



# Global Educational Guardians

## Parent Handbook

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### Introduction

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Welcome to Global Educational Guardians! Global Educational Guardians provides a professional Guardianship service for students attending UK boarding schools and whose parents live overseas. Your child's wellbeing, safety and happiness is our most important concern. We consider it essential to develop a close working relationship between you as parents, your child, his or her school, and the host family who will be your child's 'home away from home'. Our 24/7 Emergency contact number offers you round the clock peace of mind.

Why does your child need a guardian?

Boarding schools in the UK require all students whose families live overseas to have a Guardian resident in the UK, aged over 25 years and not in full-time education. A guardian takes important responsibilities related to emergency medical treatment, legal matters and other welfare issues such as host family accommodation during Weekend Leaves and half term holidays. Responsibilities of a guardian go beyond just essential basic services. Emotional support for the child who is separated from his/her parents must be provided. Global Educational Guardians will stand in for parents and undertake school visits, discuss progress with teachers and provide the support and motivation to the student. An application for a VISA to study in the UK (Tier 4 Child Visa) will also require you to provide a named adult, resident in the UK, who can look after your child when the school is closed. Global Educational Guardians will provide the appropriate letter to support your Visa application.

## Global Educational Guardians Statement of Services

### EMERGENCY SERVICES

- 24 hours on call emergency service (during term time, exeats and half terms) for schools, pupils, parents and homestay families
- Emergency medical sickness arrangements
- School suspension or expulsion arrangements

### HOST FAMILIES

- Finding an approved Homestay family for a child
- Ensuring suitable checks are performed on the Homestay family, including DBS check
- Regular monitoring of the student whilst in the care of the host family
- Ensuring the host families are monitored and have all the necessary paperwork from us

### TRANSPORT

- Transport arrangements to and from our Homestay family (exeats, half terms and end of term or as necessary)
- Airport transfer arrangements (exeats, half terms and end of term during school holidays)
- Ticket booking – planes, trains and coach as required

## WELLBEING & ACADEMIC SUPPORT

- Regular liaison with the school and the parents
- Personal advice and support for the child
- Visiting the child at school and parents evening attendance

## GENERAL ASSISTANCE

- Mobile phone top-ups or SIM card purchases
- Purchasing of school uniform

## Safeguarding

**Global Educational Guardians** is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, data protection that provide further information and outline our procedures. These can be requested from Global Educational Guardians Director Irina Gayor found on our website <https://geg-edu.co.uk/>. Irina Gay is a trained Designated Safeguarding Lead . You or your child can raise a safeguarding concern with the Designated Safeguarding Lead (contact numbers are included in the table below). Alternatively, you may wish to raise a concern directly with the school your child attends. All schools have their own Designated Safeguarding Lead. Please note that any concern that you or your child raise with us will be taken seriously and will be handled in line with our published procedures.

## Contact Details

There may be times that you need to contact us. We are always here to assist you with any requests or concerns that you may have. Any concerns you have will be taken seriously. You can contact in the following ways:

General enquiries	
Telephone / WhatsApp	Mrs Irina Gay +44 (0) 7848 995858
Email	co-ordinator@globalguardians.co.uk
Emergencies 24/7	
Telephone / WhatsApp	+44 (0) 7848 995858
Safeguarding concerns	
Designated Safeguarding Lead	Mrs Irina Gay +44 (0) 7848 995858

## Transport Arrangements

**Global Educational Guardians** drivers will meet your child at the airport and take him/her to the school. We will inform you, your child and the school about the transport arrangements.

## Change of plan?

There may be occasions when you need to change the arrangements that have been made for an exeat, half-term, holiday, or other periods of homestay. Please ensure that you contact us as soon as possible, and no later than 2 weeks before the arranged stay. Cancellation of a host family stay of more than 7 days and up to 2 weeks is subject to a 50% charge, and less than 7 days is a 100 % charge.

## Emergencies

**Global Educational Guardians** will respond to any requests to provide emergency support and accommodation for students. For example, this could be due to a medical issue or suspension. Where possible the student will be placed with their usual homestay, but if this is not possible, they will be cared for by another homestay family who works for our organisation.

## Homestay accommodation

Global Educational Guardians staff personally recruit Homestay Families and undertake rigorous checks on each family, including with the national police database (Disclosure and Barring System or DBS).

Host Families are inspected at least once a year by a Global Educational Guardians Coordinator, who will also give them advice and training on best practice.

We keep in regular contact and exchange information with regards to any concerns the Homestay families may have about the young people placed with them.

Homestay families spend time helping the students to develop their English language skills and their knowledge of British culture, and encourage them to take part in safe activities and visits.

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 Global Educational Guardians staff as soon as possible.

Your son or daughter will be asked to give feedback on their home stay visits to ensure they are settled and happy with the family.

Frequently, more than one student of a similar age will be staying with a host family at any one time. In our experience, students prefer this as it offers them additional company and friendship during what is essentially a holiday period. Some students form long term friendships with other students, and indeed with the Homestay Families themselves. Students are expected to respect their host family's home and way of life in return for being accepted as a family member.

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

The Homestay family offers 3 meals a day and snacks and a caring, safe and warm home. Under 14's are supervised 24/7.

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.

## Updates on student's welfare and academic progress

Global Educational Guardians will be in contact with your child's school about his/her academic progress and welfare, will visit your child at school, attend the Parents Evenings and translate the School reports for you.

## Fees

Global Educational Guardians fees are listed in our Booklet and can be found on our website [www.https://geg-edu.co.uk](https://geg-edu.co.uk). Global Educational Guardians offers a choice of different packages depending upon the needs of your child.

## Expenses

Student Expenses Deposit of GBP 1000. These funds are held by Global Educational Guardians and are used to pay for any expenses incurred by the student. For example for Homestay accommodation plus transfers to and from the host family. Taxi transfers between the airport or host family and school are also paid for from this deposit.

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## Life in the UK

Living in the UK may be quite different to the life your child is used to. Every country has its own customs and it may take them a while to get used to these. Please do not worry, this is most normal. Here are a few examples of British customs to help you understand what is expected:

**Meeting people:** Sometimes British people come across as being reserved but usually they are kind, helpful and welcoming of visitors. British people usually greet each other with a handshake and use their title and surname, until being invited to use their first names. For example, when meeting a new contact, they may greet saying "Good morning Mr Harris". Due to the coronavirus, greetings have changed, and handshakes are not currently being used. A verbal greeting is perfectly acceptable, whilst maintaining social distancing.

**Queues:** The British people love queues! When waiting their turn, for example in a shop, bank or for public transport, people form a line one behind the other so that they are served in turn. It is considered rude to push in. Due to the coronavirus, spaces between people waiting in the queue are currently larger, so please ensure that your child is aware of the need to maintain a suitable distance. In the UK this is currently 1 metre or more. Shops in the UK are currently limiting the number of people allowed inside at any one time, so your child may need to queue more often than in usual times. Some shops and services have clear instructions and markers to show where shoppers should stand. Please explain to your child that they should respect the instructions given.

**Please and thank you:** British people greatly appreciate politeness. This means when you would like something you would start a sentence with the word "Please", for example, "Please may I have a sandwich?" When you have received something, you should always reply with "Thank you".

**Sorry!** The British people are often heard to say "Sorry!" This word is used if people accidentally bump into each other or make a mistake. Often people say it even if they were not to blame (for example, a person bumped into them whilst walking in the street).

**Mealtimes:** It is considered polite to wait for all people at the table to have their meals in front of them before you start to eat. Knives and forks are used to eat the vast majority of main courses, although some British families may use other cutlery to suit the cuisine. Knives and forks are placed together to indicate that the diner has finished. It is not considered polite to eat with your mouth open or speak whilst eating. Similar to the beginning of the meal, diners usually wait until everyone is finished before leaving the table, and often time is spent having a chat around the table.

## What to expect from the homestay

**Global Educational Guardians** expects all their students to be polite and courteous when staying with a homestay. A homestay is not a hotel and the expectation is that your child will be included as part of the family. The host family provides a welcoming environment and three good meals each day along with laundry facilities, wifi connectivity and an opportunity to experience life in a regular UK household. Your child will have their own nicely decorated single bedroom unless they have specifically chosen, and you have given written permission, for them to share with a friend of a similar age and gender. Each bedroom has suitable clothes storage along with a lamp, desk and chair for studying. They may either have their own en-suite bathroom or share the family one. They also have access to the shared areas of the house such as the kitchen, dining room and sitting room and, dependent on their age, can help themselves to snacks and drinks during the day.

## Student Finances

- On your request we will buy stationary, clothes or other items for your child
- We will help you set up a bank account and arrange credit cards for your child if required. Please contact us and we will be able to make the necessary arrangements.

## Liability

Please note that the homestay provider and Global Educational Guardians will not be liable for any damage arising from conduct and/or behaviour of any student placed with the homestay by the guardianship organisation. If your child causes any damage or loss to the host family's home or property, then we will inform you of that and ask you to pay for the repair or replacement. The cost will be debited from the Student Expense Account.

## Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that *Global Educational Guardians* takes advice from the government, Public Health England and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic *Global Educational Guardians* may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. *Global Educational Guardians* will work with you to find flights to home countries where required. *Global Educational Guardians* will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. *Global Educational Guardians* will work with you and your child's school to find suitable quarantine accommodation for students where required.

## TERMINATION of the Contract between Global Educational Guardians and Parents

Either party may terminate this Contract by giving to the other one full Term's written notice, expiring at the end of a Term. If notice is given part-way through a Term, a full Term's fees will be payable in lieu of notice.

## Review

This handbook was last reviewed on: 21/12/2025

Signed: 

Director and DSL

Global Educational Guardians Ltd

Date: 21/12/2025

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