



# Parent Handbook

**APRIL WELL LIMITED — Company No. 11924473**

Registered office: Unit 39c St Olavs Court Business Center, Lower Road, London, England, SE16 2XB

Director / Legal Representative: Xiaoying Chi

Designated Safeguarding Lead (DSL): Xiaoying Chi  
(*Deputy DSL: n/a – temporarily covered by the DSL*)

24/7 emergency: 07930416543

Email: [info@aprilwell.co.uk](mailto:info@aprilwell.co.uk)

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



## Document Control

**Title:** Parent Handbook

**Owner:** Xiaoying Chi, Director / DSL

**Approved by:** Xiaoying Chi

**Document ID:** AWP-PH-01

**Version:** v1.2 (December 2025)

**Issue date:** 15 December 2025

**Next review:** December 2026 (or earlier if law/policy changes)

**Status:** Public

**Distribution:** Company website; Student/Parent Handbooks; provided to schools and inspectors on request.

**This document is reviewed annually in December and whenever statutory guidance or**

**AEGIS Standards change.**

## Table of Contents

<b>Welcome and introduction from the guardianship organisation.....</b>	<b>1</b>
<b>The role of the guardianship organisation, your guardian, and the role of the homestay.....</b>	<b>1</b>
The guardianship organisation.....	1
The homestay.....	1
The school .....	1
<b>Liaison with parents .....</b>	<b>2</b>
<b>Safeguarding .....</b>	<b>2</b>
<b>Statement of services.....</b>	<b>2</b>
<b>Contact Details.....</b>	<b>3</b>
<b>Transport Arrangements .....</b>	<b>3</b>
<b>Emergencies.....</b>	<b>4</b>
<b>Updates on student's welfare and academic progress .....</b>	<b>4</b>
<b>Expenses .....</b>	<b>4</b>
<b>Life in the UK.....</b>	<b>4</b>
<b>Student handbook and Student Behaviour Code of Conduct .....</b>	<b>5</b>
<b>Student Finances.....</b>	<b>5</b>
<b>Responsibilities during a pandemic .....</b>	<b>5</b>

## 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. April Well does **not** operate a separate network of homestay families and does **not** currently place students with host families. Students normally live in boarding accommodation provided by their schools.

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** currently provide homestay accommodation or place students with independent host families. Students normally live in boarding accommodation provided by their school.

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

### 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, or in the event that your child needs to be removed from school.

### 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 that provide further information and outline our procedures. These can be found at <https://aprilwell.co.uk/policy>.

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.

### 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 homestay service and does **not** provide separate accommodation for students. Any accommodation away from school during term time or holidays must be arranged directly by parents, in agreement with the school.

## 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:

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

## Transport Arrangements

Transport arrangements will be agreed on a case-by-case basis and set out in your guardianship agreement. As a small organisation, April Well does not employ its own drivers and does not run a transport service. Where transport 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 firms recommended by the school or public transport; and
- where agreed, help to confirm bookings made by parents or by the school.

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.

## Emergencies

April Well will respond to requests to provide emergency support for students, for example in the event of a medical issue, suspension from school or unexpected travel disruption. April Well will work with the school and with parents to agree suitable arrangements, including where the student should stay, how they will travel and who will be responsible for them.

April Well does not normally provide accommodation for students in emergencies. Any temporary accommodation will be arranged directly by parents or by the school, and must comply with the school's safeguarding requirements.

## 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

Details of fees and charges are set out in the guardianship agreement and in the schedule of fees provided to parents. April Well invoices parents directly for guardianship services that have been agreed.

Occasionally reasonable additional expenses may arise, for example agreed travel costs or small items purchased for the student. Wherever possible, receipts will be obtained. April Well will recharge these expenses to parents in line with our terms and conditions. April Well does not hold large sums of cash on behalf of students.

## Life in the UK

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

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

**Queues:** The British people love queues! When waiting their turn, for example in a shop, bank or for public transport, people form a line one behind the other so that they are served in turn. It is considered rude to push in.

**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 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. April Well does not provide



homestay accommodation and will not arrange alternative private accommodation during a pandemic.

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>.