

2020-2021

# PARENT HANDBOOK



YOUR SUCCESS OUR PRIDE

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Oxbridge Group Ltd. Trading as Oxbridge Guardians Education & Oxbridge Guardians  
**Company Reg: 08573744**

Devas Club,  
2a Stormont Road, Battersea, London, SW11 5EN  
T: +44 (0)20 8 3843 23457  
E: [students@oxbridgeguardians.co.uk](mailto:students@oxbridgeguardians.co.uk)  
[www.oxbridgeguardians.co.uk](http://www.oxbridgeguardians.co.uk)

## Message from Company Director

Dear Parents, welcome to Oxbridge Guardians!

Oxbridge Guardians was founded in the belief that guardianship is not just a necessary administrative and legal requirement, but a crucial formula for a successful and enriching experience. We are not just guardians; we are **EDUCATIONAL GUARDIANS** and our job is to provide a safe and conducive environment for learning that compliments your child's school arrangements.

I have worked in the UK – China education market for over 13 years and I understand both the pitfalls and opportunities for students taking on the challenge of a foreign education in the UK. It is certainly a challenge which some children adapt to faster than others, but the rewards are considerable. Children become confident, educated and have a broader perspective of the world.

This handbook gives you important information about our organisation, policies, host families, schools and other information and is reviewed and updated annually. Our priority is for you to know that every student is very important to us, and that this ethos is captured in our mission statement **'YOUR SUCCESS OUR PRIDE'**

As Director and founder of the company I am always here to help and assist parents and students in every way possible. If you have any questions please contact us on [students@oxbridgeguardians.co.uk](mailto:students@oxbridgeguardians.co.uk), or if you would like to contact me personally, please do so at [Helen.wu@oxbridgeguardians.co.uk](mailto:Helen.wu@oxbridgeguardians.co.uk)

Thank you!

**Helen Wu, Director**



# How do we work?

## Management

Oxbridge Guardians (“Oxbridge Guardians”), and the Lead Director of the company, **Helen Wu**, act as the educational guardian to all registered students.

Helen Wu, as Director of the company, has ultimate management oversight and is assisted in the management function by **Steph Gilbert**, our Designated Safeguarding Lead. Steph is a qualified child safeguarding professional, and is responsible for ensuring all safe guarding and child protection policies and procedures are appropriate and adhered to by all relevant parties.

## Communication

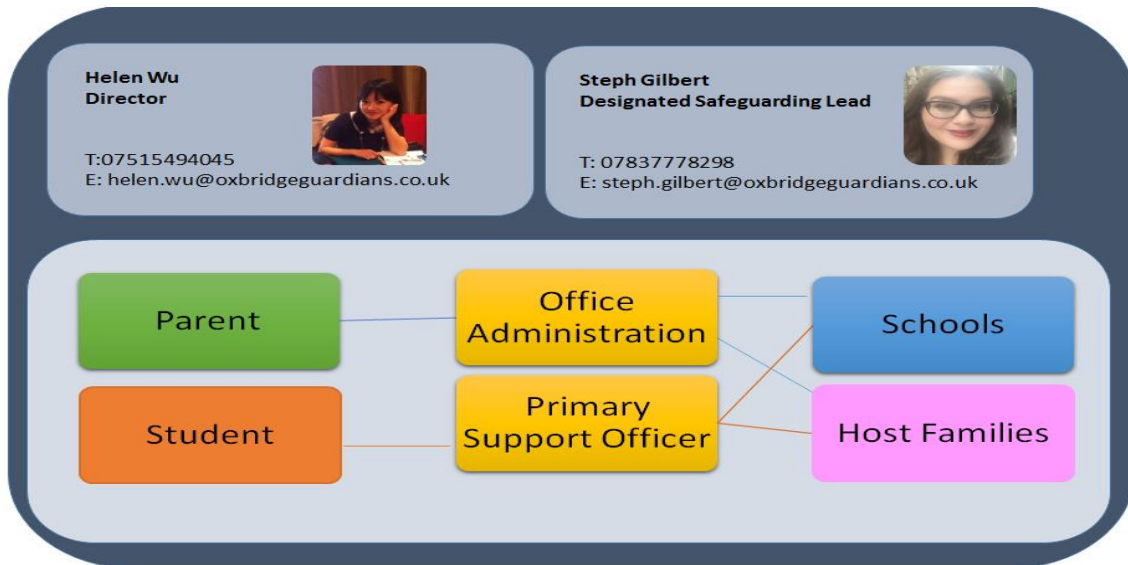
Oxbridge Guardians believes that the clearest way for communication is through a standard route. In this way, should parents have an issues, concerns or questions the first point of contact should be through the student’s Primary Support Officer. Students will be allocated a Primary Support Officer and are advised to seek attention from this contact should they come across any issues. Helen and Steph retain ultimate responsibility for ensuring your child’s pastoral and academic happiness. They are also responsible for ensuring that our Host Families meet the standards required in our Host Family Policy (please refer to page5), and that all students receive the correct care and support, with reference to UK Safeguarding laws, and our Safeguarding policy.

## Primary Support Officer (“PSO”)

Our aim at Oxbridge Guardians is to make your child’s experience of the UK a positive one. As your child becomes settled in the UK and makes adaptations to their new surroundings, their pastoral requirements will develop and change. To ensure that we understand the needs of your child fully they will be allocated a bi-lingual PSO (Primary Support Officer) who will have experience working with International Students. Our PSO’s are allocated a small number of students each year to mentor and provide welfare support. The PSO will visit the host family/school in the presence of your child on a regular basis and provide follow up reports to the office to ensure our records are kept fully up to date.

## Office Administrators

Our Office Administrators work with our schools throughout the UK overseeing all arrangements and requests in consultation and effective communication with parents, schools, staff members and host families. Our centrally organised and office based Administration team is key to having excellent communications, so that arrangements are made promptly and efficiently and concerns or issues are dealt with quickly. **Direct contact with Oxbridge Guardians for parents should be through the Office Administration function.**



# Useful Information for Parents

## Information about Mobile Phones

As the students' guardian, Oxbridge Guardians will be responsible for supplying your child with a UK mobile phone number. We will supply a mobile phone sim card, on pay as you go basis. Students must supply their own mobile phone handsets.

Students MUST make sure the Host Family and Oxbridge Guardians are kept up to date with their current mobile phone number (even if this was not supplied by Oxbridge Guardians) and to keep their mobile phones charged and switched on when travelling in the UK. Good communication can save hours of anxiety and time in the event of delay, cancellation or unforeseen circumstances.

## Deposit Money:

A deposit of £2,000 is taken in advance. The deposit will be used for out of term time homestay arrangements and emergency expenditure, including helping the Student to book IELTS exam, pay for school trips, extra tuition and short term accommodation etc. The expenses will be recorded, with any expenses exceeding £100 requiring parental confirmation. A statement of expenses is provided to student's parents at the end of each academic year. Parents will also be informed and provided with a statement when the balance falls below £300. A request will be made to provide additional deposit funds. The outstanding balance will be refunded to the parents' designated account once the Guardianship Agreement has ended.

## Holiday Plans:

Oxbridge Guardians is happy to arrange the half term plans for each child, but ask that you communicate with the Office Administration team in advance should you wish for your child to have an airport transfer, additional tutoring, or any other activities at half term or other holidays. To change any dates, or make any arrangements please contact Oxbridge Guardians through our WeChat (oxbridge\_guardians) or through the student management email address:

[students@oxbridgeguardians.co.uk](mailto:students@oxbridgeguardians.co.uk).

## Authorisation:

For most student activities we are able to gain authorisation before the student arrives to the UK through the Parent Contract. However should a new situation arise for which authorisation needs to be gained we'd appreciate your cooperation with us whilst we arrange this.

## Homesickness:

One of the most common factors affecting international students, homesickness and adjustment to the UK culture are something which may affect your child. Whilst Oxbridge Guardians, Schools and Host Families will do their best to assist students through this, please do assist us with supporting your child during this adjustment period.

## Airport Transfers:

Oxbridge Guardians will arrange for the student's initial collection from the airport to the school/homestay when they first arrive to the UK, as well as their return journey to the airport at the end of their stay. This is by enhanced DBS taxi drivers from trusted and registered taxi firms. Should any special requests be made (such as driver with students native language) there may be additional costs incurred.

- Additional taxi transfers at half terms or school holidays can be arranged for an additional fee (dependent on the level of guardianship service requested)
- It is the Parents' responsibility to ensure that the Student has the correct booking if travelling as an unaccompanied minor.
- It is the Student's responsibility to ensure that they have the correct travel documents and their passport and where applicable a valid BRP. (Including any permission or consent to travel letters)
- Oxbridge Guardians will communicate all information between parties (student, parent, school, host family) as necessary to arrange the safe and prompt travel for students wishing to arrange their taxi transport through us.

## Host Family Policy

Oxbridge Guardians has a network of Host Families with whom we place our students either for the whole academic year as a homestay arrangement or when schools are closed for Half Terms and Exeat weekends. It is our aim to arrange for our students to return to the same host family for all their stays, as this gives students a “home from home” experience. Changes however may occur, especially where requested by the parent, student or the family.

Students are expected to respect their host family's home and way of life in return for being accepted as a family member. Some hosts will apply house rules to help understanding of routines.

Your child's Host Families can range from a couple or single parent with young children to retired grandparents, whose own children have grown up. All have a kind and caring disposition toward children from overseas, offering a “home away from home”.



Host Families are inspected at least once a year, when advice and training on best practice will be given and checks are made on the accommodation. Oxbridge Guardians also undertakes rigorous checks on each family member aged 16 or over, including the DBS (Disclosure and Barring System – includes checks on the police and social services databases).

Hosts formally undertake to protect and care for the students in their charge, but please remember that educational guardianship of the student remains with Oxbridge Guardians during a host family stay. Any concerns about a child's host family should be made through the Oxbridge Guardians office, not directly to the host.

Hosts are encouraged to include students in family life and to offer activities and excursions. If additional costs are incurred receipts are required and, if claimed by the host, this expense will be added to the parent's Student Expenses Deposit (If an activity exceeds the cost of £100 then Oxbridge Guardians will get confirmation).

Please note, the booking of host family stays MUST be made via the office and not direct to the family.

Students are made aware of their commitments to the Host family in the Student Handbook.

## What our host families provide for our students

### Accommodation

Each student will have his or her own room. The room will have a comfortable bed, clean bedding, somewhere to put belongings, and a table/desk and chair (with lighting) for working (this may be in another room, such as a dining room or study).

There will be good access to a bathroom with a separate shower cubicle or a shower over the bath. Normally households have limited hot water and some hosts may ask for shower times to be kept to a reasonable period and/or to a particular time of the day.

### Full Board Basis

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- **Breakfast** - teenage students often like to sleep late in the mornings. If so, sometimes students will be asked to help themselves. Cereal and toast is routinely offered, occasionally with bacon and/or eggs. Some families may have a late, cooked breakfast at weekends, combining breakfast and lunch (known as “brunch”).
- **Lunch** (*excluded during half board periods*) is normally a light meal of soup and bread, or sandwiches, jacket potato, cheese on toast, or maybe pasta or noodles, with some salad, fruit or a yoghurt.
- **Dinner** consists of at least two courses, e.g. a main course of chicken, fish or red meat with vegetables and a dessert/fruit. Hosts may be able to cater for Chinese students with rice, noodles and pasta.
- **Snacks** – students should not expect to help themselves and ‘snack’ in between meals. They should ask if hungry, and hosts will provide biscuits, cake or some fruit. A hot drink and a biscuit before going to bed is usually available.

### Internet access

A wireless internet connection is normally available, but speeds can be slow in some parts of the UK, particularly in rural areas. Internet downloads are often limited and can be very expensive. Students should NOT download large files, such as films, games and music unless this is acceptable to the Host family.

Oxbridge Guardians will advise Hosts to limit access time in the best interests of the student, particularly overnight, when some students stay up very late at night, get no sleep and disturb the household. Many hosts will therefore restrict or switch off the internet overnight. Schools will have similar restrictions. Students should not need to use the host’s telephone or computers.

All students should be aware of and sign our IT Usage Policy which details guidelines and awareness for safer internet usage. In this way, we hope to protect our students from potential dangers they may face online – host families and schools will also monitor to ensure that this agreement is upheld.

### Laundry

Particularly over a half-term, hosts will offer to wash some clothes, and explain when and where students can put their laundry. Laundry should be limited to a reasonable level for the length of stay.

## Host Family Checks

All members of the Host Family aged 16 and over are required to have a valid enhanced Disclosure and Barring Certificate (DBS) check. Hosts are required to regularly service gas appliances in the home and provide Oxbridge Guardians with a Gas Safe certificate to demonstrate this. Host Families undertake vigorous training in Safeguarding and Prevent annually.

Host Families are visited at least annually and Oxbridge Guardians undertake a recorded safety assessment of the household to determine if the household remains suitable for our students. Oxbridge Guardians will keep records of these visits and may make recommendations for improvements which will be re-inspected after an appropriate time interval to ensure our recommendations have been complied with.

## Life in the UK

Whilst your son or daughter is in the UK, they will be expected to abide by UK Laws and behaviour. These include but are not limited to:

- It is illegal for anyone under the age of 18 to buy alcohol in a pub, off-licence, supermarket, or other outlet.

- It is illegal for anyone to buy alcohol for someone under 18 to consume in a pub or a public place.
- It is illegal to carry a weapon.
- It is illegal to perpetrate a hate crime (crime against someone due to hatred of that persons gender, race, religion, ethnicity, disability or sexual orientation)
- It is illegal for anyone under the age of 18 to purchase any form of tobacco
- It is illegal to possess, buy or sell drugs.
- The legal age of consent in the UK is 16.
- It is illegal to cause physical harm to someone
- It is illegal to take something which you have not purchased or does not belong to you (including travel tickets)

There are also restrictions put into place regarding unaccompanied minors – these are detailed within both our Child Safeguarding Policy section of this handbook, and also in our Safeguarding and Child Protection Policy. To assist us in ensuring your child has the most successful stay in the UK, we ask that you support your child in understanding and promoting the values described by UK Law and within our policies.

When your child arrives they will be registered by the PSO, their host family, or school with the local council, police force (if applicable) and doctor.

All the cities in which our schools and host families are based are generally safe and secure places for international students. It is extremely rare for any student to suffer serious problems. However, as in every city all over the world, it is important to follow some basic guidelines to ensure that students do not put themselves at unnecessary risk. We suggest they follow these simple rules:

- Listen to the teacher, host family or PSO
- Observe the school and host family rules.
- Tell the host family/boarding master if they are going out and when they expect to come back. Always follow curfew times
- Always try to go out with people they know and trust
- Use well-lit, busy roads and avoid short cuts through dark, quiet areas
- Stay alert — don't use headphones when out walking
- Never take money or gifts from people they don't know
- Don't carry a lot of money or valuables and never leave them unattended
- Don't carry their passport unless absolutely necessary
- Walk with friends wherever possible and don't walk around alone late at night
- Don't be afraid to ask for help if they're worried about anything
- Never tell anyone they don't know or trust any of their personal details.
- Late at night, take a taxi home. Use only licensed taxis displaying official local plates.
- Only share taxis with people they know.
- Always have the number of a friend, host family, the school or PSO to call in an emergency
- Remember, in Britain cars and buses travel on the left

## Important Student Policies – travel & curfews

These policies affect students during the times they are staying with an Oxbridge Guardians host family or away from school.

### Going out during the day and travelling

- Students **aged 17 or 18** may travel alone, but should return home no later than 11.00pm, or at a time previously agreed with the Host Family.



- Students **aged 14 to 16** may travel alone, as long as plans are deemed safe and acceptable by a host family or Oxbridge Guardians staff. As a guideline, 16 year olds should be home by no later than 10pm. 14 or 15 year olds should be home no later than 9.30pm and/or during daylight, whichever is the earlier.
- Students **under the age of 14** should be accompanied by an adult at all times when away from home.

### Staying elsewhere overnight

Students often wish to make alternative arrangements for one or more nights' accommodation.

The following policy has been introduced to clarify what is needed from students and parents when Oxbridge Guardians staff considering a request from a student (or parent) regarding alternative care arrangements. Homestays must refer any request to Oxbridge Guardians staff.

#### Students Aged 17 and 18 or over on start date of alternative care arrangement

Parents need to complete and sign a Consent Form, and return this to us by fax or verified email. The full address must be provided to comply with the rules for a UK Tier 4 (Child) VISA.

#### Students Aged 16 on start date of alternative care arrangement

As above PLUS we require a named adult, residing in the UK and over 25 years old, who will take responsibility for the student during the stay.

#### Students Aged 15 or under on start date of alternative care arrangement

As above PLUS we require full contact with the named adult and arrangement confirmed in writing. The adult will need to confirm that they will be taking full responsibility for the student during the stay.

Any arrangement to stay away is subject to Oxbridge Guardians being satisfied that a child will be safe. We reserve the right to veto any arrangement if we feel it is unsatisfactory in anyway.

**IMPORTANT** – It is a compulsory UK law and VISA requirement that suitable living arrangements are in place for overseas students attending boarding schools. Oxbridge Guardians have a duty of care to schools and contract with parents to protect the students and to provide safe host family accommodation.

### What do we do in a Medical emergency?

We will try to make immediate contact with parents in the case of a medical emergency. Where consent for a serious medical procedure is required and we cannot contact the parents then as per the medical waiver to which you have consented in our terms and conditions we will act in the best interests of the student as advised by a medical professional.

### What emergency accommodation can be provided?

Should there be an emergency situation such as suspension or serious illness, Oxbridge Guardians will endeavour to organise suitable accommodation to meet the needs of the student, swiftly and without causing disruption. For these scenarios we would contact the parent to inform of the emergency accommodation arrangements and the further action to be taken if necessary.

## Absent/Missing Child Policy

- If the student is absent or missing, please immediately phone Steph Gilbert on 07837 778 298 or contact our 24 hour emergency line. Following this please complete the attached form (Appendix 1) or online: <https://podio.com/webforms/20205240/1376094>.
- If you believe they are in imminent danger or a crime is being committed please call the police immediately before informing us.
- For further information on our absent/missing child procedures please read through the Absent/Missing Child policy available on our website available at the following link: <http://oxbridgeguardians.co.uk/policies-and-procedures>

## Child Safeguarding Policy

Oxbridge Guardians believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and keep them safe and are committed to practice in a way that protects them. To this end Oxbridge Guardians is committed to industry best practice and we have developed our policies and procedures to reflect this.

### Oxbridge Guardians have an obligation to:

- Work within the relevant legal framework in the UK, namely
  - Children Act 1989
  - United Convention of the Rights of the Child 1991
  - Data protection Act 2018
  - Sexual Offences Act 2003
  - Children Act 2004
  - Protection of Freedom Act 2012
  - Relevant government and AEGIS guidance on safeguarding children
- To protect children and young people who receive Oxbridge Guardians services and
- To provide staff and homestay families with the overarching principles that guide our approach to safeguarding

### We recognise that:

- The welfare of the child is paramount in the Children Act 1989
- All children , regardless of age , disability, gender, racial heritage, religious belief, sexual orientation or identity, have right to equal protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences,

their level of dependency, communication needs or other issues

- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

### We plan to keep young people safe by:

- Valuing them, listening to and respecting them
- Adopting child protection practices through procedures and a code of conduct for staff
- Developing and implementing effective-safety policies and related procedures
- Providing effective management for staff through supervision , support and training
- Recruiting staff and homestay families safely , ensuring all safety checks are made
- Sharing information about child protection and good practice with children , parents, staff and homestay families
- Sharing concerns with agencies who need to know , and involving parents and children appropriately

### Policies and Procedures that support this policy:

- Safe staff and homestay families recruitment policy
- Welfare Health and Safety policy

- Complaints policy and procedure
- Data protection policy
- Anti-Bullying Policy
- Flow chart of reporting procedure
- Whistle blowing policy
- Staff training and safeguarding awareness policy

## AEGIS Accreditation

We are AEGIS (Association of Educational Guardianship for International Students) accredited to a Gold Standard, which means that you are receiving the highest quality of Guardianship services recognisable in the UK. As part of this accreditation, we work to the highest standards, with special focus on excellent business practice and safeguarding of students.

We are very proud to be part of the leading Guardianship providers in the UK, and this offers parents and students a support system also as we are inspected every four years, to ensure we are always working to the best standard. For information about AEGIS Accreditation or to view our most recent reports, please contact: [steph.gilbert@oxbridgeguardians.co.uk](mailto:steph.gilbert@oxbridgeguardians.co.uk)

## Bullying

Bullying can be defined as behaviour that is:

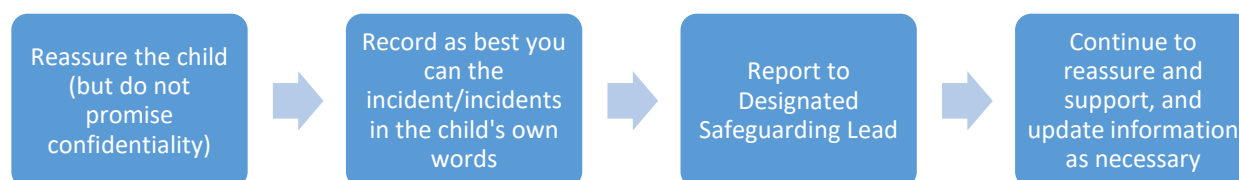
- Repeated
- intended to hurt someone either physically or emotionally
- often aimed at certain groups, for example because of race, religion, gender or sexual orientation

It can be seen in different ways such as:

- physical assault
- teasing
- making threats
- name calling
- cyberbullying - bullying via mobile phone or online (for example email, social networks and instant messenger)

If your student reports that they are being bullied or have witnessed bullying you should follow the below steps:

1. Reassure the student that they're doing the right thing by seeking support. **You should not promise confidentiality as you should report this disclosure to the Designated Safeguarding Lead.**
2. Try and record in the child's own words the report of bullying event/events.
3. Report to Designated Safeguarding Lead who will work with the student, school, parents and host family to resolve the issues and effectively support the child. If the bullying involves a crime it will be reported to the Police accordingly.
4. Continue to reassure and support the student, and advise Designated Safeguarding Lead of any continued issues with regard to the student's behaviour or welfare.



For further advice on how to support a child who is being bullied, witnessed bullying or may be bullying other people we would advise that you undertake some of the free training made available by the website: [www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk)

**IMPORTANT:**

What to do if you have a concern or you are unsure on what to do with respect to your child?

If there is a concern of any kind about your child, host family, our member of staff or any aspect that is related to child safeguarding and protection, then please ring the office, or contact our Designated Safeguarding Lead during office hours (or [07837778298](tel:07837778298) in the event of an emergency) or email [Steph.Gilbert@oxbridgeguardians.co.uk](mailto:Steph.Gilbert@oxbridgeguardians.co.uk).

If you remain concerned, please contact Helen Wu (Director), who will respond to any issue with urgency and in confidence, if required.

**Please remember that you can always contact Steph Gilbert, Designated Safeguarding Lead on: 07837778298 if you have any issues and want support.**

## Anti-Radicalisation (prevent)

Oxbridge Guardians is fully committed to safeguarding and promoting the welfare of all students. In this way, all staff recognise that prevention of radicalisation and extremism is equally as beneficial as prevention against any other form of abuse. All staff and homestays undertake government provided training in recognition and prevention of radicalisation, and work with the school and local authority to raise concerns and highlight issues where necessary. Further information on the training and initiative can be found within our Prevent policy on our website: <http://oxbridgeguardians.co.uk/policies-and-procedures>

## Data Protection Policy

Oxbridge Guardians is committed to complying with the Data Protection Act 2018 by collecting, holding, maintaining and accessing data in an open and fair fashion.

The data protection act is underpinned by eight important principles: These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific and lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for longer than necessary
6. Processed in accordance with the rights of the data subject
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA) unless that country or territory also ensures an adequate level of protection

The organisation only keeps relevant information about employees for the purposes of employment, and about our children, young people and host families to provide them with safe and appropriate Guardianship services.

The organisation does not process any relevant 'sensitive personal data' without prior informed consent. As defined by the Act, 'sensitive personal data' is that related to political opinion, racial or ethnic origin,

membership of a trade union, the sexual life of the individual, physical or mental health or condition, religious or other beliefs of a similar nature. Sickness and accidents records are also kept confidential.

Hard copy and computerised records are stored, reviewed and updated securely and confidentially. Records are securely destroyed when no longer required. Confidential information is only seen by personnel who need to see it and the staff are trained on our policies and procedures to keep personal information confidential.

To facilitate health care for a student, the personal information may be disclosed to a doctor, health care professional, hospital, or NHS authority. All confidential information is sent via secure methods.

No information or comments about our students, staff or host families are posted on social networking or blogging sites.

Criminal record check information is kept securely in a lockable, non-portable storage cabinet with access strictly controlled and limited to persons who need to have access to this information in the course of their duties.

#### Staff responsibilities

Everyone who works for Oxbridge Guardians has a responsibility for ensuring data is collected, stored and handled appropriately and in line with our policy and procedures. All training will be provided and our policy and our data protection policy and procedures are reviewed annually.

## Oxbridge Guardians Complaints Procedure

### Our Aim:

Oxbridge Guardians is committed to providing a quality service for its members, and to working in an open and accountable way that builds the trust and respect of all our stakeholders. We strive to continually improve our service by listening and responding to the views of our students, parents, schools, colleagues and host families and implement changes as a consequence of learning if ever we fall short of best practice. Our complaints/ grievance policy and procedure is integral to this process.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and when appropriate confidentially
- We respond with an explanation, an apology or with further information and action
- We review our complaints annually and adapt our policies and procedures in accordance to lessons learnt and so improving our service

We recognise that concerns may be raised informally and if this is the case we aim to resolve them using mediation, quickly, and in a low key manner.

### Concerns communicated informally

If you have any concerns please contact the most appropriate staff member for an informal discussion and for the chance to be taken for matters to be addressed and put right. If the matter cannot be resolved informally then our formal complaints procedure should be followed to which the complainant will receive a formal response.

### Formal Complaints Procedure

The complainant's responsibility is:

**Oxbridge Group Ltd**, trading as Oxbridge Guardians and Aspired Education  
Registered Company No. 08573744  
Devas Club, 2a Stormont Road, Battersea, London SW11 5EN



- To communicate promptly and directly with Oxbridge Guardians. A complaint should be made in writing and addressed to the Director within eight weeks of the issue arising. The problem should be explained as clearly and as fully as possible including any action taken to date, the consequences to the individual as a result of the issue, and the remedy you are seeking
- Allow Oxbridge Guardians a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond Oxbridge Guardians control

Oxbridge Guardians responsibility will be to:

- Acknowledge a formal complaint in writing within 4 working days of receipt
- Resolve all matters as quickly as possible and within a stated period of time. A response with an explanation will be sent within 15 working days, or, if the issue is complex, this will be an interim response describing what is being done to deal with the matter, when a full reply can be expected, and from whom that will come.
- Call a review meeting to which the complainant may be invited if this assists the ability of the management team to reach a conclusion
- Deal with the complaint sensitively and where appropriate confidentially. In exceptional circumstances when confidentiality cannot be maintained, the situation will be explained to the complainant
- Take action where appropriate
- Monitor and report complaints on an annual basis

#### Escalation of Complaint:

If you feel that there has been a failure to reach an earlier resolution, you may contact AEGIS (our accrediting body) in writing and refer the matter to them:

Mrs Yasemin Wigglesworth – Executive Officer  
 The Association for the Education and Guardianship of International Students (AEGIS)  
 The Wheelhouse  
 Bond's Mill Estate  
 Bristol Road  
 Stonehouse  
 Gloucestershire  
 GL10 3RF

Tel: 0044 1453 821293

E-mail: [info@aegisuk.net](mailto:info@aegisuk.net)

The matter will then be referred to the AEGIS Complaints Panel for consideration.

- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied to them in writing.
- If possible, the Panel will resolve the complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out.
- After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall usually complete within twenty-one working days of receiving the complaint.
- The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to all parties.

All our Policies and Procedures are available on our website: <http://oxbridgeguardians.co.uk/policies-and-procedures>

Should you require any paper copies please send an email to [Steph.Gilbert@oxbridgeguardians.co.uk](mailto:Steph.Gilbert@oxbridgeguardians.co.uk) detailing your request, then we will respond accordingly. Please ensure that you have a good understanding of these policies and procedures, particularly Safeguarding, Anti-radicalisation, Bullying and E-Safety Policy, Student Behaviour Agreement Acceptable Use of IT and Host Family Policy.

## Communication with Oxbridge Guardians

**Office Opening Hours:** **Monday to Friday 9:00am to 5:00pm**  
*We are closed on weekends and bank holidays*

**Address:** **Devas Club,**  
**2a Stormont Road, Battersea, London, SW1 5EN**

Our office is based in a serviced office block in zone 2 of Central London. We are 15 minutes' walk away from Clapham Junction train station which is centrally located on the London rail network.

**Email Communication:** [students@oxbridgeguardians.co.uk](mailto:students@oxbridgeguardians.co.uk)

**WeChat:** **oxbridge\_guardians**

During office hours urgent emails will receive immediate attention, and all emails will normally be dealt with on the day they are received. **Please note** that out of office hours, emails will only be read at peak times, such as the start of term. If something requires urgent attention please include 'urgent' in the subject of the email.

**Telephone:** **+44 (0) 20 8432 3457**

Calls are received directly to the office and answered by our staff. We do not operate an out of hours service, so please call back during office opening hours if we are closed

**Emergencies:** Director – **Helen Wu**  
 From UK: **07515 494045** (English and Mandarin)  
 International: **+ 44 7515 494 045** (English and Mandarin)  
*Alternative*  
 Designated Safeguarding Lead – **Steph Gilbert**  
 From UK: **07837778298** (English only)  
 International: **+ 44 7837778298** (English only)

The following numbers provide emergency telephone lines 24 hours per day, manned by our Director or alternatively our Designated Safeguarding Lead. These numbers will be forwarded to another member of staff if they are not available as part of our normal contingency planning. These telephones numbers **SHOULD NOT** be used for routine matters, and please remember the time difference as China Standard Time (CST) is +07:00 hours (summer) /+08:00 hours (winter) compared to the UK (GMT) time.

### How we contact you:

All communications including school reports, travel, accommodation arrangements and consent requests will be provided in writing by email to the appropriate parties, or via WeChat if that is your preferred form of contact. In the event of an emergency we will contact by your emergency contact details.

## Cancellation Information

UK schools require that international students have a UK Guardian for the entirety of their stay at the school. In this way, the offer of education and continued provision of education at the school are subject to ongoing Guardianship from Oxbridge Guardians, as per the Guardianship Agreement.

- Notification of wish to terminate agreement may be given at any time by parents, but agreement will remain in place for the remainder of the academic year – with no refund of fees paid available.

- In the event that a student is expelled from the school, at the discretion of Oxbridge Guardians, will be released from any obligation to both parents and school, and parents are not entitled to any refund of fees. At our discretion we may assist with finding an alternative school in good faith.
- Under circumstances where Oxbridge Guardians through no fault of their own, and the actions of the Student or Parents, can no longer act responsibly for the Student then Oxbridge Guardians may terminate the Agreement forthwith by providing written notice to the Parents. The Parents shall not be entitled to the refund of any fees, and the Parents shall be required to pay any outstanding costs and fees related to the Agreement.

For further details on cancellation policies and terms and conditions of the Agreement, parents are advised to refer to the Guardianship Agreement as initially signed between Oxbridge Guardians and the Parent.

### Primary Support Officer:

**Allocated PSO:** XXXXXXXXXX

**Email:** [XXXXXXXXXX](#)

**Telephone:** XXXXXXXXXX

**School:** INFORMATION TO INCLUDE RELEVANT LSP



## Updated Annual Fee Schedule - 2020

### What does the Guardianship Package NOT include?

In addition to the provision included in the Guardianship Agreement, Oxbridge Guardians also provide the following services with an additional charge:

A deposit of £2,000 is taken in advance. The deposit will be used for out of term time homestay arrangements and emergency expenditure, including helping the Student to book IELTS exam, pay for school trips, extra tuitions and short term accommodation etc. The expenses will be recorded with any expenses exceeding £100 requiring parental confirmation. A statement of expenses is provided to student's parents at the end of each academic year. Parents will also be informed and provided with a statement when the balance falls below £500. A request will be made to provide additional deposit funds. The outstanding balance will be refunded to the parents' designated account once the Guardianship Agreement has ended.

Airport pick up and drop off: the charge will be based on the total mileage journey.

- Holiday accommodation charge: £30 - £55 /night (depending on location and type of accommodation)
- School viewing trips: the charge will be based on individual quote.
- Extra school visit outside the committed arrangement: the charge is £100 per trip per day plus travel expenses (train tickets, petrol charges etc.)
- Unscheduled visit(less than 48 hours' notice): the charge is £150 per trip per day plus travel expenses (train tickets, petrol charges etc.)
- All day one to one accompany service(9:00 – 18:00): £200, extra hours will be charged at £25/hour (Petrol reimbursement might be required for long distance travel)
- Extra transportation service: £30/hour, minimum 1 hour, extra hours £25/hour (Petrol reimbursement might be required for long distance travel)
- VISA renewal service: Oxbridge Guardians officer will assist students on their VISA renew application free of charge, however, with student wish, Oxbridge Guardians will arrange professional OISC licensed Immigration Advisor any to help, the company will charge students directly.

### Statement of Services

As agreed in your Parent Contract you have selected the Guardianship Package is inclusive of:

- |       |   |       |  |
|-------|---|-------|--|
| i)    | Provide a UK sim card with initial credits  |       | pickup from the nearest airport to the School each year. Additional transfers are chargeable)  |
| ii)   | Meet and greet services upon arrival in the UK  |       |  |
| iii)  | Registration with police  | xii)  | Visit the School to attend parent's meetings   |
| iv)   | Registration with health service  | xiii) | Help students book IELTS test in UK  |
| v)    | Accompany students go to see the doctor (maximum twice per term, extra services are chargeable) | xiv)  | Assist students book flights   |
| vi)   | Help student open a UK bank account   | xv)   | [For Boarding Students: Arrange accommodation for students during half term holiday, bank holiday and others when school accommodation is not available. Fees for this accommodation are not included and will be invoiced.] |
| vii)  | Registration with other official bodies   |       |  |
| viii) | Help the student to manage their finances   | xvi)  | [For Day Students: Arrange accommodation for students outside of the prescribed accommodation periods with the Homestay during school term. Fees for this accommodation are not included and will be invoiced.]              |
| ix)   | PSO are key contact between parents, students and schools                                       |       |  |
| x)    | 24hour emergency response team  |       |  |
| xi)   | Arrange airport pick up and other transportations (fees include the first airport               |       |  |

- xvii) Assist student renew passport in their Embassy as required. Fees payable to the embassy or any processing costs are chargeable as per the listed costs provided by the embassy or processing company.
- xviii) Assist student apply visa for overseas school trips if required
- xix) Represent the student's academic interests

For full terms and conditions of your agreement, such as cancellation, fees, upgrading the service package or similar FAQs please consult the Parent Contract or speak with our Office Administrators.

**Appendix 1:** paper copy of Missing Student Risk Assessment. Please note that if you are reporting a student missing you should firstly contact the DSL or Director.

Date	
Reported By	
Full Name of Child/Young Person	
Absent or Missing (If contact is not made with student within 1 hour of initial report, student to be treated as missing)	
Details of Contact Attempts (Every 20 minutes by phone, text, email and social media - please record all communication)	
Date & Time student absent/missing - start	
Date & Time student absent/missing - end	
Gender	
School	
Host Family	
What are the circumstances in which the child/young person is absent/missing? Please note as much information as possible	
History: Has this student been absent/missing before?	
When and where was the child/young person last seen?	
Where is the child/young person supposed to be currently?	

What was the temperament of the child/young person when last seen?	
Does the child/young person have any medical conditions or take any medication? If so, do they have their medication with them?	
Other Factors contributing to risk calculation	
Level of Risk presented	
total time student absent/missing	
Physical Description (Height, Build, Ethnicity, Eye colour, Hair Colour & Style, Glasses/Contact Lenses, Distinctive Features)	
Please supply as much information as possible about what the child/young person was last seen wearing (Top/Sweater/Shirt/T-Shirt, Coat/Jacket. Trousers/Shorts/Skirt, Shoes/Trainers/Boots, Headwear/Gloves/Scarf, Other identifiable clothing)	
Action Taken (Reported to DSL)	
DSL/Director Report on Outcome/Further Action Taken (Parents/School/Authorities/Airports)	