**Parent Handbook**

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**1. - Key Information and list of useful contacts**

**Jenkins Enterprises**

9 Darwell House, Essex Road, Basingstoke, RG21 7BN, UK

Telephone/Emergency Telephone: +44 (0) 754 25 36 256

Email: infoukschools@gmail.com

Office opening hours: 09:30 to 17:30, Monday to Friday or for emergency purposes - 24 hours 7 days

**Emergency Numbers in the UK**

999 (or 112) Emergency: Police, Fire Brigade, Ambulance Free

101 Police (Non-Emergency) Free

111 NHS (National Health Service, Non-Emergency) Free

**AEGIS - Association for the Education and Guardianship of International Students**

Itprovides the highest level of inspection in the UK, and the accreditation system they have developed over the years is based on a stringent set of [Quality Standards](https://aegisuk.net/app/uploads/2021/11/AEGIS-Inspection-Handbook-and-Guardianship-Organisation-Quality-Standards-SEPTEMBER-2021.pdf) devised to cover all of the crucial aspects of student care.

The Wheelhouse, Bond's Mill Estate,
Bristol Road, Stonehouse, Gloucestershire, GL10 3RF

**Links to useful websites**

| www.visitbritain.com  | Official Tourist Office site with information about the UK |
| --- | --- |
| www.ukcisa.org.uk  | Advice for international students |
| www.bbc.co.uk/news | News in the UK and around the world |
| www.ukstudentlife.com | Information for students coming to study in Britain |
| www.educationuk.org/global/articles/safety  | A useful site for safety in the UK |
| <https://www.gov.uk/government/organisations/uk-visas-and-immigration> | Information about visa requirements |
| <https://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock> |  Information about British culture |
|  [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk/) | For free legal advice you can go to a Citizens’ Advice Bureau |

**Jenkins Enterprises**  is a new born company in the UK. However, the director, Maryna Jankins, is an experienced professional in the educational field having been an employee of a guardianship company and has been a guardian for *53 students in 2019-2023* .

We aim:

* to keep your child (hereinafter referred to as a student) safe
* to help them to adapt to a new lifestyle in the UK
* to give them an opportunity to reach their full academic potential in a safe and enjoyable environment
* to give a hand in an emergency
* to be a supporter of student's parents as a mediator between them and school

**Jenkins Enterprises** believes that by establishing a relationship of trust with our students we help them to gain the most out of their experience in the UK that is why **Jenkins Enterprises** considers Students’ safety and welfare as the top priority.

**Jenkins Enterprises** or Parents may terminate their Agreement by giving a written notice to the other party at least one full term in advance, their Agreement will expire at the end of the next term .

**Jenkins Enterprises** or Parents`s Agreement lasts one academic year.

**2. -Jenkins Enterprises` role as your Guardian and the role of the homestay**

To have a guardian living in the UK is a school and visa requirement for all students whose families live overseas. As aguardian **Jenkins Enterprises** will:

* act on behalf of you, attend school meetings, take responsibility for academic progress and welfare, help a student to adapt to new surroundings, and take an active part in school life.
* **assist a student with things they may need – school uniform, sports equipment, pocket money, phone cards, mobile phone, UK mobile sim card, etc.**
* arrange a student's travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers);
* deal with immigration in case there are any problems with passports (for example, lost or stolen);
* if a student needs to go to hospital, or away from school.
* help a student if things go wrong:

- if they get into trouble at school they may be suspended and asked to leave the school for a period, at short notice

* give students ideas and guidance to help them settle in more quickly and easily.

**Jenkins Enterprises` staff will be available for you and your children anytime, particularly if there are any concerns about school, personal relations, and emotional stability of a student.**

**You can always contact Maryna Jenkins via email: infoukschools@gmail.com or telephone +44 (0) 754 25 36 256**

When schools are closed for half-terms and exeat weekends a student will stay with a host family. We will match a student as closely as possible to the family in terms of their experience, interests, and location. All our host families are given guidelines and, where necessary, training on the best practice when hosting an international student, but if you have any concerns whilst a student is staying with our host family, please let us know immediately.

During a student's stay with a host family **Jenkins Enterprises remains their guardian** so you should contact **Maryna Jenkins** if there is any need to make changes to the original arrangement or if there are any concerns.

**You must provide your and a student’s current mobile number and email to Jenkins Enterprises and notify us of any change to contact details as soon as they are in place.**

**3. - How is Jenkins Enterprises organised and who acts as a student’s guardian?**

**Director**

**Maryna Jenkins** the director of **Jenkins Enterprises acts** as the guardian to all students registered with our company. **Maryna Jenkins** isanexperienced education consultant and has a broad knowledge of the UK education system, boarding schools, university applications, and safeguarding of students. She is always available to help with any questions you have and to ensure that all arrangements are made quickly and efficiently.

**Host Families**

**Jenkins Enterprises** has a partner Host International, provider of host families, All hosts meet the requirements set out by AEGIS (The Association for the Education and Guardianship of International Students). We aim to arrange for our students to return to the same host family for all their stays, but changes can occur, especially where requested by the parent, student, or the family.

**4.- What our host families provide for our students**

All our host families meet the requirements set out by AEGIS and are inspected at least once a year and, where necessary, trained on the best practice when hosting an international student.

Homestays acknowledge that they have a duty of care to children and young people. As such they must adhere to the various policies, including the safeguarding and child protection policy that outline how we safeguard students in our care.

**Services provided:**

* **Accommodation**

Students are provided with a single or twin room (one or two beds), and occasionally, if a room is large enough, some families have a triple room (three beds). The same gender will only share a room with the consent of all parents and that students will never share a bed. Students of different genders will never be permitted to share a room. Clean bedding and a towel are provided.

The room will have some storage facility, a desk, and adequate lighting for working. Sometimes host families provide a table in another room (like the Dining Room) for working instead of the bedroom.

* **Meals:**

**Breakfast -** сereal and toast are routinely offered, occasionally with bacon and/or eggs. Some families may have a late, cooked breakfast at weekends, combining breakfast and lunch (known as “brunch”). **If a student is late getting out of bed, they may miss breakfast!**

**Lunch** isnormally light, perhaps soup, jacket potato, salad, sandwiches, cheese on toast and fruit or yoghurt.

**Dinner** is the main meal, it is generally served between 6:00 and 8:00 p.m., and it should include fish, chicken or red meat, with vegetables and a dessert.

**Snacks -** students should not expect to help themselves and ‘snack’ in between meals. They should ask if hungry, and hosts will provide biscuits, cake, or some fruit. A hot drink and a biscuit before going to bed is usually available.

* **Shower and Bathroom**

Students will probably need to share the bathroom with a host family. Students should remember that hot water may be limited, so they should spend n**o longer than 15 minutes** in the shower.

* **Laundry**

Hosts can help students with any washing they may have. Particularly over a half‐term, hosts will offer to wash some clothes and explain when and where students can put their laundry. Laundry should be limited to a reasonable level for the length of stay

**Phone:**

Students should use their mobile phones to make calls when they are staying with a host family. If they need to use the host’s phone, they must ask for permission first.

* **Internet Access, Limitations and Host Computers:**

Most families have a wireless broadband connection, and many are happy for students to use this for reasonable access to the Internet from a laptop computer (such as social networking). Students should NOT expect to use the host family’s own computer.

**Jenkins Enterprises** will advise Hosts to limit access time in the best interests of the student, particularly overnight, when some students stay up very late at night, get no sleep and disturb the household. Many hosts will therefore restrict or switch off the internet overnight. Schools will have similar restrictions. Students should not need to use the host’s telephone or computers.

* **Host Checks**

Host Families are visited by **Jenkins Enterprises** staff each year. For existing hosts, any changes in circumstances or family make up are noted, the accommodation is inspected and feedback exchanged. All members of the host family household over the age of 16 are required to have a valid Disclosure and Barring Service (DBS) check. Hosts are also required to regularly service gas appliances and have appropriate household and car insurance

* **Staying elsewhere overnight**

Students often wish to make alternative arrangements for one or more nights’ accommodation during Half Terms and Exeat Weekends.

**IMPORTANT – It is a compulsory UK law and VISA requirement that suitable living arrangements are in place for overseas students attending boarding schools. Jenkins Enterprises has a duty of care to schools and contact with parents to protect the students and to provide safe host family accommodation.**

The following rules have been introduced to clarify what is needed from students and parents when **Jenkins Enterprises** staff are considering a request from a student (or parent) regarding alternative HalfTerm / Exeat care arrangements.

HOST FAMILIES must refer a request to **Jenkins Enterprises** .

**Students Aged 17 and 18 or over on start date of Exeat or Half Term**

Parents need to give us a written notice by fax or verified email. The full address must be provided to comply with the rules for a UK Tier 4 (Child) VISA.

**Students Aged 16 on start date of Exeat or Half Term**

As above PLUS we require a named adult, residing in the UK and over 25 years old, who will take

responsibility for the student during the stay.

**Students Aged 15 or under on start date of Exeat or Half Term**

As above PLUS we require full contact with the named adult and arrangement confirmed in writing. The adult will need to confirm that they will be taking full responsibility for the student during the break.

**An arrangement to stay away is subject to Jenkins Enterprises and/or school staff being satisfied that a child will be safe. We reserve the right to veto any arrangement if we feel it is unsatisfactory in anyway.**

**5. - Health. What to do in a medical emergency**

There will be a School Doctor and Nurse in the school who will look after students' health. When students are staying with a host family, they will look after students if a student is unwell or has an accident a host family will usually contact their GP (doctor) and book an appointment (school doctor will have already registered student with the NHS). If the illness is more serious and/or a student needs to go to hospital, the host family will contact **Jenkins Enterprises** and we will liaise with you, agents, colleges, and schools on the most appropriate course of action.

**6.- Transport arrangements**

* **Arriving at the Airport**

If **Jenkins Enterprises** has arranged an airport transfer between the airport and school, or between the host family and school for a student, the school designated driver will meet him/her at the arrivals hall and will be holding a sign so it will be easy to find them. Students MUST NOT leave the airport alone until they have found the driver. If they have trouble finding the driver, please call **Maryna Jenkins tel. +44 (0) 754 25 36 256**

* **What information is needed from parents and to whom should it be sent and by what deadlines?**

**To arrange airport transfer we will need the following information:**

* The exact arrival/departure time
* The flight No
* Address in the UK

All the above information should be provided at least 72 hours before arrival/departure time via email:infoukschools@gmail.com

Travel by rail and coach can be arranged for economical long-distance transfer. **Jenkins Enterprises** will check timetables, book tickets, and arrange for an escort if required.

**Under-18 children travel with a permission to travel letter, under-16 children are not allowed to travel unaccompanied.**

**7.- Instructions on the procedure for requesting and arranging or changing exeat, half-term,**

**holiday or other periods of homestay**

* **Booking a Host Family**

To book a host family, please provide us with all holiday arrangements and homestay requirements, as detailed as possible. We will then match a student with a suitable host family and send you a family profile for your approval. Once you have agreed, we will book the family according to the term dates provided by the school. If you are not satisfied with the host family choice, you will be asked to clarify the requirements and we will begin another search accordingly.

* **Changes to Bookings**

Should you wish to change student’s accommodation or transfer bookings, an additional administration fee may be charged. Any fees incurred due to the change will be chargeable. If less than two weeks’ notice is given for any changes to accommodation bookings, two weeks or the total stay of accommodation fees is chargeable (whichever is shorter). If less than two days’ notice is given for any changes to transfer bookings, the full transfer fee is chargeable.

* **Cancellations**

Should you wish to cancel student’s accommodation booking, two weeks’ notice prior to arrival in writing is required for a refund to be considered. If a refund is to be made, any administration fees plus 10% of the accommodation fees will not be refunded.

Should you wish to cancel student’s transfer booking, two working days’ notice in writing is required for a refund to be considered. If a refund is to be made, any administration fees plus 10% of the transfer fees will not be refunded. Bank transaction charges will be deducted from the refund amount if the transfer is made to an overseas account.

Please note that if a host family or transfer is booked and then subsequently changed or cancelled, the fees will be charged to a student’s emergency fund account.

**Jenkins Enterprises** with partners Host International will provide emergency accommodation in case of exclusion from school and in case of student`s illness

More details about homestay accommodation and the services provided can be found in the Student Handbook.

**Student Finances**

If you have booked a guardianship package for your child, we will set up an emergency fund account for them. We will keep their funds safe and use it to pay for services such as accommodation and transfers during their stay. When the guardianship package ends, we will return any unused fund back to you.

Schools usually take care of pocket money for students. The housemaster will keep your student’s pocket money safe and release funds to them when needed. Your child should not keep large amounts of cash in their room in case of theft. Homestays may also take care of pocket money for your child if required, however usually parents should care of their children’s pocket money while they stay with the host family.

Your child should not need to open a UK bank account, however if they would like to open one, the school may be able to help. To open an account they will need a ‘bank letter’ from the school, their passport/ID and proof of address. If a bank card is lost or stolen, it must be reported to the bank immediately so they can cancel the card and send a new one.

For more information, please contact us.

**8. - School information including changing schools**

* **School Deposit and Fees**

A deposit to the school is paid to reserve a place at the school. Should the student not enrol for any reason other than visa refusal, the deposit will not be returned. The deposit will be kept by the school until the student graduates or leaves the school, given sufficient notices are given. The deposit will then be returned to the student either in full or minus any extra used by the student in the last term at school. The deposit is not to be used in lieu of the first term's fee. School fees are paid either termly or annually, but must always be paid prior to the start of term, otherwise, penalty fees will incur. In addition to school fees, students will incur "extras" each term on outflows such as transport, school trips, stationery, ad hoc school events, etc. These will be added to school fees and are paid in arrears.

* **Changing School**

Sometimes it can take some time to feel comfortable in a new school, with other students and teachers, and with living in the UK. But if there are any problems, please try to speak to the school first and we will assist if the matter does not get resolved.

Should the student wish to leave school prior to graduation, at least a full term's notice must be given by parents officially. If not, a penalty will incur and it often means the deposit paid at the beginning will be confiscated. For example, if a student wishes to leave at the end of the summer term and not return for the following September, a full term's notice means that the school needs to be informed before the start of the Easter holiday.

* **Academic and Pastoral Updates**

The provision of academic and pastoral updates regarding a student’s progress at school and welfare at school and with the host family will be arranged in line with the service you have booked. Details can be found in a contract that shows the services included with your guardianship package and prices for adding additional services.

* **Parental Authority**

Schools frequently need a parent or guardian to sign for parental permission for students to participate in school activities and excursions. Our policy is to forward these to you as parents for approval if the cost is over 20 GBP, and / or if the activity is strenuous or potentially dangerous. Otherwise, we will sign, unless you have indicated otherwise on the application form.

**9. - Information on Jenkins Enterprises responsibilities during a contagious**

**pandemic**.

If there is a school closure due to contagious pandemic and/or there are students displaying symptoms and/or awaiting test results, **Jenkins Enterprises** isunable to accommodate a student in a host family. Any such student will remain within the school’s isolation provision, until they receive the all-clear, or are admitted to a medical facility.

If a student receives a negative test result, **Jenkins Enterprises** will accommodate the student in a host family or return home.

If a student develops symptoms after being placed in a host family and the school is closed, **Jenkins Enterprises** will instigate the proper testing and isolation procedures and accommodate the student until they are given the all-clear, or admitted to a medical facility.

If a student develops symptoms during a residential course, the responsibility for the care of the student will remain with the course provider.

**10. - Being asked to Leave the Guardianship Programme**

If a student does not follow **Jenkins Enterprises** Rules or Policies, we may terminate the contract and cease the service without giving you a refund. We may ask a student to leave for the following reasons:

• **Not attending your classes**

• **Abusive behaviour**

• **Not following all rules relevant to your stay in the UK**

• **Damage to school or homestay property / Unsocial behaviour / Criminal activity. We could also**

**ask you to pay for any damages to school property and/or accommodation.** TheHomestay provider and Jenkins Enterprises will not be liable for the conduct of the student or any damage caused

**If students break the rules or do not follow the Policies, we will:**

1. Give you an official verbal and written warning and notify parents. This aims to stop a student from

repeating any offence.

2. Permanently exclude a student from the services and notify the school, if you repeat the offence or break any other rules no refund or alternative arrangements will be available.

**In severe cases, we may terminate the contract immediately.**

**11. - Complaints**

Many complaints can be resolved quickly and informally. You can speak to any member of staff about your complaint, no matter how small. To make a formal complaint, please contact **The Director of Jenkins Enterprises - Maryna Jenkins** phone:**+44 (0) 754 25 36 256**

If you are still unhappy or feel you have been treated unfairly, you can ask for help from AEGIS.

You can write to them here:

The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire, GL10 3RF

**Website:** [**www.aegisuk.net**](http://www.aegisuk.net)

**Jenkins Enterprises** is intending to move forward to Gold Standard Accreditation of AEGIS, you will be asked to take part in an online questionnaire as part of an AEGIS inspection.

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**12.- Living in the UK**

The United Kingdom is made up of four countries, which are united under one monarch and government. These countries are England, Scotland, Wales, and Northern Ireland.

Each country has a distinct culture and feel of its own. While England, Wales, and Scotland are joined on the same island, Northern Ireland is separate; it shares a border with the Republic of Ireland.

**Manners and Customs**

British people are very polite and say “please”, “thank you” and “sorry” rather frequently so make sure you do the same. When you meet someone for the first time, they will usually shake your hand. British people are generally punctual so make sure you always arrive on time.

**Culture shock**

Culture shock is common among visitors arriving in the UK for the first time. You will notice differences between the way things are done and what you are used to at home. These include almost all aspects of life. For more information about British culture, please visit:<https://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock>

**Weather**

British weather is very changeable. You should bring clothes to suit different weather

conditions. For a weather forecast or more information about the climate, visit: www.metoffice.gov.uk

**Transport**

To Plan your journey in London you please visit

<https://tfl.gov.uk/>

To get Oyster Card (travel card in London) please visit

<https://oyster.tfl.gov.uk/oyster/entry.do>

To plan your journey around the UK please visit

<https://www.nationalrail.co.uk/>

**Phones**

**Jenkins Enterprises** can help to buy a “Pay as you Go” mobile sim card or phone.

**Bank Account**

To open an account for your student you will need a ‘bank letter’ from the school, child's passport/ID and proof of the address.

**Electrical Appliances**

In England the power plugs and sockets are of type G. The standard voltage is 230 V and the standard frequency is 50 Hz. If the standard voltage in your country is in the range of 100 V - 127 V, you need a voltage converter in England. To be sure, check the label on the appliance. Some appliances never need a converter. If the label states 'INPUT: 100-240V, 50/60 Hz' the appliance can be used in all countries in the world.

**13.- Reference of where to find Jenkins Enterprises` policies on the link:**

[**https://drive.google.com/drive/folders/1O5a7C3K8SCHdKtrslsgL0SLauRwJKzP2?usp=sharing**](https://drive.google.com/drive/folders/1O5a7C3K8SCHdKtrslsgL0SLauRwJKzP2?usp=sharing)

**These include:**

● Safeguarding and Child Protection Policy

● Anti-Bullying Policy

● Anti-Radicalisation Policy

● Online Safety Policy

● Missing Student Procedure

● Complaints Policy and Procedure

● Data Protection Policy

| ReviewWe are committed to reviewing our policy and good practice annually.This policy was last reviewed on: 10.02.2023……………………………………………………………(date)Signed: …………………………………………………………………………by **the DSL Maryna Jenkins**Date:10.02.2023………………………………………………………… |
| --- |