## **Golden Apple Tree Ltd**

**Parent Handbook**

## Welcome and introduction from the guardianship organisation

Welcome to Golden Apple Tree Ltd, founded in 2005, we provide professional home stay and safeguarding services. The welfare of students is our priority. Our dedicated and specialist staff enable our students to have safe environment and fulfill their potential. We established a close bond with independent schools and shared the value of "safety, enjoyable and sustainable development". Our international team also have better understanding of requirements for international student, especially East Asian student. That will ensure the students will settle down quickly in the new environment. We also focus on both physical and mental health of the students we care. They are able to contact and approach our dedicated staff for help by 24/7 service.

Our friendly and professional team are looking forward to working with you.

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

### The guardianship organisation

Provide guardianship to students, arrange the parents meeting during the term time, to arrange the host family during the half term and holiday time, arrange the transportation as request. Provide the study and school life of student to parents.

### The homestay

Proving the accommodation and meal to students, arrange the entertainment and sport activities during the stay.

### The school

School is providing the full boarding study to international students, including tuition, accommodation, meals and actives.

## Safeguarding

Golden Apple Tree Ltd 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 foundonthecompanywebsite.

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

Regular report of student’s school life and study status, holiday transportation (within the UK travel only) and accommodation arrangement, parents meeting*.*

## 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:

|  |
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| **General enquiries** |
| Telephone (office hours *9am-5pm*) | 07888815888 |
| Email | cambridge@ukjpg.com |
| *WeChat* | UKGA2005 |
| **Emergencies 24/7** |
| Telephone | 07888815888 |
| **Safeguarding concerns** |
| Designated safeguarding LeadMr Wei Wei | 07921481600 |

## Transport Arrangements

If student needs to travel abroad from or to UK, the parents and student need to book international tickets and give four weeks’ notice before the travel date, and confirm the flight No, flying and landing time, and departure and landing airport. We will book with local taxi in advanced in UK transport service.

We will arrange the driver to collect or drop off service in airport, we will keep contacting with driver and student until they meet each other and get the destination. The parents and students can call our 24 hours number 00447888815888 if have any questions.

## 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.

## Emergencies

Golden Apple Tree Ltd 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

We can provide the single room or twin room to our students, all room must come with a student desk, a single bed, a lamp light and WIFI connection.

The parents should request homestay accommodation over half term holidays, exeat weekends or other periods of stay from us in 5 weeks advance by email or phone. We will send homestay’s details and pictures to parents. After the parents confirmed, we will record all details for the student during the holiday.

If you have changed plan, the parents should contact us in two weeks advance if not, they will be charged 1-week fees for the homestay.

Homestay to provide meals: Breakfast, lunch and the evening meal are to be provided for the student each day he / she is with you. Breakfast might consist of cereal, fruit juice, toast, tea or coffee. If it is the practice for the family to get their own breakfast, this should be explained to the student. The student should be advised that it is the practice for the family to eat the evening meal together. The student should be asked to be punctual at mealtime and to always contact the family if they expect to be late or miss a meal. Indicate to the student if they may “help themselves” to food and drinks at any time. Ask the student if there are any foods, he/she does not eat - sometimes there could be religious or medical restrictions. Takeaway is not allowed, unless have the permission of the homestay parents.

Homestay to provide adequate laundry and washing facilities with access to the laundry and bathroom as a member of the family.

## Updates on student’s welfare and academic progress

Check the homework process, ask the staying experience every week. Help student to find remote home-tuition if required.

We will give a termly update on how the student is progressing personally and academically.

We will attend parents evening and feedback to the parents.

## Expenses

The cost cover the accommodation and meal during the stay, transportation charge will provide to parents by the end of stay.

## 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 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 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

Golden Apple Tree Ltd 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

* *The school takes responsibility for the students’ pocket money management, the school has to confirm the purpose of using money, and get permission from parents then release the money to students*
* *During the holiday in homestay, any extra expenses will be covered by us and we will give a bill to the parent*
* *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 Golden Apple Tree Ltd 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 Golden Apple Tree Ltd 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 Golden Apple Tree Ltd may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. Golden Apple Tree Ltd will work with you to find flights to home countries where required. Golden Apple Tree Ltd 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. Golden Apple Tree Ltd will work with you and your child’s school to find suitable quarantine accommodation for students where required.Golden Apple Tree Ltd has a policy that outlines the procedures we are following during the Covid-19 pandemic. This can be found herewww.gov.uk/coronavirus