



Ten Garden

Parents Hand Book

Address: 28 Regency Square, Brighton BN1 2FH



Ten Garden

Parent Handbook

Introduction

Welcome to Ten Garden Guardian!

Our aims are:

- to provide high-quality and good education advises and services to overseas Chinese students and parents
- we are committed to creating a hassle-free experience for our students, as well as partners, schools and parents
- to provide a constant contact point for students, parents, schools and partners.
- we are committed to safeguarding the welfare of every pupil in our care
- to ensure that every child in our care feels secure and happy during time spent away from school and home

This Handbook is designed to give you an insight on how Ten Garden operates, our procedures and standards, and what you can expect if you choose Ten Garden, so that you can make an informed choice of guardian for your child.

Contact and Emergencies

Ten Garden Guardians has a 24 hour emergency number which students and parents can ring. In case of Emergencies, ring mobile number +44 (0) 7885 278366.

Otherwise Office Hours are 09:00-18:00 Monday to Friday. Telephone - Please phone +44 (0) 1273655558. Emails – All emails should be addressed to guardian@tengarden.co.uk

Ten Garden is committed to safeguarding the welfare of TG Guardianship pupils and has developed the Child Protection Policy and Procedure to support homestay hosts and staff members in putting into practice this commitment. Both policies are included in this handbook.

Who is my child's Guardian?

Ten Garden Guardians Director Kiki Zeng is your child's Guardian.

Ten Garden will handle all communication between you, your child's school and their homestay family. Ten Garden will ensure all arrangements are carefully put in place for your child, and that confirmation is sent to all parties, including you and the school. You and your child will normally have regular contact with Ten Garden by telephone and email. Your child will also be visited at school by us. Ten Garden will visit and inspect homestay families, and your child at school.

Role explanation

School

Subject to each school, these are typical responsibilities that school will provide: To provide academic course. Full boarding and lodging term time. Boarding house staff provide pastoral care. Direct contact with parents.

Homestay Family

24-hours board care during half term and school breaks. All booking via Ten Garden office.

Ten Garden Guardian/office administrator

Visit student at school. Reports to office/ parents. Inspects homestay family. Attend school meeting when required. Handle all day today admin details. Respond to emails. Makes travels and homestay arrangements. First point of contact for parents.

What to expect from Ten Garden

- to provide a host family that has had a criminal record check and has been visited by a member of staff to ensure they have the correct facilities to look after the student, and that



the student will be happy to.

- to help you arrange your child's travel particularly between the school and the airport or Homestay family, by taxi, train or bus. Flights can also be arranged;
- being available for unforeseen events and arrange homestay for your child, such as:
 - suspensions or exclusions from school due to misbehaviour
 - illness (influenza or sports injury) or epidemics (SARS, Swine Flu)
 - closure of airports (snow and volcanic ash are recent examples)
- assisting you with things your child may need – uniform, equipment, SIM cards etc.
- being available to provide support and pastoral care for your child anytime, particularly if you or he/she is worried about studies, school, friends or relations within a host family
- 24 hour emergency service

Below please find more details of our guardianship service

Service Content		
Pre-departure guide training		
1	How to pack your luggage	✓
2	British basic introduction	✓
3	Introduction to UK study	✓
4	Life in the UK	✓
5	British custom and arrival guidance	✓
Daily life arrangement in The UK		
1	24-hour emergency contact between students, parents, schools, and homestay families	✓
2	Notify and discuss with parents the child's issues in the UK	✓
3	Arrange airport pick-up or departure	✓
4	Assistance with SIM card purchase and top up	✓
5	Arrange transportation from the school to homestay family during holiday	✓
6	Visiting school (twice an academic year)	✓
7	Contact with school to ask for leave	✓
8	Help with managing pocket money	✓
9	Holiday / birthday greeting	✓
10	Assist with opening UK bank accounts	✓
11	Provide guidance with the IELTS exam or short courses that students are interested in etc., on behalf of the application. Free charge 2 times per year then £20 per time.	✓
12	Dealing student's daily routine matter in school, including: leaving school notice, activities information, provide student's holiday plan/ activities to school, Student vaccination and school outing travel arrangements, etc.	✓
Holiday arrangements and accommodations		
1	Contact with school for children's holiday arrangement, sign consent forms for children's social and outdoor activities on behalf of parents	✓
2	Arrange a suitable accommodation for children, we will have regular home visit	✓
4	Arrange transportation for students: meeting at or transfer between airport/station/school/homestay	✓
5	Contact with school or homestay family about the transport arrangement	✓
6	Help with communication between children and homestay	✓
7	Assist students to arrange holiday plan	✓
Education Guidance		
1	Report learning progress of children	✓
2	Translate school reports and communicate with parents	✓
3.	Timely report to parents on the school's rewards and punishments	✓
4	Discover the problems in student learning and arrange tutoring if needed.	✓
5	Provide learning and course recommendations	✓



6	Help choose extracurricular activities	✓
7	During the period of guardianship, applicants for higher education or transferred to school will be charged at the preferential price of RMB 20,000 (including student visa application fee)	✓

Additional costs

You will be asked to pay £1,000 for the initial Student Expenses Account in advance.

This deposit will be used to cover the costs of homestay and unexpected expenses, including helping children purchase airplane tickets and the deposit for attending international trips organized by the school, top up students' mobile phone and more.

Additional costs, refers to the third-party costs, need to pay the extra on their own, from the Student Expenses Account. When the balance of Student Expenses Account is less than £300, we will ask you to top up to £1,000. The exchange rate for top up Student Expenses Account will be based on the Foreign exchange rate from Bank of China.

We will be sending Student Expenses Account details to you at the end of each semester. At the end of guardianship contract, we will refund the remaining deposit to you.

Additional costs, referring to the charges that are not included in the cost of the above services, you are required to pay an additional costs, as follow:

Specific events	Additional cost
Accommodation fee during holiday	£30-60 / night based on the condition of the homestay
Expenses for various activities during stay in homestay	According to the actual expenses
Pick up fee for driver	£2 / mile (or according to the actual charges of taxi driver)
Flight booking	According to the actual tickets cost
Top up mobile phone	According to the actual expenses
The expenses such as transportation and food expenses when taking students out	According to the actual expenses
To help students buy learning or daily necessities	According to the actual expenses
SIM card/Phone card	According to the actual expenses
Extra tutoring	According to the actual expenses
Transportation and Travel expenses	According to the actual expenses
During the guardianship period, admission application for continue higher education or transfer to school	According to the application fee charged by the school
Visa fees and transportation fees when applying a visa	According to the actual expenses
Travel visa materials translation fee	According to the actual expenses
Student Visa fee	According to the actual expenses
Transportation booking and accommodation costs when Parents' visit in the UK	According to the actual expenses
Transportation fee when parents visit school	According to the word count

What to expect from Homestay Families

Facility

Student will be provided with his/her own private study-bedroom, which will contain a standard size single bed and mattress, wardrobe/hanging space, a chest of drawers, adequate heating and lighting, a chair and a desk. He/she will have free access to either a private or a communal bathroom which include a toilet, a wash basin and a shower.

Meal

Student will be provided a full board provision of breakfast, lunch and dinner during their stay, taking account of any dietary needs.

Illness

If your son or daughter is ill during an exeat or holiday the Homestay Family will arrange for them to see a doctor, and inform Ten Garden as soon as possible.

Others

Homestay families spend time helping the students to develop their English language skills and



Ten Garden

Parent Handbook

their knowledge of British culture, and encourage them to take part in safe activities and visits. Students are expected to respect their host family's home and way of life in return for being accepted as a family member. For more details please refer to our Homestay family Handbook and Student Handbook.

Hosts formally undertake to protect and care for the students in their charge, but please remember that guardianship of your child remains with Ten Garden during the student's stay with the Homestay family. If you have any concerns about your child's Homestay family, you should contact the Ten Garden office, not the host.

Cancelling

We always make our arrangements in advance to prevent host families being booked up and to inform schools of where your child is going and who they will be staying with. **PLEASE NOTE** that arrangements for placing a student in a homestay family are often made four weeks in advance. Therefore any **special requests must be sent to the office at the start of term.**

Ten Garden staff will arrange for the student to stay in a Homestay Family for Half Terms and Exeats UNLESS we have alternative instructions from the parents. If a Host Family is cancelled then the charge payable by the parent to the host is as follows:

Over 21 days	No Payment
10-21 days notice	33% of total payable to maximum £110
5-9 days notice	50% of total payable to maximum £165
0-4 days notice	75% of total payable to maximum £250

Transport arrangement

Most of the schools provide their own minibus or transportation to and from Airports or School. School should be your first point of contact with regards to transport.

Arrival/Departure

Our drivers who will meet your child (unaccompanied minors) and provide a personal service should you so wish. We also employ regular local Criminal Records Bureau (DBS) checked taxi companies. It is preferable that you use the nearest local airport to your son or daughters school to avoid immense taxi bills.

School Breaks

For transfers between the homestay family and school, our designated and reliable drivers available to meet students and take them to an arranged address in the UK. Travel by rail and coach can also be arranged for economical long distance transfer. Ten Garden will check timetables, book tickets and arrange for an escort if required. In order to ensure all travel arrangements run smoothly please send a travel request to guardian@tengarden.co.uk 2 weeks prior.

Termination of the Agreement and notice

Notice of termination: Unless there are exceptional circumstances which justify short notice, as discussed with and agreed to by us in writing, you will give us at least one school Term's written notice before bringing our contract to an end. If you fail to give the required notice, you will be charged guardianship Fees for one full school Term, in lieu of notice.

Termination due to the Student's or Your conduct: We may deem it necessary to terminate our contract immediately if, after consultation with You and where appropriate the Student, we are of the opinion that by reason of the Student's conduct, behaviour or progress, the Student is unwilling or unable to benefit sufficiently from the arrangements, or if You or the Student have treated us, any member of the Homestay Family, a member of our staff, or any other person unreasonably. We shall act with procedural fairness in all such cases, and shall have regard to your interests and those of the Student, but our decision will be final.



Useful information on living and studying in the UK

The first days at School and thereafter

A student's first few days and weeks can be an anxious time for both the child and the parents. Your main point of contact at the school is the Housemaster or Housemistress, who will give understanding and support to your child in the early days. Ten Garden will contact the school after the first few days, and visit soon after to check how a new student is settling in. We will normally try and speak to the House staff, and can do this on your behalf at any time should you have any concerns that you cannot address directly.

We encourage you, as parents, to allow the child the time to settle, and not to stay locally to the school for a prolonged period, as this can be counter-productive. Delay child overcome the homesick. Your child needs to get used to a new environment and culture, to meet new friends and to become familiar with the boarding house and school arrangements. This can take up to a term or more to achieve. Thereafter, students will have regular contact with the Ten Garden team via during each term there will be a school visit, during which we discuss academic performance, interests such as music and sport, friends made and life in the boarding house. We ask for feedback on Homestay Family arrangements. We also report back to parents on the visit.

Living in the UK

For tips and advice about living in the UK, please see the detailed section in our Student Handbook. Here you will find information regarding culture, religion, health, safety and laws in the UK, plus useful website links.

Students' Finances

Pocket money

Learning how to manage money is one of the aspects of school life that students face when they first leave home. We offer detailed records of all the student's expenditure is maintained and made available to you at the end of each term. It's a useful report for keeping an eye on your child's expenditure and it also enables you to see how well they can independently manage their financial situation.

Bank account

While your child is studying aboard, it's a very good time to help your child to build a solid foundation for financial success. We are provide some tips for your child to learn how to use bank account to manage their money.

Credit Card

Students can bring international credit cards with them from abroad. However, as with all forms of plastic card, the safekeeping of them is very important. Any loss should be reported immediately, to both the card company and the Housemaster/Housemistress, as well.

Guardianship Policies

Please make sure you have given below copies of our policy and documents. They should be read and crossed reference with this handbook.

Safeguarding Policy A copy of this is available under the Policies section of our website:

(Missing Student Policy is included)

Unexplained student absences, or other situations affecting student safety, should be reported to Kiki Zeng immediately, on either 01273655558 or 07885 278366. Specifically, should a student who is booked with a homestay family not arrive within one hour of when they are expected, it is the duty of the homestay family to advise us of this matter and we will follow up, taking all necessary actions to locate the child.

Complaints Procedure Policy You should notify Kiki Zeng in writing in the event that you wish to make a complaint about Ten Garden Guardianship service. We will handle all complaints as swiftly



Ten Garden

Parent Handbook

and comprehensively as is reasonably possible. Any issues regarding the welfare of the guardian student will be dealt with immediately.

Prevent Duty policy

Data protection Please complete our child photo/video consent form if you agreed us to use these in our printed and online publicity.

Student Handbook

Homestay Handbook

Guardianship contract

Others

Please note as we Ten Garden commit to provide the best service to you. From time to time you might receive some questionnaires from the Association for the Education and Guardianship of International Students in order to make sure our service standard. Your feedback will help us to improve our service.

Emergencies In the event of any emergency or concern, the first point of contact is Kiki Zeng on 07885 278366. She is available 24 hours a day, seven days a week.