



**INDUCTION PROGRAMME FOR STUDENTS**

**28 January 2020**

**STUDENT HANDBOOK**

## ELITE ANGLO CHINESE SERVICES

### CONTACT DETAILS

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### EMERGENCY CONTACT

Eve Leung + (44) 01865 600288

Or

Evelyn and Gwyn Phillips + (44) 01428 648393

Elite Anglo Chinese Services  
145 Sydenham Park Road, London SE26 4LP  
Company No: 11632695 Registered in England and Wales

## ELITE ANGLO CHINESE SERVICES



Eve Leung

### Welcome!

I wish you a warm welcome to Elite Anglo Chinese Services. Elite Anglo Chinese Services (Elite) have prepared this handbook for you and this enables you to read up on everything there is to know and what to expect to live and study in the UK

We would like you to read this handbook before you come to the UK. It will give you our general 'Code of Conduct for Students' before you stay in School or with one of our Host Families. I hope it will answer a lot of your questions but please don't hesitate to contact me or any of my team members with any further questions or concerns!

My email is **eve@eliteacs.com** and my mobile number is **+ (44) 07787 536030**

## Guardianship

The role of the guardianship organisation, your guardian and the role of the Host Family

In the UK it is a School and Visa and Immigration requirement for overseas students to have a Guardian who is based in the UK. They must offer 24 hour emergency support and help out when needed.

**Role:** Elite Anglo Chinese Services Ltd (Agency)

We at 'Elite Anglo Chinese Services' (Elite) deliver one of the best Guardian services in the UK. In our Agency we have a small dedicated team who can help you out if situations occur. We will organize your Host Family who will be situated within one hour of your School; Elite will (Police) check all members of your Host Family aged sixteen and over. We will also sign a contract with your Host Family and agree the dates they are looking after you.

Elite will arrange your transport to and from the Airport to your School or Host Family.

Our Elite team in Hong Kong will make sure that all your documentation has been completed for Customs and Immigration. Your School, Host Family and your Parents will be fully informed about your travel arrangements from the Airport to School or your Host Family.

Do remember to check that your passport is at least 6 months in date and that you bring it with you and take special care with it at all times.

**Role:** Guardian

Eve Leung is Director of Elite Anglo Chinese Services. She will be your '**TRUSTED PERSON**' if there is a problem, or if you need advice. Eve will act on your Parent's behalf if they are unable to do so. Also Eve has her dedicated professional team behind her who can help in her absence.

Eve has been a guardian to many international students for at least 6 years and has helped many students at University before this time so we can assure you that she knows everything there is to know about Student Life, The British Education system and what to do in the UK.

**Eve Leung is the Director of 'Elite Anglo Chinese Services' Guardianship and she will also be Your 'FIRST POINT OF CONTACT' and EMERGENCY CONTACT**

**Eve Leung** : Email: eve@eliteacs.com

**Tel number: + (44) 01865 600288**

**Mobile No : + (44) 07787 536030**

You will also have a second member of the Elite Team allocated to you personally.

**Gwyn Phillips** Tel: 01428 648393

**Mobile 07789 434798**

**Role:** Host Family

Our Host Families are dedicated parents and will look after you when you stay over at Exeats, Half Terms or during the school holidays. Also your host family will look after you in their home if you get sick and can't stay at school or need help in any other way. Your host family will provide you with a warm, clean and safe environment where you are able to relax study and have good company in a comfortable environment.

## The Team Elite Anglo Chinese Services

### Eve Leung (BA, MMus, PhD London)



**Eve Leung** has been a Guardian to many International Students for at least six years and has helped many Students at University before this. We can assure you that Eve knows everything there is to know about Student Life, Education System and what to do in the UK.

Eve Leung is the Director of 'Elite Anglo Chinese Services' Guardianship and she will also be

Your **'FIRST POINT OF CONTACT'** and **'TRUSTED PERSON'**

Eve Leung + (44) 01865 699288 Email : [eve@eliteacs.com](mailto:eve@eliteacs.com)

Eve's role in the UK is to act on behalf of your Parents when they are unable to do so. Eve with her team are here to help you if things go wrong or if you get ill; to find you a Host Family at exeat weekends and during half-term; to arrange your travel in the UK; to help you with purchasing your mobile phone sim card, to buy school uniform and to organize pocket money if required

Also the school might want you to leave school for a short time as part of their disciplinary procedure, e.g. if you were suspended

#### **Background**

Eve Leung studied at King Edward's School, Witley, an Independent School in Surrey. She studied her PhD, MMus Ethnomusicology and BA Music studies at the School of Oriental and African Studies (SOAS) in London.

Eve's early career was working in the School of Oriental and African Studies 'Student Union' and at the 'University of London Union'. She played a vital role in the support and welfare of International students studying in the UK. Eve was appointed to lead the UK International student's body representing this group in the 'National Union of Students'. She continued looking after the welfare of International students. Eve became the International student advisor for the University of Greenwich and became registrar and admission officer at Jimmy Choo's International School of Creative Arts.

**EVE LEUNG**                      **MANAGING DIRECTOR (UK based)**      **DEPUTY SAFEGUARDING LEAD**

**Tel : UK**                      **+(44) 0208 1440145**

**Tel : Hong Kong**      **+(852) 9530 8525**

**Mobile UK :**              **+(44) 07787 536030**

**Email :**                      **[eve@eliteacs.com](mailto:eve@eliteacs.com)**

**MEET MY TEAM**

**GWYN PHILLIPS (BA Honors, PGCE) FAMILY COORDINATOR (UK based)**



**Gwyn** has worked with Eve Leung in her Guardian Agency for the last six years as Family Coordinator and Safeguarding Lead. He will place each Student with a suitable Host Family. Gwyn is in charge of inspecting each Host Family, their suitability, their accommodation and obtains references. He will also instruct DBS (police) checks on each Host Family member aged sixteen and over. Gwyn makes sure that all Health and Safety Standards are in order and that Child Safeguarding Standards are maintained.

Gwyn will liaise and makes sure that all your hosting and travel arrangements are in order and communicates this information to the School, Parents, Student and Host Family. Gwyn Phillips and Eve Leung will be acting on your behalf if things go wrong.

**Background**

Gwyn has been working in UK Independent Education sector for over forty years. He has worked in various UK boarding schools including Framingham College and King Edward School, Witley. Gwyn was an Independent School Inspector and has inspected many Independent Schools during his career. At King Edward’s he was Deputy Head, ‘Head of Economics and Business Studies’ and Head of Extra Curricular Activities. As Deputy Head, part of his responsibility was recruiting overseas international students. He has travelled in the Far East extensively and worked with a number of leading international agents in Hong Kong, China, Korea and Thailand. He is now responsible for a growing network of UK Host Families who are looking after our Chinese students.

Gwyn is married to Evelyn Phillips and have two grown up children who have both been educated in the UK Independent Education system.

**GWYN PHILLIPS**                      **FAMILY COORDINATOR and SAFEGUARDING LEAD (UK based)**  
 Tel UK                                      + (44) 01428 648393  
 Mobile UK                                   + (44) 07772 252303  
 Email                                        gwynphillips@anglo-chinese.net

**EVELYN PHILLIPS**                      **(SIAD)**                                      **OFFICE MANAGER**                                      **(UK based)**

Elite Anglo-Chinese Services  
 11632695

Registered Company      Number



**Evelyn** has worked with Eve Leung as a Guardian for the last six years. She has hosted many International Students during this period. Evelyn will be raising the profile of Elite Anglo Chinese Services. She will make sure that all the care and accommodation in our Guardian Services, Summer Schools and Education Programmes are to the highest standards and comply with all the UK Government Child Protection and Health and Safety Standards.

### **Background**

Evelyn Phillips has studied at the University of East Anglia and graduated as an Interior Designer. She has managed prestigious International Architectural and Interior Design Firms and Projects in London. Evelyn has travelled to the Far East for her Projects. In her career, Evelyn has been in charge of large public events and is known for her meticulous attention to detail.

Evelyn is married to Gwyn who also works in Elite. They have two children who have both been educated in a UK Independent School.

**EVELYN PHILLIPS                      OFFICE MANAGER                      (UK based)**

Tel     UK                      + (44) 01428 648393  
Mobile UK                      + (44) 07789 434798  
Email                              evelyn@eliteacs.com

**WAI-KIN SHING (BBA, MSc) EDUCATIONAL CONSULTANT (UK based)**



**Wai-Kin** is a key member of Elite in London. For the last three years Wai-Kin has organised all the transport arrangements for our students staying in the UK. Wai-Kin has been involved in the organisation of our Summer School programmes. Wai -Kin provides vital assistance in making sure that all our students are safe and well cared for in our Host Families and Schools. His knowledge as an 'Educational Consultant' after graduating from University of Kent in Canterbury has developed and strengthened our business.

**Background**

Wai-Kin has studied in the British Independent Education system studying at Epsom College, Surrey. He studied in Canterbury at the University of Kent and studied an Entrepreneurship MSC at Royal Holloway, London. Wai-Kin worked as a team member in organising top events for the Abacus Chinese Society. He has worked as an administrator in Jimmy Choe's International School of the Creative Arts in London UK.

**Wai-Kin Shing Educational Consultant (UK based)**

Mobile UK + (44) 0776 1399256  
Email waikin@eliteacs.com

**HONG KONG OFFICE ADMINISTRATION (Hong Kong based)**

Our Elite team in Hong Kong will welcome new Parents and Students to our Guardian Agency. They will guide and assist every Parent through the application process for Schools and joining our Guardian Agency. Elite will liaise with our UK team to provide your needs and Guardian Services for each individual Student. Elite will check that each Student has completed their applications correctly and has an up to date passport. Elite will confirm that each Student transport arrangements are in order before they travel to the UK. All our students will get an 'Induction Session' before they come to the UK. A Handbook will be sent to each Student and Parent and Elite will go through all the things they need to know before travelling to the UK.

**HONG KONG OFFICE**

Tel + (852) 81442125  
Mobile + (852) 91865077



## The responsibilities as a Student

### Student Code of Conduct

#### Staying in the UK

##### Musts!

- You must give Elite Anglo Chinese Services (Elite) your current mobile number and email address and remember to tell us if these details change. It is essential that you have your mobile telephone switched on whilst you are travelling.
- Please make sure you download WhatsApp as this is the best method for Wai-Kin and your Guardianship Manager to contact you.

Please be aware of the following UK laws

- Anyone under the age of 18 is not allowed to buy or consume alcohol.
- Smoking in public building and vehicles is not permitted. Anyone under the age of 18 is not allowed to buy tobacco products.
- Sexual activity of any form is illegal for boys and girls under the age of 16.
- Drugs are illegal if they are specifically banned. The taking of drugs, except where subscribed for medical reasons, is banned by Elite in all circumstances.
- It is illegal for anyone under the age of 18 to be tattooed and undergo body piercing of 'intimate areas' under the age of 16.

Elite also forbids the use of hair dyes by all students unless written permission is given by parents.

- Students should be aware of the risks of radicalization, especially online. Please contact Eve Leung or Gwyn Phillips if you have any concerns with this. (see our policy on anti-radicalisation/prevent at: <http://www.eliteacs.com/policies> )
- If you run out of pocket money or need help buying something, please speak to Eve or one of our team members.
- If you are worried about school or friends or if you are feeling ill, homesick or being bullied (including cyberbullying) then you can call the office or Eve and discuss the problem through.
- All students should take care to ensure their personal safety whether in or out of school. Try to avoid high risk situations and this is especially important in relation to busy roads and when travelling alone.
- Make sure you are aware of the fire procedures in school and when staying with host families.
- Exercise care with valuable possessions such as mobile phones and laptops. These should be marked so they can be identified and insured against damage or loss.
- Ensure that money and debit/credit cards, when not on your person are locked securely away.

- Electrical appliances that you own should be tested for safety by your school. Phone charges and laptop power units are potential fire risks if left on for long periods. It is best to purchase UK approved items. You should not overload electrical sockets with too many appliances.
- We have many different types of Host Families and we will try to match you as closely as possible with a family who shares your interests and background
- You may find that there is more than one student staying with your host family
- Our hosts families are encouraged to include you in their family life so please don't stay in your room all day

***Points to remember...***

- Talk to your family, don't be afraid – they want to get to know you
- Be polite, remember to say **'Please'!** And **'Thank you'!**
- Remember to thank your host! When you leave and say goodbye – in the UK we usually say **"Thank you for having me!"**
- You must treat your Host Family's house with respect
- Remember to be clean and tidy during your stay
- Give your contact details to your Host Family as soon as possible
- If you break something, don't worry! Just remember to tell your host family straight away and apologize
- Your Host Family might not have a spare power adaptor so remember to bring your own
- If you are ill while you are staying with your host family, please tell them and they will arrange medical assistance or call Eve any time on her mobile or by WhatsApp
- If you feel homesick, please explain to your host family and they will reassure you; or you can speak to Eve any time on her mobile or by WhatsApp
- Remember you are staying in someone's house, not a hotel, and are part of the family. The more involved and polite and interested you are in the family, the better the experience.

## The Bedroom

### What you can expect

- A room including a bed, chest of drawers and hanging space for your clothes and a waste paper basket
- Clean and fresh bed linen and a bath towel that will be laundered weekly
- Adequate heating and also the use of extra blankets if you become cold
- Wireless internet access

### Points to remember...

- You must make your bed each morning and keep your bedroom tidy, especially on departure.
- Remember to take your rubbish from your bedroom when you leave and ask your host where you should put it
- Most bedrooms in the UK do not have a lock on the door
- You must not have any friends of the opposite sex in your bedroom

## The Bathroom

### What you can expect

- It is likely that you will use a shared bathroom at your Host Family's house so it would be a good idea to check when best to use the facility
- Don't spend too long in the bathroom! Please do not shower for a long time (10 minutes maximum) as there is a limited supply of hot water in all UK houses
- Never shower late at night because this will disturb your host family
- All toilet paper is flushed down the toilet but sanitary towels must be put in the bin provided

### Points to remember...

- You must remember to leave the bathroom clean and tidy after you have finished, this includes giving the bath or shower a quick rinse with water before you leave
- If there is a shower curtain, please make sure it is on the inside to avoid flooding the bathroom

## Your Home

### What you can expect

- You will be treated just like one of the family so you will not be expected to spend all your time in your bedroom
- You will be encouraged to join in with mealtimes and everyday family life which might include activities and excursions
- You will have access to the internet using WiFi

### ***Points to remember...***

- Certain areas in your home will be out of bounds, such as your Host Family's bedroom. Your Host Family will confirm these areas during your stay
- If you want to leave your home in the evening you must agree a time with your host family. It is unacceptable for you to return home after this time
- If you would like to bring a friend home, you must always ask your Host Family for permission first.
- Under no circumstances can you smoke inside your Host Family's home
- Please ask your host if you are allowed to eat or drink in your room

### **Mealtimes**

#### **What you can expect**

- Your Host Family will provide you with three meals a day and additional snacks and fruit between meals if required
- Your Host Family will notify you when meals are served, this may vary from day to day and it might vary from when you usually eat at home
- You are not able to help yourself to food and drink without having agreed permission beforehand.
- Your host will discuss with you what food you like and don't like. Please be sensitive to your host about the meal they have taken the time to prepare and try to be open-minded about trying food you may have never eaten before
- If you want to eat out or you think you will be late back for a meal then you must always let your Host Family know as soon as possible

### ***Points to remember...***

- If you get up late, you may miss breakfast. If you aged 13 or under, your host will wake you up for breakfast
- If you are old enough, your host may let you make your own meals if you would like to
- The evening meal is usually served at around 6-7pm in UK homes
- If you like cooking or want to help your Host Family in the kitchen this would be greatly appreciated
- Helping set the table or clearing up afterwards would be most welcome.

### ***Remember you are part of the family so you need to offer to help***

- If you use anything in the kitchen you must always make sure you leave it clean and tidy
- If you need to contact your parents, the Host Family will expect you to use your mobile phone, Skype, Viber or similar; there is no need for you to use the host family's telephone. We recommend that you agree a time with your Host Family when it is ok for you to receive or make calls. The host family may have parental controls in place on the internet but they

understand that you will need access to Skype and social media sites such as Instagram and Facebook.

- We understand that the internet is essential and opens up a whole world of exciting possibilities. However, we want you to stay safe so you must take a responsible approach to the websites you use and report any concerns you have to Eve Leung or your Host Family.
- In terms of time controls, the Host Family will treat you as they do their own children and they will not allow you to stay up past your agreed bedtime using the internet

### ***Points to remember...***

- Host Families may want to switch off the internet if it is being used excessively or at unsociable hours.
- You must not to download large files, such as films, games and music, as this can lead to problems with access for other members of the household
- Please limit the time you spend using the internet; try to socialize with the family as much as possible. Do not use the internet (in particular Skype/webcams) or mobile phones after 10pm at night as this will disrupt other members of the family

## **Travel**

### **What you can expect**

- During your stay with a Host Family you might want to visit the local town, closest city or maybe even visit a friend. If you are 14 and older you are able to use public transport which your Host Family will explain how to use
- If you are a full-time boarding student, Elite will organize transport to your School or Host Family

### ***Points to remember...***

- You will be responsible for travel costs if you want to visit the local town, closest city or your friends
- You must keep in touch with Elite or Host Family
- If you are traveling to your Host Family we expect you keep in touch via WhatsApp and confirm you have reached your destination

## **Transfers to the Airport or to your Host Family**

### **What you can expect**

- If you are staying with a Host Family, either your Host Family or one of the Elite Team will pick you up from School and drop you back at the end of your stay
- We will organize transport to and from the airport if that is what your parents have requested
- We will ensure that travel and escort arrangements have been made according to your travel itinerary. Wherever possible, an Elite representative will provide your transfers; alternatively, travel arrangements will be made with your School's transport department

- We will send you details of the taxi firm driver, name and telephone number when we confirm the arrangement
- We can help you check-in at the airport at extra cost
- If you are travelling as an Unaccompanied Minor, we will arrange for our driver or a member of our team to make sure you are escorted and checked-in at the UM service staff in the airport.

### ***Points to remember...***

- If there are any problems or if you are worried about anything, you should call Eve Leung or a member of the Elite Team on her mobile number or send her a message on WhatsApp

## **Laundry**

### **What you can expect**

- Your Host Family will offer to wash your clothes once a week. If you would like to do extra washing you must first ask your host family for permission and they will then show you how to use the washing machine or they may prefer to launder your clothes for you
- If you would like to have anything dry-cleaned you can ask your Host Family where the nearest shop is

### ***Points to remember...***

- If you would like any of your clothes dry cleaned you are responsible for the cost of this
- You must take responsibility for your items of clothing that require extra care when being washed. Your Host Family will not be held responsible if items shrink or become damaged

## **Curfews**

### **What you can expect**

- Your Host Family will discuss your bed-time with you on your first day. Please respect their wishes

### ***Points to remember...***

- If you think you will be late home, remember to call your Host Family
- You must not walk back home in the dark
- You must not use Public Transport if you are aged under 14 without guardian permission
- You must agree with your Host Family what time you will be home
- You must not bring friends home without permission
- You must not stay out overnight
- You must keep your mobile phone switched on, charged, and notify the Host Family if there is a change of plan
- Please follow these general guidelines but your Host Family may agree something different with you if they feel it is necessary:

### **Bed times guidelines:**

- Aged under 16 Go to town alone with permission but must be back at 18:00  
Bedtime: 22:30 (guideline)
- Aged 16 and over Go to town alone with permission but must be back at 20:00  
Bedtime:23:00 (guideline)

These times are discretionary and guidance/permission should be sought from host family or Eve Leung.

### **Student Behaviour**

Elite sanctions policies draw reference from the “School discipline and behaviour policies [ Guidance for Schools] 2016.” Parents/guardians are expected to declare their support for Elite in maintaining their child’s high standard of behaviour, and, in so doing, become active participants in the process of ensuring their child grow to become responsible adults.

#### Sanctions:

Elite upholds the European Convention on Human Rights that children should not be punished physically.

However, when children do not behave appropriately sanctions may be applied, selectively, according to need. First, there is a structure of accepted behaviour, and it is anticipated that all students will work within it. This is recorded in the student’s handbook. Secondly, all staff and host family acknowledge that it is their responsibility to manage the behaviour of the student in their care, and that a range of strategies will be deployed to support the student in learning to manage their behaviour.

All sanctions will include a detailed explanation why they have been applied. Staff and host family will see the guidance of the DSL and the Director or Elite, and not to impose a sanction by themselves, and should seek time to discuss the matter before a decision is arrived at. In such event, host families or staff should inform the child clearly what is occurring and why.

Any sanctions imposed with the approval of the DSL or Director will be recorded in the serious incident Log, under the student’s database file. Parents are informed immediately and request to become fully involved throughout all subsequent action.

## Child Protection

If you ever feel uncomfortable about anything any person in the household or at Elite, you should call Eve Leung, your **'Trusted Adult'**, on her mobile number

**EVE LEUNG**                      **MANAGING DIRECTOR (UK based)**  
Tel     UK                      + (44) 01865 699288  
Mobile UK                    + (44) 07787 536030  
Email                         [eve@eliteacs.com](mailto:eve@eliteacs.com)    or send her a message on WhatsApp.

Alternatively, you can report your child protection concerns about any adult to the local child protection team: Lewisham County Council LADO (Local Authority Designated Officer)

### Lewisham Safeguarding Children Partnership

#### Address:

Third Floor  
Laurence House  
1 Catford Road  
SE6 4RU  
Tel: 020 8314 3396  
Email: [safeguardingboard@lewisham.gov.uk](mailto:safeguardingboard@lewisham.gov.uk)  
<http://www.safeguardinglewisham.org.uk/lscb>

#### Problems

- If something happens or somebody does something that makes you feel uncomfortable; please contact Eve Leung in confidence immediately.
- The 24-hour Childline Service is available on + 44 0800 1111. All calls are free and confidential, and trained counsellors will help any young person with any problem.
- If you get lost, you should call Eve Leung on her tel. number + (44) 01865 699288 or contact your Host Family. If your mobile phone has run out of charge, you should find a member of staff at a train station, airport, or shop.
- Never approach a member of the public unless you have no other option.
- If you are in London, you may ask a London Black Taxi for assistance; but otherwise you should never take a taxi unless it has been booked by Elite Guardianship.
- If you are experiencing bullying, including cyberbullying, then report this to the safeguarding officer at school or to Eve Leung or Gwyn Phillips. (see our policy on bullying at: <http://www.eliteacs.com/policies>)

Any member of Elite Guardianship Team may report you as absent or missing to the police if there is a genuine concern for your safety. Following a risk assessment the local police force will record a report of absent or missing if there are grounds to do so. In cases of missing children or young people, the police will work cooperatively with Children's Social Care staff during the enquiry. It is therefore



essential that you stay in touch with the Elite team or your Host Family if you get lost or are going to be late home to avoid us worrying.

Worried? Need to talk? Please contact Eve Leung 24-hours a day on +( 44 ) 01865 699288

**Complaints** If you are not happy about something **You can tell Eve!**