



STUDENT HANDBOOK 2026-27

ELITE ANGLO CHINESE SERVICES



CONTACT DETAILS

Name : Eve Leung

Address : 33 Lower Road, Grayswood, Surrey
GU27 2DR

Telephone : UK Tel+ (44) 020 8895 6693

Emergency:+ (44) 07787 536030

Email : info@eliteacs.com

Website : www.eliteacs.com

EMERGENCY CONTACT

Eve Leung 07787536030 Or **Evelyn Phillips** 01428 648393

Welcome!

We warmly welcome you to Elite Anglo Chinese Services! As a small, privately-run business based in London, UK, and Hong Kong, we are dedicated to supporting overseas students.

In the UK, it is a requirement for overseas students to have a guardian based in the country, ensuring their safety and compliance with school, visa, and immigration regulations. Elite Anglo Chinese Services offers 24/7 emergency support to meet this need.

Our Services

We provide a comprehensive range of educational and guardian services, working with top independent schools and universities across the UK. Our extensive network of host families, located throughout the UK, ensures your child receives the best care.

Our Commitment

At Elite Anglo Chinese Services, we strive to deliver the highest quality of care, along with professional and personalised advice to every international parent and student. We guide each applicant through the process of joining the UK education system, including selecting the right school for your child. Additionally, we match each student with a suitable host family responsible for their care, academic progress, and welfare, all within an hour's distance from their chosen school or college.

Student Support

Every student receives an induction course, and you and your child can attend one of our seminars in Hong Kong (dates available on our website). We provide each student with a 'Student Handbook' and the Elite 'Code of Conduct for Students' to help them prepare for their UK journey. All our host families undergo DBS checks for all members over sixteen and provide two additional references. A formal contract detailing the key dates of your child's stay will be issued to each host family.

We monitor each student's progress throughout the year and keep parents informed of any concerns. Our 24-hour emergency helpline is available for any issues that arise during their stay in the UK.

To assist students with their life in the UK, we provide a free SIM card, ensuring easy communication with parents, school, housemasters, host families, and our Elite team. Advice and assistance are available during office hours.

Our Assurance

Elite Anglo Chinese Services is committed to providing the highest standard of services and care. We aim to give you the confidence to send your child to the UK, ensuring they are placed with a suitable host family so they can thrive and enjoy this life-changing experience.



Meet the Team



Eve Leung

Managing Director

Designated Safeguarding Lead (DSL)

eve@eliteacs.com

07787 536030

Ms Leung is the nominated guardian for all students and the ultimate decision maker for all. She is also the DSL of the company, meaning she is in charge of all emergencies. School contacts Eve first for any situation arising.



Evelyn Phillips

**Head of Hosting and
School Liaison**

UK Office Manager

Deputy Safeguarding Lead

evelyn@eliteacs.com

07789 434798

Evelyn role as the Host Family coordinator is being responsible for all communications/liaisons with Schools and Host Families, and handling Student emergencies.

In Evelyn's career, she has managed International Design Companies and her own business. Her two children attended Private Schools in the UK and she has also hosted many current and graduated students. Evelyn has overall a deep understanding of parent's needs.



Candy Ho

Head of

Communications

candy@eliteacs.com

07784 388840

Ms Ho has many years of management experience in international business, responsible for liaising with and handling enquiries from parents in Hong Kong. With her own child attending a boarding school in the UK, she has first-hand understanding of the UK education system. She assists students and parents with daily life coordination and supports day-to-day communication between schools and parents.



Julian Godwin

Head of Student

Logistics

julian@eliteacs.com

07541 417961

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

Parent co-ordinator

ginny@eliteacs.com

(852) 9609 4122

Before joining Elite, Ginny worked in the travel industry for over 25 years, gaining extensive knowledge of flight schedules and pre-travel preparations. Ginny liaises with parents regarding transportation and study arrangements during Hong Kong hours, assisting with all pre-departure matters. She primarily provides multilingual support to parents and students.



Chloe Wong

**Head of Marketing and
Sales**

chloe@eliteacs.com

(852) 9248 9235

Chloe assists 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

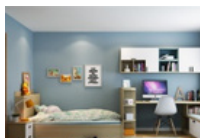
- You must give Elite Anglo Chinese Services (Elite) your current mobile number and email address and remember to tell us if these details change. It is essential that you have your mobile telephone switched on whilst you are travelling.
- Please make sure you download WhatsApp as this is the best method 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.
 - Students should be aware of the risks of radicalization, especially online. Please contact Eve Leung or Evelyn 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 chargers 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 Host

- **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
- From May 2025, if you are under 16, you must stay with a host family that qualified under the immigration rules. If you want to stay with a friend, you must ask beforehand

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

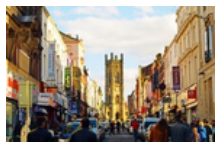


Transfers to the Airport or to your Host Family

- 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.
- From May 2025, the school will monitor and ask for your details transport arrangements. You/ Your parent must communicate with the school and us to update us on the arrangements.
- Please contact Head of Student Logistics, Julian Godwin if you have any concerns



Travel

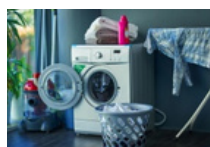
- What you can expect
- Points to remember

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 organise 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



Laundry

- What you can expect
- Points to remember

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

Points to remember

- If you would like to have anything dry-cleaned, you can ask your Host Family where the nearest shop is and you are responsible for the cost of this
- You must take responsibility for your items of clothing that require extra care when being washed

The responsibilities as a Student

Age	Curfews	Back	Bedtime
12 y/o and under	are allowed to go into the local town with an adult	N/A	9:30PM
13/14 y/o	are allowed to go to town with their friends (not alone).	6pm	10pm
15y/o	Go to town alone	8pm	10:30pm
16 and over	Go to town alone	10pm	11pm



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

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

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] 2024." 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 MANAGING DIRECTOR

Mobile UK + (44) 07787 536030
Email: 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
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) 020 8895 6693 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 E 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 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 8895 6693

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 the 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/>