



ELITE



ANGLO CHINESE



SERVICES

STUDENT HANDBOOK

2023-2024

ELITE ANGLO CHINESE SERVICES

CONTACT DETAILS

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Telephone: UK+ (44) 020 8144 2145

Mobile UK+ (44) 07787 536030

Email: info@eliteacs.com

Website: www.eliteacs.com

EMERGENCY CONTACT

Eve Leung

+ (44) 020 8144 2147

Or

Evelyn and Gwyn Phillips

+ (44) 01428 648393



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!

Guardianship

The role of the guardianship organisations, 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 normally 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 to 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 over 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.

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.

Meet the Team



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.

Elite will be running Half Term and Holiday Camps during the school year.
More details to follow.

Elite can assist each family in finding the right school for your child.
We have very good relationships with schools and Colleges in the UK and provide a wide range of assistance and guidance.
Fees will be confirmed in a separate quotation

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) 020 8144 2145

Mobile : + (44) 07787 536030

Email : eve@eliteacs.com

'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 Programs 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

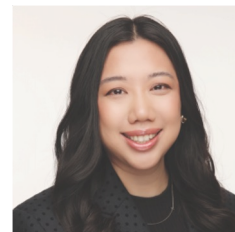
BA, MMus, CELTA

Managing Director

Deputy -Safeguarding Lead

Tel ::UK+(44) 020 8144 0145

Mobile UK: +(44) 07787 536030



Eve has been a guardian to many International students for nearly 10 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 is 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'

Meet the Team



GWYN PHILLIPS

BA, PGCE

Head of Hosting

Designated Safeguarding Lead

Tel UK+ (44) 01428 648393

Mobile UK+ (44) 07772 252303

Email: gwynphillips@eliteacs.com



Gwyn has worked with Eve Leung in her Guardian Agency for the last ten 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.

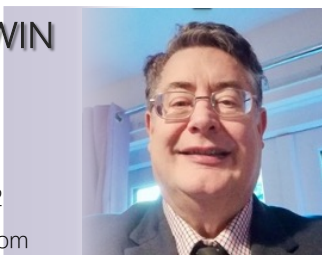
JULIAN GODWIN

Bachelor in Education

Head of Transport

UK+ (44) 07821 470902

Email: julian@eliteacs.com



Julian graduated with a BEd (Honours) degree from the College of Ripon and York St John in 1986. From 1986 to 2001 he was the Head of Humanities and Games at St. Martin's Prep School, Nawton. In 2001 Julian joined St Martin's Ampleforth, the Prep School for Ampleforth College, where he became Deputy Headmaster and Head of Boarding. Among his many duties, Julian was responsible for the organisation of 'Boarders' Travel, both in the UK and abroad. In 2019 Julian enjoyed a sabbatical year, before joining the Company in December 2020.

GINNY FOK

**Hong Kong Parents
Liaison**

Tel: + (852) 9609 4122

Email: ginnny@eliteacs.com

Ginny joined in 2021 after a long history in the travel history. She provides helps with parents communications and answers general enquiries



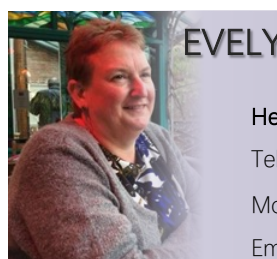
EVELYN PHILLIPS

Head of UK Office

Tel (44) 01428 648393

Mob + (44) 07789 434798

Email: evelyn@eliteacs.com



Evelyn has worked with Elite Anglo-Chinese Services for the last eight 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 Programs 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 many prestigious International Architectural and Interior Design Firms in London. She has also travelled to the Far East extensively for her projects.

CANDY HO

Head of Communications

UK+ (44) 7784 388840

Email: candy@eliteacs.com



Candy joined in 2019 Summer and worked as coordinator among parents and students. She has worked in international corporations such as Star TV and APITA. Before she joined Elite, she owned a small restaurant and sold it when she decided to spend more time with her family. Since her son is also studying in a boarding school, she always gives first-hand advice to parents.

CHLOE WONG

Head of Admissions

Tel+ 852 9248 9236

Email: chloe@eliteacs.com



Chloe joins Elite in 2023 as the Head of Admissions. Assisting students and parents for their careers plan. She is also in charge of the marketing and PR of the company.

The responsibilities as a



Student Staying in the UK

- **Musts**
- **Points to remember**

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 Julian and Evelyn 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. This could come out as it has been deleted by AEGIS
- 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
- Students should take care when interacting online e.g. Chats and gaming. Please read carefully our guidelines on online safety (included with this handbook). If you have any concerns then please contact the safeguarding personnel

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 responsibilities as a Student



The Bedroom

- What you can expect
- Points to remember

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
- Points to remember

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
- Points to remember

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 Wi-Fi

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
- Points to remember

What you can expect

- Your Host Family will provide you with three meals a day and additional snacks and fruit between meals if required

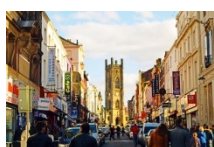
The responsibilities as a Student



- 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. Do say when you have enjoyed a meal and the host has gone to a lot of trouble to prepare something for you.
- 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

- Host Families may want to switch off the internet if it is being used excessively or at unsociable hours.
- You must not 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
- Points to remember

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

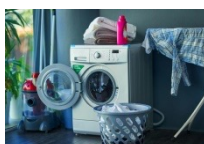
- What you can expect
- Points to remember

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. This may be a taxi service organised by Elite or your School.
- We will organise 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.
- Making sure you comply with COVID entry requirements

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
- Points to remember

The responsibilities as a Student



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
- Points to remember

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

1. If you think you will be late home, remember to call your Host Family
2. You must not walk back home in the dark
3. You must not use Public Transport if you are aged under 14 without guardian permission
4. You must agree with your Host Family what time you will be home
5. You must not bring friends home without permission
6. You must not stay out overnight
7. You must keep your mobile phone switched on, charged, and notify the Host Family if there is a change of plan
8. 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 Behavior

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 student 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 and Pandemic

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 Tel UK+ (44) 020 8144 2145
MANAGING Mobile UK + (44) 07787 536030
DIRECTOR Email: eve@eliteacs.com
UK based) 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 Third Floor Laurence House
Safeguarding 1 Catford Road SE6 4RU
Children Tel: 020 8314 3396
Partnership safeguardingboard@lewisham.gov.uk
Address <http://www.safeguardinglewisham.org.uk/lscb>

Problems

1. If something happens or somebody does something that makes you feel uncomfortable; please contact Eve Leung in confidence immediately.
2. 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.
3. If you get lost, you should call Eve Leung on her tel. number + (44) 020 8144 2145 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.
4. Never approach a member of the public unless you have no other option.
5. 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.
6. 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>)

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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 absence 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) 020 8144 2145

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

Keeping Safe under the Pandemic

Pandemics can occur with little warning and whereas an agreement and understanding of responsibilities of schools and guardianship organisations has been established for many years, the situation caused by the Swine Flu and Covid-19 pandemic showed that all parties face new problems and their solutions from time to time.

Students can take caution and care by following:

- Hand washing
- Pandemic planning checklist on company website

Details of the Care plan for Pandemic Occurrences are available on : <https://www.eliteacs.com/policies/>