



Ten Garden

Student Hand Book

Address: 28 Regency Square, Brighton BN1 2FH



Ten Garden

Student Handbook

Welcome to Ten Garden Guardians! Please **READ** this handbook carefully - it contains useful information about your stay in the UK, English homestay families and how Ten Garden can help you.

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Why do I need a Guardian?

As your parents live overseas they are unable to care for you when you are out of school. Ten Garden Guardians take on this responsibility particularly during Exeats and other times that the school is closed. Ten Garden Guardians' Director, **Kiki Zeng** is the official guardian to all students under Ten Garden Guardians care. Ten Garden Guardians are on call 24 hours every day to help you with any difficulties or problems that may arise.

Our responsibilities include:

- Acting on behalf of your parents in situations where they are unable to do so due to distance or timing
- Looking after your welfare in the UK when the school is closed for holidays
- Providing a homestay family for you to stay with during Half Term and Exeat weekends when the school is closed
- Assisting you with things you may need - school uniform, sports equipment, mobile phone, UK mobile sim card, etc.
- Helping you arrange your travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers)
- Helping you if things go wrong: - if you get into trouble at school you may be suspended and asked to leave the school for a period, at short notice or if you get ill and need to go to hospital, or away from school
- Being available for you anytime, particularly if you are worried about things like school, friends and the homestay family you stay with.

Our carefully selected and inspected host families are fully checked and required to protect, care for and provide full board and lodging for you.

Emergencies

Ten Garden Guardians will assist 24 hours per day. In the case of emergencies, please ring Ten Garden Guardians Director Kiki Zeng on mobile number **+44 (0) 7885 278366** Or LSCB (Local Safeguarding Children Board Brighton & Hove) **01273 292379**.

Homesickness

We understand that it can be difficult to be away from home, especially if it is for the first time. It may take some time to feel at home here in the UK, this is natural because a lot of things are happening - you have a new place to live, you are meeting new people and learning about a new culture and language! Relax and take some time, you should feel better after a few weeks. If you would like to speak to us, you can contact us at any time. You can also contact us if you have a personal problem, or need some advice or support. Some children will become homesick; most will cope with these feelings. Try to join clubs or get involved in activities early on before isolation or loneliness sets in. Going to a new country and being part of a new culture can be confusing and difficult, but as you get used to routines you will feel better.

Most students leave school wanting to stay here longer!. Here are some tips for you:

- B**e brave and don't stay in your room
- B**ring a bit of home with you
- S**tay in touch with friends and family
- E**at healthily



FAQ - The Frequently Asked Questions

What to expect when arriving in the UK

Before you go through the Border Control make sure you have these documents ready: Completed Lending card, Passport, School notice (Offer) and CAS letter (Please note that this some information needs to be printed out. Immigration do not accept electronic versions sometime).

They may request verification of this information and ask some simple questions, such as where you stay, how long to stay, what to do and so on. When receiving customs inquiries, please do not provide false or misleading information, be sure to keep the authenticity of the materials you provide. (More information please refer <https://www.gov.uk/uk-border-control>)

Your taxi driver (if we have booked you one) will wait for you in the ARRIVALS HALL. You must NOT leave the Terminal Building if a taxi has been booked to meet you, until you have found your driver who will be inside for safety reasons.

If you are delayed, we will need to check where you are so **SWITCH YOUR PHONE ON please!**

Living in the UK

The UK is rich with culture and customs, from historic castles and buildings to beautiful gardens. UK is a multi-faith society, people of all religions can expect to find in the UK, You must respect all race and religions. As which every culture, in the UK there are a number of unspoken rules are often expected to be adhered. Don't worry about it too much - you will soon pick them up. Most notable are:

punctuality- if you are due to meet someone but are running more than five minute late then you should let know if possible;

queuing (which they are famous for!);

always say please and thank you, if you bumping to someone on the road, must remember to say sorry;

making small talk when first introduced to someone.

Lower your voice when you using your mobile on the public transport;

Read some more tips at <https://study-uk.britishcouncil.org/living>

Keeping valuable out of sight

Watch your mobile phone, IPAD and other valuables, avoid using your phone when getting on or off the bus or tube. Thieves target people who are distracted.

Register your mobile phone and valuable for free at <https://www.immobilise.com/>. It's a national database that Police can access to compare items that have been found or reunited with them if lost or stolen.

Never let your Credit Card out of your sight or pass on your PIN.

Carry your bag close to you with the clasp facing inward. Keep it zipped up, and make sure your wallet or purse can't be seen.

Where can I purchase a mobile SIM card?

Ten Garden can assist in arranging "Pay as you Go" mobile sim cards or phones and post them to you at school, but we cannot enter into monthly contracts.



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How do I open a UK bank account and get a Debit Card?

We can assist you to open a bank account here. Most UK banks offer Children's Account (age 11-15) and Young Person's Account (age 16-19). You will need to apply in your chosen bank's branch, and confirm your identity and current address by providing:

- ★ either your passport with student visa,
- ★ a letter from your school confirming your UK study details and your address

Pocket Money

Your pocket money can be deposited into a bank account and handled by you or given to your school to administer. Most older students handle their own pocket money, with younger students having their pocket money administered by the school. Ten Garden or your school will help you to open a bank account when you arrive in the UK, if this is necessary. If you have no pocket money when staying with the host family, we can cover the cost of your entrance for activities such as swimming or cinema (to a maximum of £ 30).

How to stay safe?

Fire Safety

Never play with matches and lighters. Make sure you know how to respond to the sound of a smoke alarm. To get low and get out when you hear it. You are not allowed to use host family's kitchen. Please ask host family host's assistance if needed. Make sure you purchase UK versions of phone charge and laptop power devices. These devices are turned off when not in use. Make sure your mobile phone charger manufactured by a reputable retailer. These devices posing a significant fire risk. Please refer <https://www.electricalsafetyfirst.org.uk/guidance/product-safety/mobile-phone-chargers/> to find out more about how to choose a safe device.

Traffic Safety as a pedestrian/cyclist/passenger

- ★ Remember that traffic in the UK drives on the LEFT
- ★ Only cross busy roads at the designated crossing. Wait for the 'crossing man' to turn green before crossing and keep looking both ways as you cross.
- ★ Always walk on the pavement (sidewalk) and not on the road
- ★ Be aware - don't use your smartphone while crossing the road
- ★ Be aware - if wearing headphones make sure you can hear the warning sirens of emergency vehicles
- ★ When cycling always wear a cycle helmet and a hi-vis vest or other reflective clothing
- ★ When cycling take extra care because you will probably be cycling on the other side of the road from your home country and road and traffic conditions are likely to be very different from what you are used to
- ★ Do not wear headphones / listen to music while cycling
- ★ Make sure you always sit in the back seat of the car and fasten your seat belts

What should I do if I am ill or not feeling well?

If you are ill or have an accident, Homestay Families are advised to take the same



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precautions as they would with their own children. If in doubt, the first course of action is to ask your Homestay Family to take you to their family doctor (as a visitor, as you will be registered with the NHS via the school doctor). If the illness is more serious and / or hospitalisation is required, Ten Garden must be informed and we will liaise with the homestay family, parents and school on the most appropriate course of action.

Can I go out shopping, to visit friends, or even to other towns? When must I return?

Your host should always know where you are going, how you are getting home, and how they can contact you and you them. If you go out, it is essential that you tell your host family where you are going. Be sure you have the telephone number of the homestay family and that they have your mobile number. If you are delayed - you must phone the homestay family immediately. If you are in serious difficulty, phone our **emergency number - 07885278366**- and possibly call the **police on 999**.

please follow the rules regarding curfew (what time you have to be home):

- ★ Aged under 14 Must be accompanied by an adult member of host family at all times when away from home
- ★ Aged 14-15 Home by 9.30pm or before dark, whichever is the earlier
- ★ Aged 16 Home by 10pm
- ★ Ages 17-18 Home by 11pm

Homestay Family

We place our students with Homestay families when schools are closed for half-terms and exeat weekends. You may find that there is more than one student staying with a host family at any one time. This can work very well, as it offers you additional company and friendship during your holiday period. Staying with a homestay family is a wonderful opportunity to learn and understand about life in the UK. Here are some general points to help you make the most of this.

- ★ Your hosts invite you to stay with them in their family home. This is very different from living in a hotel! Please behave as a polite and respectful guest.
- ★ Speak to your homestay family about the "rules" of the household; for example, the best time to use the bathroom, what time they eat dinner, when the washing will be done, use of the phone etc.
- ★ You are invited to eat your evening meals together and this is a great time to talk to them and to learn about the English way of life.
- ★ If you are going to miss the evening meal, please phone your host family to let them know. Even better, tell them in advance so they can plan their shopping and cooking.
- ★ Your hosts are concerned for your welfare. They work with Ten Garden to help and support you. • If you are ill, tell your host family or phone Ten Garden so that we can help or call a doctor if necessary.
- ★ Please ask your homestay family for permission each time if you want to invite friends back to the house. Overnight guests are not permitted.
- ★ If you break or damage anything, please tell your homestay family. These things



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happen sometimes!

★ Make sure that you spend time with your hosts each evening - do not spend the whole evening in your bedroom.

★ Make your bed and keep your room tidy. Students are expected to respect their host family's way of life in return for being accepted as a guest. Hosts are encouraged to include you in family life and to arrange activities and excursions. Please note, guardianship responsibilities remain with Ten Garden during your stay with a Host Family, so you should speak to us about any concerns you may have. We will always do our best to help. We are sometimes informed by students that they wish to make alternative arrangements for one or more nights' accommodation during Half Terms and Exeat Weekends. We have an obligation to your parents and schools to care for and protect our students and to provide safe homestay family accommodation. Should you wish to consider alternative Half Term / Exeat care arrangements, Ten Garden will require a written permission from your parents and contact details of a named adult, residing in the UK, who will take responsibility for the student during the stay.

What will a Host Family provide?

Meals

You are entitled to three meals per day. The meals should always be wholesome and nourishing.

Breakfast you should get toast and cereal, and perhaps a cooked breakfast on occasions.

Lunch is normally light, perhaps salad, sandwiches, cheese on toast and fruit or yoghurt.

Dinner should include fish or chicken or red meat, vegetables and a dessert.

If you have things you like or don't like please tell your host and they will try and provide accordingly. If you are hungry, please don't help yourself - ask the Homestay Family.

Table manners

- Wait until everyone is seated at the table and has their food before you begin.
- If you want something, ask for it to be passed to you. English people use 'please' and 'thank you' frequently, so don't forget to do the same.
- It is the English custom to eat quietly, with your mouth closed!
- Stay at the table until everyone has finished and then ask to leave.
- When you leave the table, ask if you can help by taking your dishes to the kitchen, and leave them by the sink or place them in the dishwasher.

Homestay Family Home and Your Room

The family home may, of course, be very different from your own, but will be clean and comfortable. You will be provided with a single or twin room (one or two beds). Clean bedding and a towel are provided. The room will have some storage facility and a desk and adequate lighting for working. If there is not a table or desk and chair in the bedroom there will be another area in the house which you can use for your homework.

Shower and Bathroom



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Your homestay family may need to use the bathroom as well as you and will tell you the most convenient time for you to use the bathroom and shower in the mornings and evenings. Remember that hot water may be limited, so you should only spend about 5-7 minutes in the shower. Make sure the shower curtain is on the inside of the shower cubicle to avoid flooding the bathroom.

Personal Hygiene

Most English people bathe or shower once a day. In Europe and Overseas bathing customs differ. Many people, for example, do not bathe as often. The same may apply to washing clothes. If you are not accustomed to bathing more than three or four times a week, the host family and friends may become offended by your body odour. Be sensitive about how you look and smell.

Laundry

Hosts are happy to help you with any washing you may have, especially during a longer break like Half Term. Ask your host if they would mind doing the washing for you (or offer to do it yourself) and where to put your dirty clothes. They will wash them and return them to you.

Telephone and Internet usage

Most families have a wireless broadband connection, and many are happy for you to use this for reasonable access to the internet from a laptop computer (such as social networking). If you are allowed to make telephone calls from the Homestay Family telephone always ask permission to do so beforehand. If you are allowed to receive telephone calls, arrange for people to call you after 9.00am and before 9.00pm.

Online safety and behavior

There is no doubt that technologies including the internet and mobile phones offer tremendous opportunities for students, however as with any environment there are also risks. Risks associated with the internet, mobiles and social networking sites and other interactive services include:

- cyber-bullying
- grooming and potential abuse by online predators
- identity theft
- exposure to inappropriate content including self-harm

Students are responsible for their actions, conduct and behaviour on the internet in the same way that they are responsible at school during classes or during social activities. Use of technology should be safe, responsible and legal.

Stay Safe:

- Do not give your personal details to anyone online (e.g., full name, contact details).
- Do not meet with people who you have met online as it can be dangerous.
- Do not accept messages, emails or open files from people you do not know or trust as some can contain viruses or nasty messages.
- If something makes you feel uncomfortable or worried tell your parent, homestay family or a Ten Garden staff member.



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UK Law

You **must not smoke** in your homestay. It is **illegal** in the UK for anyone under the age of 18 to buy cigarettes. **Do not** bring offensive or illegal material. You **must not drink alcohol**. Do not bring **drugs** into the house. We will call the police if the family finds drugs.

The law **does not permit** sexual intercourse in which one or both partners is under the age of 16. It is strictly forbidden for students to have students of the opposite sex in their bedroom. Time spent with students of the opposite sex should only be done so in family areas - kitchen, lounge etc.



Your responsibilities

Please make sure you have read below policies and abide by them.

Ten Garden Student behaviour You can find Ten Garden student code of conduct in this policy and make sure you must follow it. Any misbehaviour could result we terminate the guardianship contract.

Prevent/Anti-radicalisation How to prevent you being radicalised or drawn into terrorism and seeks to meet its obligations in their ways.

Bully/Cyberbully help you to be aware and tell you what to do.

E-Safety Learning to understand and use technologies in a safe, positive way, also about supporting children and adults to develop safe online behaviours.

List of useful contacts

Childline <https://www.childline.org.uk/> 0800 1111

LSCB <http://www.brightonandhovelscb.org.uk/> 01273292379

Children's Commissioner <https://www.childrenscommissioner.gov.uk/about-us/contact/> 0800 5280731

Ten Garden 24 hours Emergency Contact 07885 278366