



4 February 2020

PARENT 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

Parent's Handbook

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ELITE ANGLO CHINESE SERVICES



Eve Leung

Welcome!

We wish you a warm welcome from 'Elite Anglo Chinese Services'. 'Elite Anglo Chinese Services' (Elite) are a small privately run business based in London, UK and Hong Kong. In the UK it is a School, Visa and Immigration requirement for overseas students to have a Guardian who is based in the UK. They offer twenty four hours, seven days a week emergency support if required.

Elite provide educational and guardian services. We work with a broad range of outstanding independent schools and universities. Elite have created a wide network of Host Families from all regions in the UK.

'Elite Anglo Chinese Services' will aim to provide the highest quality standard of care, plus professional and personal advice to each International parent and student. We will help each applicant with the process of joining the UK Education System. This advice consists of choosing the right School for your child. Elite will find each student a suitable Host Family who will take responsibility for your child's care, academic progress and welfare. Your Host Family will be situated within one hour of your chosen School or College.

Each student will get an induction course. You and your child can attend one of our seminars in Hong Kong (*Dates available on our Website*). Elite will send each student a 'Student Handbook' which helps them to understand the things they need to know before they travel to the UK and the Elite 'Code of Conduct for Students'.

All our Host Families are DBS checked of all family members aged over sixteen and 2 further references are obtained. Each Host Family will be issued with a formal contract confirming the key dates of your child's stay.

We will monitor each Student's progress and update you as parents if there are any points of concern during the year. Elite have a 24 hour emergency helpline for any issues arising during their UK stay.

Apart from our induction courses we are running a great Summer School in Oxford. The courses offered in our schools are fun, stimulating and most of all educational. They give a real insight into the UK Education System, its culture and heritage.

Our bespoke services can also assist each parent and student with their specific needs. Also we can arrange a flight quotation with your requirements with our sister Travel Company who are members of the UK Civil Aviation Authority and are ATOL Licenced. All our Students will be issued with a free Sim card to assist them with life in the UK. Each Student will be able to contact Parents, School, Housemaster, Host Family and our Elite Team. Advice and assistance is available during office hours.

Elite are confident that we will provide the best standard of services and care in order to give you the confidence to send your child to the UK. We will make sure that your child will be placed in a suitable Host Family so that your child can thrive and enjoy this life-changing experience.

For more details please contact Eve Leung

EMERGENCY CONTACT DETAILS (24/7 HOURS)

Tel: + (44) 01865 600288
Mobile: + (44) 07787 536030
Email : eve@eliteacs.com

1. Meet the Team

'Elite Anglo Chinese Services' have a highly professional team in place in the UK and Hong Kong. All staff, associates and Host Families support this caring and personal ethos of Elite. Elite will allocate a member of staff in our Hong Kong office to assist you with any questions you need sorting or answering. You can also contact us direct in the UK on our 24 hour emergency number.

In our Summer Programmes we educate and care for a wide range of Chinese Students. All our education programs and seminars are informative, fun, inspiring and challenging. We offer a variety of subjects and introduce each student to the UK way of life, food, culture and its current education system.

Elite aims to deliver a service that cares for every aspect of an overseas student's stay in the UK. We remove any worries that a parent may have. Investing in an overseas education for your child will be a major decision but the reward of a unique and life-changing experience is well worth it!



EVE LEUNG (BA, MMus, PhD London)

MANAGING DIRECTOR

Eve 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 and what to do in the UK. Eve Leung is the Director of 'Elite Anglo Chinese Services' Guardianship

Eve's role in the UK is to act on each parent behalf if that parent is unable to do so. Eve with her team are here to help you if things go wrong or if your child gets ill; will need to find them a Host Family in emergencies, at exeat weekends, school holidays and during half-term. Also the school might want your child to leave school if a disciplinary situation occurs.

Eve will also be Your **'FIRST POINT OF CONTACT'** and **'TRUSTED PERSON'** Eve Leung tel + (44) 01865 600228

Eve Leung has many years' experience in looking after the welfare and education of International students, Eve set up her own Guardian Agency six years ago and her Company has expanded offering immersion and educational courses every summer. Eve's caring personal touch with each member of our agency has enabled her to establish her business as one of the top guardian agency's in the UK

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 also 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 also continued looking after the welfare of International students. Eve became the International student advisor for the University of Greenwich and also became registrar and Admission Officer at Jimmy Choo's International School of Creative Arts.

| | | | | |
|------------------|--|---------------|----------------------|-----------------|
| EVE LEUNG | MANAGING DIRECTOR | DEPUTY | -SAFEGUARDING | LEAD (UK |
| based) | | | | |
| Tel UK | +(44) 01865 600288 | Mobile UK | +(44) 07787 536030 | |
| Tel Hong Kong | +(852) 9530 8525 | | | |
| Email | eve@eliteacs.com | | | |

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



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 and 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 is maintained.

Gwyn Phillips 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.

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 School, Witley, 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 extensively in the Far East 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 British host families who look after and care for our Chinese students.

Gwyn Phillips is married to Evelyn Phillips and they have two grown up children.

GWYN PHILLIPS FAMILY COORDINATOR (UK based)
Tel UK + (44) 01428 648393
Mobile UK + (44) 0777 2252303
Email gwyn@eliteacs.com

EVELYN PHILLIPS

(SIAD)

OFFICE MANAGER

(UK based)



Evelyn has worked with Anglo-Chinese Student Services 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 operating to the highest standards and comply with the UK Government Child Protection and Health and Safety Standards.

Evelyn Phillips has studied at the University of East Anglia and graduated as an Interior Designer. She has managed a many prestigious International Architectural and Interior Design Firms in London. She has also travelled the Far East extensively for her projects.

Evelyn is married to Gwyn who also works in ELITE. They have two children who have both studied in the Independent Education sector.

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 Anglo Chinese Services in London.

For the last three years Wai-Kin has organised the transport arrangements for all our students staying in the UK.

Wai-Kin has been involved in the organisation of our Summer School programmes. He 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.

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 139 9256
Email waikin@eliteacs.com

2. Guardianship Services

Elite Anglo Chinese Services are very proud to offer one of the best Guardian Agency Services in the UK. In the UK it is a school and Visa Immigration requirement for overseas students to have a Guardian who is based in the UK. They will offer 24 hours, seven days a week emergency support if it is required.

To invest in your son's or daughter's education is one of the biggest decisions you can make in order for your child to reach their full potential. Also for most parents it is a huge financial commitment and it is therefore paramount that this process runs as smoothly as possible.

At school, the House Parents will take responsibility for your child's academic progress and welfare. Sometimes it will be necessary to hand over these responsibilities to the appointed Guardian. These circumstances, such as illness or injuries which require a hospital visit or Host Family, closure of airports and cancellation of flights, all these emergencies require instant assistance. Also disciplinary incidents will have consequences for a student who is then unable to stay at school for a short period of time.

Elite Anglo Chinese Service offers the following services as standard to you and your child:

- 24 hour telephone contact in case of emergency
- liaison and communication with the School, Parents, Host Families and Student as required
- support in Hong Kong and UK and advice during office hours
- we can provide assistance to your child on school premises during the academic year
- help and assistance with parents' visits to the UK
- arrange and assist the transport and transfer arrangement for each student and parent
- paperwork to provide proof of child's guardianship to show at Immigration UK arrivals
- supply a UK phone sim card and assist with On-Line shopping
- supervision and advice on academic progress
- Induction for all students and parents or One to One Consultation
- Contact Student In First Term to assist in settling in
- Travel Notification Service via WhatsApp
- Host Family report on Half Term

Safeguarding & Child Protection Policies

Child Safeguarding and Child Protection Policies are very closely linked and we at Elite Anglo Chinese Services take the process of protecting children from abuse or neglect and preventing impairment of their health and development very seriously. Elite have put procedures in place to prevent children from harm or abuse. We at Elite ensure that children are growing up in circumstances consistent with the provision of safe and effective care. This enables children to have optimum life chances and enter adulthood successfully. Elite Anglo Chinese Services aims to provide the highest level of care to students.

Full details of our policy can be found at: <http://www.eliteacs.com/policies>

Prevent – Anti Radicalisation

The role of schools and childcare agencies, such as Elite, should protect children as part of their safeguarding duties from the risk of radicalization, and should be treated in the same manner from protecting children from other harms (e.g. drugs, gangs, neglect, sexual exploitation), whether these come from within their family or are the product of outside influences.

Full details of our policy can be found at: <http://www.eliteacs.com/policies>

3. Studying in the UK

How this process works:

| | |
|----------|---|
| School | CHOICE <ul style="list-style-type: none">• Choosing the right School for your son or daughter▪ Complete School Application forms▪ Entrance exams to be completed▪ Communication with the school, parents, guardian and child as required▪ Visa applications to be completed for Immigration at the UK Border.▪ Pay Fees to school each term. (3 terms per year) |
| Parents | COMPLETE GUARDIAN APPLICATION FORMS <ul style="list-style-type: none">• Complete Application forms with Contact details of Mother, Father, Child and Guardian• Confirm accommodation requirements for each term for your child• Complete Elite forms and sign |
| Contract | <ul style="list-style-type: none">• Draw up and sign contract between Elite and parents |

Fees

- Pay Fees to Guardian Agency (see Fees section)
 - Registration fees with application
 - Deposit payment
 - Term Fees (3 terms per year)

Student

- Complete Contact details such as:
- Mobile phone number, Email, and WhatsApp address
- Medical Conditions
- Allergies
- Special Activities and Interests

Induction for students and parents

- Student to attend induction seminar in Hong Kong
- Elite Student Handbook
- Elite Parent's Handbook

4. School

Role of the School:

In your child's first few days and weeks can be an anxious time for both your child and the parents. The main point of contact at the School is the House Parent, who will give understanding and support to your child.

Elite will email the House Parent after the first few days and check how your child is settling in. We will do this on your behalf at any time should you have any concerns that you cannot address directly.

It can take time for your child to get used to a new environment and culture, to meet new friends and to become familiar with the boarding house and school arrangements and during this sensitive time. Elite will stay in close contact with your child to provide support and reassurance. We will do everything reasonable to ensure that your child is represented at parents' evenings and at other special events in which your child is involved and provide you with feedback.

Homesickness

Children are kept very active and engaged during their first few weeks at boarding school. They will be taking part in a very busy program of study and extra-curricular activity. It is only in the odd few moments of downtime that your child will start to feel sad and to miss home, since there really isn't opportunity for this most of the time. Sadly, it is in these occasional miserable moments when your child will tend to phone, text or email you, leading you to believe that they are feeling sad and distressed all of the time. Please message us if your child is experiencing homesickness and we can act with the school accordingly.

The school will confirm all term dates and special events dates

- School details
- House confirmation, Contact of House Parent contact details
- Progress reports and parents meetings
- Accommodation details of your Host Family to be confirmed to School for:
 - Exeats
 - Half Terms
 - School holidays

Transport

- Flight details to and from Hong Kong, Mainland China to be confirmed to the School
- Transport arrangements Taxi, Train, Bus, Private car to and from airport to School to be confirmed
- Transport arrangements to and from the Host Family to be confirmed

5. Host Family

Role of the Host Family

Elite Anglo Chinese Services Guardianship has a wide network of Host Families in all regions of the UK. We carefully choose the right Host Family for your child depending upon his/her personality, interests and requirements. Host Families are inspected by Evelyn and Gwyn Phillips (DSL) and are provided with a comprehensive 'Host Family Handbook' containing guideline regarding the care of your child. The Host Family will be one that is known to us and has been police-checked (DBS) for all family members aged sixteen and over. All Hosts are reference checked as well.

Accommodation

Your child's room should include a bed, desk/table and chair, drawers, hanging space and wastepaper basket. Your child will have access to a bathroom – shared or en-suite. Your child will be provided with a bedroom of a suitable size where he/she will feel safe and secure. When staying with an Elite Guardianship Host Family, it is not unusual for students to share a twin room with another student of a similar age and same sex. This can be a very enjoyable experience for your child and allows them the opportunity to meet students from different schools and of different nationalities. This will always be agreed and discussed with the parent and your child in advance.

Laundry and Cleaning

Your child will be provided with clean bedding and a towel. Each bedroom is cleaned on a weekly basis. Each Student will be able to launder their clothes during their stay and the Host Family will show them how to use the washing machine or their washing will be done for them.

Communication and Internet Safety

Host Families commonly have a limit on their internet capacity set by the internet provider. We therefore ask that students staying in Host Families not to download large files, such as games, music and films. Elite Guardianship has guidelines for Host Families on the use of internet, and will advise Host Family to limit access time in the best interests of your child. Should your child regularly stay up very late at night and disturb the household; some hosts may restrict or switch off the internet overnight. Schools will have similar restrictions. There are also dangers to young people of unsupervised access to the internet, but the demand for access makes it impossible for Elite Guardianship and their Host Families to supervise or police. Therefore the responsibility for the internet uses and downloads rests with your child and we cannot accept any liability in this respect.

Health and Safety

When your child arrives they will be given a tour of the whole house and, along the way, the host will demonstrate how to use various appliances and equipment they are likely to use during their stay; this could include the toaster, kettle, TV, shower, bath, etc

Pocket Money

Your child's expense account at Elite will be used to pay for your child's additional expenses incurred in the UK. If your child would like pocket money to spend while staying at the Host Family, then authorization will need to be given by you. We can organize the cash to be made available.

Bedtimes, Curfews

The Host Family will agree a suitable bed time appropriate for your child's age. These are our guidelines regarding curfews but these are discretionary and may need to be varied according to the individual child:

| | | |
|-------------------|--|-------------------|
| Aged 12 and under | are allowed to go into the local town with an adult | Bedtime: 21:30 pm |
| Aged 13 / 14 | are allowed to go to town with their friends (not alone). Back by 18.00pm | Bedtime: 22:00 pm |
| Aged 15 | Go to town alone but must be back at 18:00 pm | Bedtime: 22:30 pm |
| Aged 16 and over | Go to town alone but must be back at 20:00pm | Bedtime: 23:00 pm |

Excursions and Travel

On all occasions, the student must tell the Host Family where they are going and who they will be with. The Host Family should agree in advance what time the guardianship student will be home and will not allow the guardianship student to walk home in the dark. The guardianship student will not be allowed to stay out overnight unless expressly agreed by Elite Guardianship team. Both students and Host Families should exchange mobile telephone numbers so that they are known to all parties, as well as landline and any other useful contact numbers. Your child should keep their mobile phone switched on, charged, and notify you if there is a change of plan.

Complaint

In the unlikely event of your child being unhappy with the homestay, we will do everything reasonable to mediate and, if necessary, to find an alternative homestay. Most of our students return to the same homestay for all their stays, but changes can and do occur. Frequently, more than one student of a similar age will be staying with a homestay at any one time. In our experience, students prefer this as it offers them additional company and friendship during their welcome break away from busy school life; however, we are happy to place your child with no other children if specifically requested.

Full details of our complaints policy can be found at: <http://www.eliteacs.com/policies>

House rules

You must explain to your child that, when staying with the Host Family, he/she must accept and abide by the guidelines outlined in their Student Handbook regarding acceptable behavior. Your child must obey the UK law and respect our authority and the authority of the Host Family, and the needs and welfare of all members of the hosts.

Booking

In the beginning of each academic year we request each family to complete an accommodation form. This form will enable Elite to arrange and book the accommodation for each student with our Host Families. Should you wish to cancel or amend an arrangement that was made; we ask that you notify us with at least 5 weeks' notice, or as early as possible.

If arrangements have been booked with our Host Families and a cancellation is within the 5 week notice period, our standard Hosting charges still apply.

Staying with a Non Elite Host or Family

We have a duty of care to the parents and your child to protect your child and to provide safe Host Family accommodation. However, should you prefer your child to stay with a friend or family member for leave weekends or half-term, your child must only stay with an adult over the age of 25 and residing in the UK, who will take responsibility for your child during the stay. The responsible adult will need to confirm in writing that they will be taking responsibility for your child during the break. Any such arrangement is subject to Elite Guardianship and/or school staff being satisfied that a child will be safe. We reserve the right to refuse any arrangement if we feel it is unsatisfactory in any way.

Sports and Activities

The Host Family will not allow your child, without its consent, to take part in unduly hazardous or dangerous sports and activities when in the care of the Host Family. Parental consent as provided in your child profile form will be considered at all times.

Supervision & Control

We and the Host Family will set rules as to when (if at all) your child may be alone in the house for short periods, go out with friends, go out in the immediate area, or may travel long distances unaccompanied. There will always be a responsible adult in the house when your child is staying overnight.

Respect for Rights

At Elite and the Host Family will respect your child's privacy and cultural and religious background and beliefs and dietary needs.

Transport Arrangements

We will ensure that travel and escort arrangements have been made in accordance with the travel itinerary of your child. Wherever possible, an Elite representative will provide transfers for your child; alternatively, travel arrangements will be made with the school's transport department.

Elite will confirm the details of the taxi firm, the drivers' name and telephone number to your child, when we confirm the arrangement. We are happy to arrange an Unaccompanied Minor taxi service for

younger or in-experienced students who are taking flights, and this is also in accordance to the airline regulations and guidelines at an additional charge.

Should there be a major incident that closes an airport, the plan will be to ensure that your child is moved to a safe place and, if possible, to safe accommodation which will be dependent upon whether the incident takes place within the UK. All plans will be made in cooperation with the school, driver, parents, transport companies and any authorities involved in the incident.

If a student's flight is cancelled or missed due to an incident, Elite Guardianship pledges to find them safe travel to a Host Family until their flight is rebooked. If a student needs to be accompanied at the airport, we will arrange an Elite Guardianship representative to sit and supervise your child until they can continue their journey at an additional hourly charge.

For incidents outside the UK, Elite Guardianship will remain in contact with Parents, School and Student in the case where a student is stranded at an airport and unaccompanied whilst attempting to travel back to the UK or back to home.

Although we would be unable to travel to meet them we will do all we can to liaise with authorities, any help or information centers and act as a go-between for Parents, School, Students and Elite.

6. Procedures

Appointment of a Host Family in the UK

- Find Host Family within one hour of school location
- Assess Family suitability
- Inspect accommodation
 - Check Host Family personal details, passport, gas safety certificates and general accommodation checks
 - DBS (police check) on all members of Host Family over the age of sixteen
 - Check two additional references, Professional and Personal
 - Draw up and sign Guardian Contract between Elite Anglo Chinese Services and the Host Family
- Confirm dietary, medical, allergy and special conditions of student and liaise with Host Family
- Confirm special Interests and requirements of each student
- Confirm transport arrangements for each term to Host Family, School, Student and Parents
- Collate and process invoices from the Host Families to Parents
- Pay invoices to Host Families

Office

- Travel arrangements have been made and confirmed before travel to UK
 - To the Parents and Student
 - To the School and House Parent
 - To the Host Family

Communication

- Regular communication between Parents, Student, Schools, Host Families
- Monitor Student's progress and feed back to Parents
- Contact parents on any issues
- Emergency contacts (24 hours) in UK

Documents provided

- Proof of School letter with details of child, address and contact number of The School plus Guardian contact details
- Proof of UK Guardianship is in place with letter from Elite
- 24 Emergency Contact number from Elite
- Travel arrangements to School and Host Family to be completed and confirmed

7. Other Information

Missing child

In case one of our Students go missing

The following procedures have to be followed:

- *Contact Elite Anglo-Chinese Services immediately (See Emergency Contact details on page 2)*
- *Elite Anglo Chinese Services will ensure that each Missing Student incident will be acted upon swiftly and appropriate action will be taken.*
- *Elite will contact missing Student, Parents, School and Host Family*
- *Depending on the nature of the missing Student further actions will be taken and other appropriate external organisations will be involved (e.g. Police)*
- *If this is the case all parties will be kept up to date where possible until the Student has been found.*
- *A full incident report will be completed and filed and discussed with all parties involved.*

Unauthorized absence

Please be aware that schools require students to adhere to published school dates for the start and end of terms. Failure to do so can sometimes result in a record of unauthorized absence against your child which can affect future visa applications.

English Law and Customs

There may be differences between age limits and customs at home and those which apply in the United Kingdom. Where appropriate you must prepare your child for these. We will provide your child with a Student Handbook which we'll encourage your child to read. We are happy to provide any other guidance that you require on this matter.

Elite Anglo Chinese Services Guardianship always respects

- Culture Values
- Race Customs
- Religion Food
- Tradition
- Expectations
- Beliefs
- Love & Marriage

- Class
- Sexuality
- Gender
- Special Needs
- Language

Telephone Contact

We strongly advise you to provide your child with a UK mobile telephone so that he/she can keep in touch with you and Elite. Especially in emergency situations. Eve Leung and the Guardianship Administrators usually communicate with students using WhatsApp so we ask that you and your child download WhatsApp on your mobile devices.

Our Guardianship can assist in arranging 'pay as you go' mobile sim cards or phones, but we cannot enter contracts on behalf of students. Schools invariably control the use of mobiles by students and students are discouraged from using their phones in an antisocial way. Students should keep their mobile phones switched on when travelling in the UK and with Host Families throughout their stay in case there is a need to contact them.

Changes to Circumstances

You are responsible for updating our Guardianship should there be any changes to your circumstances or your child's with respect to the information provided on your Child Profile Form.

Liaison and Contact

We will do our best to make sure that there is regular liaison between you and your child and also between you and us.

Medical Details

We will pass on to the Host Family and School all relevant medical details and special dietary requirements which you have provided. In signing your Child Profile Form, you consent to EACS acting in loco parentis so that we make take all action necessary for the welfare of your child, including emergency medical attention requiring operations and anesthetics if necessary. Whilst every effort will always be made to contact us in the event of an emergency, this may not always be possible.

Private Insurance

For those students not entitled to an EHIC, *private health insurance is recommended*. All students will be registered with their local doctor (known as their GP - General Practitioner).

Emergency Accommodation

In the event that your child needs to leave school in an emergency (such as suspension or school closure), Eve Leung (as educational guardian) will provide emergency accommodation.

Insurance

Elite Anglo Chinese Services has comprehensive business insurance including public liability insurance. You are responsible for making certain that your child is adequately insured within the United Kingdom in the event that he/she causes personal injury, loss or damage to members of the Host Family or other third parties. You are also responsible for insuring your child's belongings such as mobile telephone, computer, musical instrument, watch, sports or other equipment. You must provide a copy of this insurance to Elite Anglo Chinese Services Guardianship when submitting the completed Student Profile Form.

Confidentiality

Your child's rights of confidentiality will be respected and will only be overridden if it is necessary to do so in order to protect your child's safety and welfare

FEES AND CHARGES

Elite Anglo Chinese Services

GUARDIANSHIP

FEES 2019 - 2020

- Registration fee: £150.00 (single payment) This Fee is refundable against your first invoice.
- Guardianship Service Fee: £650 per term

Students from Non-EU countries usually require Host Families for their child each Exeat and Half Term and Elite Anglo Chinese Services will make all the arrangements necessary which is reflected in this fee.

If your child will not require a Host Family during these breaks please make us aware.

The Guardianship Service Fee includes the following services:

- 24 hour telephone contact in case of emergency
- Liaison with the School, Parents, Host Families and Students as required
- General professional support and advice during Elite office hours
- Communication with your child (x1) on school premises during the academic year
- Support by a dedicated member of the Elite Team
- Organization of reliable general transfers to and from school premises
- Organization of reliable airport transfers by an Elite driver
- Documents to proof of Guardianship and School at Immigration UK arrivals
- Monitor academic progress and report on issues
- Contact Student in First Term and help them settle in the UK
- Travel Notification service via WhatsApp
- Parents and Student Seminar or One to One Consultation
- Preschool Host Family visit

Additional costs:

Charges at £25.00 / £30.00 per hour (Depending on Guardianship package)

- Support with parents' visits to the UK
- Support with booking flights, taxi, personal driver (quote on request)

Expense Account: £300 held by Elite

This account will be used to pay for your child's additional expenses incurred in the UK - this is in addition to the Guardianship Service Fee. When this sum of the account is at £200 you will be invoiced to top up the account as required. We will send you a detailed breakdown of your child's account at the end of every term.

Any remaining balance left in the account at the end of your child's education in the UK will be returned.

The following costs will be charged from the Student Expense Account: (Depending on Guardianship package) at £25.00 - £30.00 per hour:

- Full board Host Family accommodation £42 per day
- Mileage charged by our Drivers and Elite Host Families for local driving 50p per mile
- Accompanied trips with a member of Elite guardianship e.g. dentist/doctor/ interviews hourly rate
- Attendance on request at any additional school meetings and written progress report hourly rate
- Attendance on request at speech day or other major functions hourly rate
- Additional assistance for administration services not included in Guardianship Service Fee e.g. shopping for uniform/kit, arranging birthday treats, booking flights and events, Visa services, leisure trips hourly rate
- Cost of outings and entertainment, e.g. trips to cinema, theatre, leisure center, restaurant, etc. Prices as charged by venue
- Pocket money or allowance paid to student Authorization agreed in writing with Elite by the parents
- Arranging extra tuition during half-terms £40 - £50 per hour
- Airport transfers to Gatwick / Heathrow/ Luton / Stansted and other local airports quote on request
- Unaccompanied minor service (UMS) for airport arrivals and departures Hourly rate

Taxi Driver waiting time:

An hourly charge will apply when drivers are waiting for longer than one hour after the scheduled arrival time at the airport

Please note: The UK Education system operates a three-term academic year and as a consequence you will be invoiced for the three terms at the start of each academic year – payment must be received in GBP sterling or in Hong Kong Dollars.

A one term notice must be given in writing if you decide to withdraw your child from Elite Guardianship. Elite (or it's appointed Host Families) cannot accept responsibility for a child until payment has been received. Any transfer bank charges incurred must be accepted for payment by the parents. Your child's safety, welfare, happiness is of paramount importance to Elite. If you require further details please **contact us**.

Eve Leung Company Director

Tel 01865 600288
Email eve@eliteacs.com
Website www.eliteacs.com

APPLICATION FORM

Elite Anglo Chinese Services

監護人申請表格 **Guardianship Service Application Form**

Student's Information 學生資料

| | | | |
|--|--|--|--|
| 中文名字 | | 英文名字 English Name | |
| 出生日期 D.O.B | | 性別 Gender | |
| 國籍 Nationality | | 護照號碼 Passport No. | |
| 香港地址 Address (HK) | | | |
| 手提電話 HK Mobile (請填上學生個人電話或 whatsapp 號碼) | | 學生電郵 Email (請填上學生個人電郵) | |
| 英國電話 (如果有) UK Mobile (if Available) | | 香港就讀學校名稱: Name of Current School (HK): | |
| 介紹人或公司名字 Referral (Agent or friends name) | | | |

Parent's Information 家長資料

| | | | |
|----------------------------------|---|---------------------------|--|
| 主要聯絡人 Main Contact Person | 父親 Father () 母親 Mother () 其他 Others () 請註明 Notes: | | |
| 父親名字 Father's Name | | 母親名字 Mother's name | |
| 電郵 Email | | 電郵 Email | |
| 聯絡電話 Tel: | | 聯絡電話 Tel: | |
| 職業 Occupation | | 職業 Occupation | |

School Information 學校資料

| | | | |
|----------------------------------|---------------|-------------------------------|--|
| 英國學校名字 UK School Name | | | |
| 英國學校地址 School Address | | | |
| 入讀級別 Study Year Group | Year : | Boarding House | |
| 開學日期 Date of School Start | | 到達英國日期 UK Arrival Date | |

申請監護人服務：(請選擇其中一種服務)

| | |
|---|--|
| <p>Diamond Package () 所有新學生適用</p> | <p>Gold Package () 只接受已經有子女在英國就讀或已經在英國就讀超過一年學生申請</p> |
|---|--|

假期住宿

| | | | |
|---|--|--|--|
| 需要假期住宿 Holiday Accommodation | 要 Yes () | 不需要 No () | |
| 假期住宿日子: Accommodation Dates | 第一學期 1st Term: 1: () 2: () 3: () 4: () | 第二學期 2nd Term: 1: () 2: () 3: () 4: () | 第三學期 3rd Term: 1: () 2: () 3: () 4: () |
| 假期住宿選擇 (請以1代表第一選擇, 如此類推) Choice of Accommodation (1 as first choice) | 寄宿家庭住宿 () Host Family Accommodation | 倫敦住宿 () London Accommodation | 其他 () 請註明要求: Others, please specify |
| 食物敏感 Food Allergy | Yes () 請列明 Please Specify: | | 沒有 No () |
| 會影響日常照顧的過往醫療記錄 Medical Conditions that affect daily caring | Yes () 請列明 Please Specify: | | No () |

申請流程：

- 1) 遞交申請表，如以電郵方法申請，發出後當作正式申請
- 2) 公司會發出賬單，家長根據賬單資料繳付費用
- 3) 收到全數費用後，會用電郵通知正式成為監護人，同時附上資料交回學校
- 4) 我們會在每年5/6月要求學生和父母填寫來年住宿資料，並成為雙方合同。**ACSS**會根據所給的資料來提供和安排住宿服務
- 5) 第一學期前3 - 4星期會發出第一學期賬單，包括住宿費用
- 6) 第二學期開始賬單包括監護人費用，住宿費用和其他雜費 (例如接送交通)

Application Processes:

- 1) Submit application form. If applied via email, we will consider the application as being agreed
- 2) Elite will issue invoice, please pay according to the amount requested.
- 3) Once received full payment of the first invoice, Elite will confirm the guardianship by email. The company will provide necessary information to submit to the school.
- 4) All parents and students must fill in the accommodation request form within May/June. This is a binding contract. Once received, we will arrange accommodation accordingly.
- 5) First Term invoice which include accommodation fees will be issued 3-4 weeks before term start
- 6) Second Term invoice will include guardianship fee, accommodation fees and any other expenses (such as transportation)

Payment Method 付款方法

我們可以同時收取港幣或者英鎊

港幣：我們會利用匯豐銀行當天匯率結算加\$0.1為匯率，不另外收取手續費

英鎊：請透過銀行匯款過數到本公司的英國匯豐戶口

We accept payment in Hong Kong Dollars or British Pounds

Hong Kong Dollars: Calculated by the exchange rate set by HSBC on the day of issuing invoice, plus \$0.1, no administration fee is charged

British Pounds: Payable to Elite Anglo Chinese Services UK HSBC Account

| | 香港戶口 (HK) | 香港戶口 (HK) | 英國戶口 (UK) |
|---------------------|--------------|----------------------|--|
| 銀行 Bank | HSBC / 匯豐 | Bank of China / 中國銀行 | HSBC |
| 戶口名字 Account Name | LEUNG HIU FU | LEUNG HIU FU | Elite Anglo Chinese Services |
| 戶口號碼 Account Number | 172-7-056853 | 012-819-0-004497-2 | 52395754 |
| Sort Code: | | | 40-06-21 |
| 銀行地址 Bank Address | | | 28Borough High Street SE1 1YB, London, UK |

監護人服務條款和同意書：

我們身為以上學生家長同意：

1. Elite Anglo Chinese Services (簡稱ELITE) 在英國成為以上學生的監護人。在緊急和聯絡不到家長的情況下代表我們。我們同意ELITE 提供根據所選擇的監護人服務
2. 如果要取消監護人服務，會提早一個學期前通知。非英國或歐盟護照學生，同時需要提供資料，證明已經通知學校和英國移民局更改監護人資料
3. 如果住宿前5個星期 ELITE 未有收到全部款項，本公司有權拒絕安排學生住宿安排。如需要取消住宿 (除委託後第一個學期外住宿不可取消) ，學生需要5星期前通知ELITE, 之後需要收取全費
4. 如果家長需要ELITE 提供非合理要求或非監護人範圍的服務，我們有權收取額外費用

送出表格給 ELITE 即代表同意申請本公司成為監護人

Guardianship Services Agreement

We, as the parent of the student agree:

1. Elite Anglo Chinese Services (also known as Elite) to become the educational guardian for the above student, and act as in loco parentis during emergency or uncontactable situation. We agree that Elite will provide guardianship service according to our indicated choice.
2. To inform Elite with one term notice if we want to cancel the guardianship. All Non UK or EU student passport holder, also need to provide information that they have informed the school and UKVI if Elite no longer acts as the student's guardian.
3. Elite has the right to cancel any accommodation arrangements if payment is not received 5 weeks before due date. In the case of cancellation pre-booked accommodation, we need 5 week notice with the exception of the First term of appointing us as guardian. (No accommodation cancellation within first term)
4. In the case when non-guardianship service or unreasonable services are requested, Elite reserves the right to charge additional fees to provide such services.

We agree to appoint Elite as guardian when as we are sending out this form via email