

Parent Handbook

Welcome and introduction

Dear Parent,

Thank you for your interest in Burton Education LTD educational guardianship services.

At Burton Education we have many years of experience in guardianship and offer a full range of services such as communicate with the school, arrange transportations, find a right host family for ex-eat, half term and holiday, help your child about their daily life and etc. we will assist your child while he or she is studying in the UK and act as a link between you, as a parent living abroad, and your child's school.

We keep in regular contact with our students during term time and assist with any problems that may arise. We arrange host families for them to stay during exeats and half-term breaks, transport to and from school, host family or airport at the beginning and end of holidays.

You an email judy@burtonic.co.uk or WeChat/Whats app 07853099166 to get a digital copy of this handbook or send us your home address, we will send you a hard copy.

The role of guardian, Homestay & school

Role of Guardian

It is recommended that students who study in boarding schools and whose parents resign abroad should have an Educational Guardian.

Who is my child's Guardian?

Anna Gao, Director of Burton Education, will be nominated and registered with school as your child's Educational Guardian. She will handle all communication between you, your child's school and your child's host family.

Anna Gao is an experienced Educational Guardian. Over the past 3 years she has been focusing on school placement and guardianship and established close connections with many boarding schools. She works with a team of host families, and between them they have an extensive knowledge of boarding schools and guardianship.

Burton Educations personnel will ensure all necessary arrangements are in place for your child, and confirmations sent to all parties, including you and your child's school. You and your child will have regular contact with Burton Education by emails and phone calls.

Anna Gao will visit your child at school on a regular basis. We can also attend parents' meetings and other important school events. We will visit host family where your child will be staying; we inspect and re-inspect them regularly.

Role of homestay

Burton Education is experienced in selecting host families for international students attending boarding schools. We have host families in London, Essex, Sussex and Cambridge and they who take good care of our students attending schools nearby. We have regular contact with our families and value our relations.

We take great care to ensure that your child will be placed with somewhere they will feel at home and are treated as a member of the family. We ask our host families to include our students into outings and activities, and treat him or her as a member of their family. We explain to our students what to expect from host families. Relations between students and host families are a very important part of their life in the UK. Students in our guardianship are placed with specially selected host families whom are known personally to us and have undergone DBS security checks.

Role of the school

When your child is at school, your house-parents will take responsibility for day-to-day academic progress and welfare of your son or daughter. We will stay in regular contact with them to make sure we are updated on your child wellbeing and progress.

Soon after your child's arrival to school we will contact the house-parents to discuss how your child settled into his or her new life at school. During the year we will attend parents' meeting and report back to you on the academic progress of your child. Boarding staff at school will have our contact details, including our emergency phone line. We will speak with house staff on a regular basis and will visit them at school when there is a reason for meeting and discussion. We will support your son or daughter while he or she is at school and respond to any concern you or school arise.

Safeguarding

Burton Education is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, data protection that provide further information and outline our procedures. These can be found on company website or your request from burton education.

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

Statement of services

As student parents you can contact to us 24 hours 7days. If the situation is emergency we will deal with immediately. Email reply not late than 48 hours.

Contact Details

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

General enquiries	
Telephone (office hour 9:00---17:30)	0044-02039621368
Email	judylee@burtonic.co.uk
<i>WeChat/ WhatsApp</i>	07853099166
Emergencies 24/7	
Telephone	07917150358
Safeguarding concerns	
Designated safeguarding Lead	Anna Gao

Transport arrangements to and from our Homestay family during exeats, half terms and end of term or, as necessary,

Airport transfer arrangements for exeats, half terms and end of term during school holidays

Coordinate ticket booking for planes, trains and coach, as required.

Change of plan?

There may be occasions when you need to change the arrangements that have been made for an exeat, half-term, holiday, or other periods of homestay. Please ensure that you contact us as soon as possible, and no later than two weeks before the arranged stay. You may lost deposit for book the homestay.

Emergencies

Burton Education will respond to any requests to provide emergency support and accommodation for students. For example, this could be due to a medical issue or suspension. Where possible the student will be placed with their usual homestay, but if this is not possible, they will be cared for by another homestay family who works for our organisation.

24 hour on call emergency service during term time, exeats and half terms for boarding schools, to our guardianship students, parents and homestay families

Emergency medical sickness arrangements

School suspension or expulsion arrangements.

Homestay accommodation

Finding an approved Homestay family for our guardianship student

Ensuring suitable checks are performed on the Homestay family, including DBS check

Regular monitoring of the student whilst in the care of the host family

Ensuring the host families is monitored and has all the necessary paperwork from us.

Updates on student's welfare and academic progress

Regular liaison with the school and the parents

Personal advice and support for our guardianship student

Visiting the student at school and parents evening attendance.

Expenses and general Assistance

Parents will pay the expenses during student stay in host family. Any other expenses such as toiletries, festival costumes, pocket money and etc up to 100 pounds each time, Burton will contact to parents and get the permission to spend.

Burton Education request student have 500 pounds pocket money in Burton company account. All the extra expenses during students off from school will get permission from student parents and keep the receipt for reference. The balance will return to parents account when the student guardianship contract complete.

Mobile phone top-ups or SIM card purchases

Purchasing of school uniform.

Contact Details and Who to Contact if Emergency or Problem

In case of emergency please contact Mrs Anna Gao, who will be nominated as Educational Guardian of your son or daughter. Telephone +44 (0) 7917150358, anytime, 24 hours line for emergencies.

WhatsApp and wechat: 07917150358

Email anna@burtonic.co.uk.

Transport arrangements

Who will meet your son or daughter at airport?

Burton Education will be responsible for originating transportation for your children. A team of us mainly Judy Li or contracted driver who are DBS checked will collect your child from the airport at the start of terms and collect from school to take to the airports at the end of terms. If your child is travelling back home for half terms then we arrange airport travel too. If you are arriving to UK with your child or prefer to make your own travel arrangements, please inform us and we will leave this with you. Otherwise, we are always happy to meet and greet your child at the airport or arrange for our driver to pick up your child and safely deliver to school.

Use of our drivers or taxis

For transporting our guardianship students, we only use our contracted drivers who are DBS checked. Our driver will be meeting your child in the arrival lounge holding a board with your child's name and name of our child's school. We always inform parents in advance of the name of the driver. All drivers have ID with them to identify themselves.

We book our drivers well in advance and send a copy of confirmation to you, your child and to school.

Use of trains or coaches

If you require your child to return to school or travel to the airport by train or coach and you want them to travel independently, you will ask you to sign our Parents Permissions for Independent Travel Form so that you take responsibility for your child once they left school, airport or host family. It is acceptable for older students to travel with friends or on their own once they are 16 years old.

Who is responsible for organising transport at different times, e.g. start & end of terms, half terms, exeats?

Burton Education will be responsible for organizing transport at different times, eg. start & end of terms, half terms. and exeats. We would arrange transport for your child, and email you all of the details at least 1 weeks in advance. We will also send a copy of booking to your child, host family (if required) and school. We will make sure that your child will be collected and returned to boarding house at appropriate times as recommended by school.

What information is needed from parents and to whom should it be sent and by what deadlines?

We will need full details of your child flight, including airline name and flight number, departure/arrival time and airport and terminal details one week ahead. Please send all details to anna@burtonic.co.uk

Instructions on the procedure for requesting and arranging or changing exeat, half term, holiday or other periods of homestay

If your child is staying with one of our host family during exeats or half term then we will arrange either for the host family to collect and return your child to school or Burton Educations personnel will be responsible for organising this. You will be make the arrangements and confirm to you, your child and school. Our host families have appropriate car insurance for transporting students. Host family stay must be booked well in advance and in case of cancellation a 3-week notice is required. Cancellation of a host family stay more than 7 days and up to 3 weeks is subject to 50% charge and less than 7 days 100 % charge

Arrangements for Homestay in Emergency e.g. medical issue or suspension

In case of emergency, such as medical issue or suspension due to child's misbehaviours we have emergency host families where we would place your child. As in emergencies not all host families can be available at such a short notice. Your child will then be transferred to another host family where he or she

will stay until allowed to return to school. If there is a medical issue then we will discuss with you at the time if it is safe to place a child with a host family. There might be a risk to the host family if your child's illness is contagious.

During current pandemic many schools agree that boarding students should remain at school, if they become unwell. They will be isolated there from other children and looked after medical staff. Some schools would prefer host families to look after them. This puts the health of homestays at risk and is not within Government guidelines. We have Emergency Contingency Plan in place and will review the situation as new recommendation from government comes out. We will do everything we can to support your child, but we have to follow Government recommendations.

Information on the type of accommodation offered and facilities available for the student

Host family is required to ensure a comfortable living environment for your child. Most of the accommodations will be single room or single room on suite, twin or double room for one or for two to share. Host family will arrange for your child to have access to a private or shared bathroom with a lock, a private space to study with a suitable desk, chair and lamp, as well as hanging and drawer space for clothing. Host will let your child access to a kitchen storage area to keep snacks and food properly. Burton Educations will ensure that no more than 3 students are placed with the same homestay at any one time, unless in exceptional circumstances.

Complaints procedure for parents and to whom these should be addressed

Burton Education and its personnel always promptly respond to any problems arise and will try to solve them in a professional and friendly manner. Please let us know at once by phone or email if there is anything you are concerned about and we try to solve the situation. Sometimes problems arise due to misunderstanding and can be easily solved. In the unlikely event that the problem has not been solved, please write to us formally. In first instance please write to Mrs Anna Gao, Director of Burton Education, email anna@burtonic.co.uk We have Complaints Policy in place for such cases – a copy of our Complain Policy will be attached. In the unlikely event that If you are not fully satisfied with how Burton Education dealt with your complain you may refer the matter to AEGIS for further investigation.

Arrangements for the provision of pastoral & academic updates on the student's welfare and progress at school and with the homestay in line with service provided where appropriate

We will have regular correspondence and meetings with the Boarding House personnel and Tutors by visiting school or over the phone discussions. During such meetings and conversations we will ask house parents and tutors for pastoral and academic updates on your child. We will enquire about your child welfare and progress on a regular basis and also during parents' meeting once a year, which we will attend. We will send you a full report after our conversations and after attending such meeting. If there are any concerns from you or your child about life or academic progress at school we will organise unplanned visit to school to discuss the problem. We will report back to you about such visit

Arrangement for expenses

Your child deposit for the amount of £1,000 (one thousand) will be used for your child's expenses, e.g. stay with our host family, transport booked by us for your child and our transport expenses for visits to school. All expenses will be discussed with you in advance. We will send you statement of your deposit account at the end of each term and ask to top it up if necessary. Deposit usually topped up by parents once a term or during the term time if required when deposit falls below £300 (three hundred).

Our registration fees of £150 (one hundred) are payable by all new student once upon registration and are non-refundable.

Full details of our fees have been sent to you separately with information on our guardianship services. Please contact us if you need any further questions

Liability

Please note that Burton Education will not be liable for any damage arising from conduct and/or behavior of any student placed with the homestay by us.

Life in the UK

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

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

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

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

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

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

What to expect from the homestay

We can reassure you that your child will be welcomed by our host family and enjoy homestay during exeat and half terms. At Burton Educations before we place children with host families we make sure that all members of the host families over the age of 16 has been DBS checked. We visit their homes and make sure the homestay complies with all AEGIS requirements to ensure a high standard and level of safety and security. We re-visit and re-inspect our host families on a regular basis. We also make sure that the host family has all necessary information about your child, e.g. allergies or medical needs, if any. This information we will ask you to give us during guardianship registration process.

We will send you Host Family Profile where you find some information about hosts, their family and home. We have full information in our Student Handbook on what your child can expect from host family during homestay. Please read it with your child before his or hers arrival to UK, it has many useful information and tips on rules and expectation during homestay.

Curfew & Bed Times

If students are staying in a homestay, please follow the rules regarding curfew - time student have to be home. Student can go out unaccompanied if student are over the age of 14 and if parental permission given to Burton Education in writing.

student should not go to bed too late and be respectful of the family by being quiet during the night when people are sleeping. Recommended bedtime is 22.00pm-23.00pm, depending on student age. Please keep in contact with student host so they know what time to expect student home. If student are delayed – student must phone the host family immediately. If student are in serious difficulty, phone our emergency number and possibly call the police on 999.

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

- Age 16- 18 return time 20:00
- Age 14-15 return time 19:00
- Age 11-13 must travel with someone over 18 return time 17:00

Burton Education suggests that student bedtimes should be as follows:

- Ages 11 and under 20:30
- Age 11 – 15 21:30
- Age 16- 18 22:00

[Details on cancelling the agreement](#)

Burton Education or the parents may cancel this agreement by giving to the other party at least one full term's notice in writing. If such notice is given during term time or during holidays the termination of the contract will be at the end of the following term. The parents will be liable for one-term guardianship fees in case if one term notice is not given. More information can be found in Parent Contract.

[Advice for helping students to deal with homesickness](#)

We understand that it can be difficult to be away from home, especially if it is for the first time for your child. It may take some time to feel at home here in the UK, this is natural because a lot of things are happening – your child will have a new place to live, will be meeting new people and learning about a new culture and language! We will advise your child to relax, especially when staying with host family and take some time; your child should feel better after a few weeks. If your child or you would like to speak to us, please contact us and we will be happy to listen and give some advice and support. Some children will become homesick; most will cope with these feelings. Your child should try to join clubs or get involved in activities early on before isolation or loneliness sets in. Going to a new country and being part of a new culture can be confusing and difficult. Encourage your child to learn as much about the British culture,

customs and behaviour as possible. People will be more helpful and much kinder if you are polite and show respect for others.

List of useful contact details including 24/7 emergency contact at the organisation

If you have any questions or concerns, please contact Anna Gao Director of Burton Educations, she will also be nominated as your child's Educational Guardian.

Telephone: +44 (0) 7917150358, email:anna@burtonic.co.uk

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Covid takes advice from the government, Public Health England and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic Covid may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. Burton Education will work with you to find flights to home countries where required. Burton Education will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Burton Education will work with you and your child's school to find suitable quarantine accommodation for students where required.

Signed by:

date:

Student name (full spelling):