behalf, a written or verbal report will be provided afterwards.

Expenses

Fees vary with each student's agreed services. Each family receives an individual written quotation and/or fee schedule, agreed before services start and recorded in the guardianship agreement. April Well invoices parents directly for the services agreed.

Reasonable additional expenses, such as agreed travel or student purchases, are recharged to parents under our terms, with receipts obtained wherever possible. April Well does not hold large sums of students' cash. April Well and emergency hosts are not liable for loss or damage caused solely by a student's conduct, except where legally responsible. Any liability follows the signed agreement and applicable law; nothing here limits liability that cannot lawfully be limited.

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”. Some people may prefer not to shake hands for health or personal reasons. A polite verbal greeting is also acceptable.

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.

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 accidently 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 on the plate 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.

Student handbook and Student Behaviour Code of Conduct

April Well has a student handbook and student behaviour code of conduct. These include lots of information that will prepare your child for life in the UK. We ask that you go through these with your child so that they are aware of our expectations.

Student Finances

- Arrangements for pocket money will normally be agreed between parents and the school. April Well can offer advice on appropriate amounts of pocket money for different ages and situations.

- Where required and where the school allows, April Well can assist parents and students by providing information about opening a UK bank account or using a prepaid card. Parents remain responsible for providing funds, monitoring spending and for any bank charges incurred. April Well does not hold large cash sums on behalf of students.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. In such events April Well will take advice from the UK government, the UK Health Security Agency and the World Health Organisation. April Well also follows guidance issued by AEGIS. This guidance is regularly updated as a situation develops.

In many pandemic situations it is important to restrict movement so as not to spread infection. Boarding school students may therefore be required to remain at school. During a pandemic, April Well will not normally move students into new accommodation unless this is necessary for the student's safety and welfare and is consistent with current public health guidance. If the school cannot continue to accommodate the student and parents cannot immediately make safe arrangements, April Well will work with the school, parents and relevant authorities to arrange suitable short-term emergency accommodation, subject to risk assessment and safeguarding procedures.

April Well will work with you and with your child's school to consider travel options, to support remote learning as directed by the school, and to identify quarantine or isolation arrangements where these are organised by the school or by parents. Further information is set out in our Emergency Procedure and Pandemic guidance, which can be found at https://aprilwell.co.uk/policy.