

Parent Handbook

Welcome and introduction from See World Guardianships

See World Ltd were founded in 2008. Our role is to help overseas students to find the right place at a British school, college, or university and then to care for them while they are here as their UK based guardian.



Guardianship Director : Yue Li

Over the years our team of education specialists has helped hundreds of international students join the British education system and go on to top UK universities to complete their education.

If you are sending your child to a UK boarding school, then you will be asked by the school and the authorities to provide the name of a UK based guardian who is responsible for your child as you are not living in the UK. Parents who do not have a friend or family member who live in the UK often turn to the services of a guardianship organisation such as See World Guardianships.

As guardians, our vision has always been to create an elite guardian service that far exceeds the expectations of parents and their children. In doing so we have established an excellent reputation among the many UK boarding schools with whom we work. We can offer guardianship to students in many areas of the UK.

During the covid-19 time, we have been done the great job keep our students safe and no one catch covid in the first wave, we are proud of our 24 hours standby service which won great reputation for it.

Host family accommodation

Some schools close for two or three nights each term (Exeat Weekends) and all students must leave. All schools close for one or two weeks in the middle of each term (Half Term). On these occasions, if your child is not able to return home, they will need to stay with their host family. Sometimes unexpected things happen. Students who misbehave can be asked to leave school for a few nights. If you are unable to book flights on the right day the school may be closed when you arrive or when you leave. We can help by arranging a host family for these unexpected times. In more recent times our host family accommodation has proven invaluable during times such as heavy snow, fog or volcanic ash when flights were cancelled.

- **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 See World will be responsible for organising this. We will 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.

- **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, 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. Students will only share a bedroom with your knowledge and consent.

Host will let your child access to a kitchen storage area to keep snacks and food properly. See World will ensure that no more than 3 students are placed with the same homestay at any one time, unless in exceptional circumstances.

- **IMPORTANT FACTS ABOUT YOUR HOSTFAMILY**

All See world family homes have been inspected by See World. All family members who are aged 16 or over will need to have a DBS check.

Our families are chosen for their kind and caring attitude and because they live near the school.

We aim to allocate just one host family throughout the guardianship programme. However, if a student doesn't like the family we can change.

If a host family cannot host for a particular event, then we will find you another one of equal quality instead.

Our host family will pick up from school and take back at the end of the stay.

Under 14's must be supervised 24/7.

The family offers 3 meals a day and snacks and a caring, safe and warm home.



Safeguarding

See World 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 our website: www.seeworldltd.com also you can ask the policies by email: Lunali@seeworldltd.com

We have a trained Designated Safeguarding Lead Yue Li (Luna Li). You or your child can raise a safeguarding concern with your contact at the guardianship organisation or directly to the Designated Safeguarding Lead by mobile: 07792131680, Email: Lunali@seeworldltd.com 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

See World provide the premium service with student's Education and safety study
Half term and Weekend homestay arrangement
24/7 Emergency stand by service
School placement service
Transportation organization
Private online tutoring organization

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 hours 9:00-2200)	07792131680
Email	Lunali@seeworldltd.com
	Wechat: lunayue0221
Emergencies 24/7	07792131680 ,0779991188

Telephone	07792131680
Safeguarding concerns	
Designated safeguarding Lead	YUE LI (LUNA LI) +44 7792131680 lunali@seeworldltd.com
Contact Details for the Local Safeguarding Partners (LSP)	Brent Health Safeguarding Children Team Monday-Friday 9am-5pm 020 8900 5379 Brent.SCF@brent.gov.uk
Contact Details for the Local Area Designated Officer (LADO)	the Local Authority Designated Officer (LADO) For Brent ,London area Telephone: 020 8937 4300 – Option 1

Transport Arrangements

ON ARRIVAL

Our See World staff will text and call the student with details of where they will meet when they land in UK. If you arrive with your son or daughter, they will be happy to meet you and, if required, will take you to visit the host family we have allocated





On or shortly after arrival day our guardian tutor will make their first visit to see the student. A report will soon be uploaded on our information system.

Our parent portal along with photographs and notes. During this visit our staff will introduce the student handbook and read out our student charter the code of Behaviour so they understand our rules. They are asked to sign this and keep a copy

Throughout the Year

Your See World Guardian tutor will call their student and text regularly and will make sure they are ok . This can really help to settle them in to school and makes a big difference

During their first time at a host family, the See World guardian tutor will call them and after they return to school they will visit and run through a host family care plan to make sure they have been happy. The results of this meeting will be uploaded for you on our documents secure platform

The See World guardian tutor spends the year getting to know the student and generally offering any support they need and are also there locally in case of emergency

Safe and Reliable Transportation and airport Services

The driver who collects a child from the airport on arrival is probably the first person they will meet from See world. It is very important therefore that they recognise them and can find them easily. It is also important that the driver arrives on time and is kind and caring

Our caring, friendly Driver

We will send you a profile of the driver collecting the student including photograph, name, mobile number and WeChat contact details when we confirm the arrangement

Our driver will not leave the airport without the student even if the flight is delayed

Our driver could be language selected, specially Mandarin and Cantonese speaking driver variety availability could help the student easily

All our drivers are Criminal record checked and are reliable and caring people who are fully insured with good quality vehicles

Unaccompanied Minor service is also available for very young students

Our Operator officer will arrange the transportation as required. Normally we will confirm the transportation details 1-2 weeks before the arrival time /departure time from school/ host family. Even though we prefer parents and students confirm the departure date as early as possible, we can still arrange our driver in 24 hours if necessary.

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. If the student plan has been changed in last minute, the additional cost will be cause to be agreed

Emergencies

See World guardians 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.

Homestay accommodation

A good host family to take care of students is not easy to find. For oversea students the cultural barrier and life style is also not easy to settle down. See World invests in a dedicated accommodation team and safeguarding Department to ensure that we recruit and screen host families thoroughly. This is to ensure that your child will be warmly welcomed and treated like member of their family. Our families offer our students a real home from home in the UK.

WHY DOES MY CHILD NEED A HOST FAMILY?

Some schools close for two or three nights each term (Exeat Weekends) and all students must leave. All schools close for one or two weeks in the middle of each term (Half Term). On these occasions, if your child is not able to return home, they will need to stay with their host family.

Sometimes unexpected things happen. Students who misbehave can be asked to leave school for a few nights. If you are unable to book flights on the right day the school may be closed when you arrive or when you leave. We can help by arranging a host family for these unexpected times. In more recent times our host family accommodation has proven invaluable during times such as heavy snow, fog or volcanic ash when flights were cancelled.

IMPORTANT FACTS ABOUT YOUR HOST FAMILY

See World family homes have been inspected by See World. All members of the family who are aged 16 years of age or over have undertaken a DBS with us

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We aim to allocate just one host family throughout the guardianship programme. However, if a student doesn't like the family we can change.

If a host family cannot host for a particular event, then we will find you another one of equal quality instead.

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Under 14's are supervised 24/7.

The family offers 3 meals a day and snacks and a caring, safe and warm home.

Relax and Revise academy support

Not all students want to go down the traditional route of staying with a host family and sometimes their guardian is not available to host them for all half terms. Others want to spend holidays with their friends and host families cannot always accommodate large numbers. With this in mind, See World Guardians has teamed up with our partners such like regent UP, SBC summer school to create the unique Easter course tailored to the international students.

Online /off line one to one Tuition support during half term and Easter holiday

Personalised study revision plan tutors supervise revision each day and students will leave having compiled a revision and homework project file to take back to school , we also provide online tutor to help students' weakness subject to catch up.

Chill out zone a 'chill out zone' where students can socialise and relax between meals and activities.

Activities : A huge range of new and different activities and outings are available. Every afternoon will be filled with supervised trips to London to Museums and for the all-important shopping that students need to do in their holidays.

Excursions: Students will have one full day excursion per week.

Evening times From a Welcome Reception for newly arriving guests to a relaxing evening watching the latest movie, there is no end of fun and relaxing events planned every evening.

Expenses

The transportation cost : £100- £300

Homestay : £80-£120/ night include 3 meals and snack

Tuition :£60-£150/ hour depend on deafferent subject and tutor cost

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

See World expects all their students to be polite and courteous when staying with a homestay. A homestay is not a hotel and the expectation is that your child will be included as part of the family. As such, they will be expected to engage with family members, joining them at mealtimes, and possibly helping with chores such as laying the table. Your child’s homestay will explain their own house rules to them when they arrive. Please do ask them if you have any questions.

Student Finances

- See world have the regulation for student expense agreement with parents

We will send the expense budget list which student life related to parents, the parents will decide how much the child spend monthly

Normally we will allocate £100-£300 / month cash or bank transfer to students

If students would like to purchase the goods over £500 we will ask for parental permission beforehand. We will help you set up a bank account and arrange credit cards for your child if required. Please contact us and we will be able to make the necessary arrangements.

Liability

Please note that the homestay provider and *See World Guardian* will not be liable for any damage arising from conduct and/or behaviour of any student placed with the homestay by the guardianship organisation.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that

See World 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 *See World* may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. *See World* will work with you to find flights to home countries where required. *See World* 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. *See World* will work with you and your child's school to find suitable quarantine accommodation for students where required.

Key policies download:

You can find all of our key policy on our website: www.seeworldltd.com