



Global Educational Guardians

Student Handbook

Introduction

- 1 As your parents live overseas they are unable to care for you when you are out of school. Global Educational Guardians take on this responsibility particularly during Exeats and other times that the school is closed. Global Educational Guardians' Director, Irina Gay is the official guardian to all students under Global Educational Guardians care.

Global Educational 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 host 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 host 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.

Your responsibilities as a student

Global Educational Guardians has a Student Behaviour Code of Conduct which outlines the positive behaviour it expects from students. Some guidelines are also covered in the relevant sections of this handbook.

ARRIVALS & DEPARTURES

Please remember your passport. Global Educational Guardians will write to you about the arrival arrangements. When using Global Educational Guardians transport, your driver will be waiting for you at arrivals with a sign with your name on it. If you have any problems finding them, you can ring the emergency number +44 (0) 7848 995858.

e-Visa

You'll usually get an eVisa when you successfully apply for a visa. You need a UK Visas and Immigration (UKVI) account to access your eVisa. You can travel with your eVisa after you add your passport or travel document details.

BANK ACCOUNTS

Global Educational Guardians, with the support of your school, can help you to set up a UK bank account.

BED TIMES

Your school will normally specify what time you should be in bed and what time your lights should go out each evening. When staying with your host family the timings will be similar although they might be a little more relaxed as it will be school holiday time, and will be dependent upon your age.

BIRTHDAYS

Global Educational Guardians would like to help you celebrate your birthday whether you're at school or staying with a host family. Let us know what you might like to do and we can try to organise it for you.

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:

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

There are other organisations you can call if you need help or support for any reason:

Childline is open 24 hours a day and 7 days a week, so you can speak to them any time. Their counsellors are here to listen and support you with anything you'd like to talk about. You can call them for free on **0800 1111** or speak online using the 1-2-1 chats (<https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>)

The main phone number to report a child safeguarding concern in Reading is **0118 937 3641**. This number connects you with the Children's Single Point of Access (CSPoA), operated by Brighter Futures for Children.

Children's Commissioner for England: +44 (0) 20 7783 8330 www.childrenscommissioner.gov.uk Independent spokesperson who promotes and protects the rights of children and young people.

Cardiff & the Vale Regional Safeguarding Children Board: +44 (0) 29 2053 6490 www.cardiffandvalersb.co.uk A government partnership responsible for safe-guarding children and young people around Cardiff. Children's Commissioner for Wales: +44 (0) 800 801 1000 www.childcomwales.org.uk Independent spokesperson who promotes and protects the rights of children and young people.

Contact details for LSCBs in other regions are provided as necessary.

Living in the UK

Living in the UK may be quite different to what you are used to. Every country has its own customs and it may take you a while to get used to the new way of life. 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.

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 be aware of maintaining a suitable distance. In the UK this is currently 1m plus. Shops in the UK are currently limiting the number of people allowed inside at any one time, so you may need to queue more often than in usual times. Some shops and services have clear instructions and markers to show where you should stand. Please 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.

Keeping Safe

We expect your stay in the UK to be a safe and happy one. There is lots to do- from visits to art galleries and museums, to a wide range of outdoor activities. However, as is the case in all countries, you need to be aware of how to keep yourself safe just in case you find yourself in a difficult situation:

Personal safety and the care of valuable possessions and cash / credit cards

When you go out, you should be vigilant of what is happening around you. Keep your belongings close and ideally walk with no headphones so that you can hear traffic and others around you. Try not to use your phone when out and about unless it is necessary as this distracts you and could tempt opportunist thieves. It is best to go out with a friend or adult, rather than alone. Always let your homestay know if you are going out and what time you expect to return. If for any reason you are running late, please let your homestay know. Make sure that your homestay has your mobile number, and that you have their number in your phone.

Please take care of your valuable possessions, including any money or credit cards. When out, ensure that money and cards are carefully stored, such as in a zipped pocket or bag. This is especially important in crowded areas, as pick pockets may be in operation. If you lose your debit or credit cards, or think that they have been stolen, then contact your bank immediately who will be able to stop your card.

In an emergency

In emergencies you can call the police, fire brigade or ambulance on 999. This number should only be called when there is an emergency. The telephone operator will ask you what service you require and will ask you for some details, such as what has happened, and where you are.

For less urgent issues there are two separate numbers you can call, one for the police, and one for medical advice:

Police (non-emergencies): 101 Medical information NHS: 111

You can dial any of the above numbers from a landline telephone or mobile phone.

CHILD PROTECTION & SAFEGUARDING POLICY

4 Global Educational Guardians believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. Try to avoid any situation where you feel unsafe and ask and listen to advice from your friends and responsible adults such as school staff, your guardian and your host family. If you do find yourself in an unsafe situation then please report that to a responsible adult and your concerns will be treated seriously. Global Educational Guardians staff are trained to support and help you with any problems you might be facing. We cannot promise to keep the issue confidential, but we do promise to take your concerns seriously and to listen carefully to what you have to say. Our Child Protection & Safeguarding Policy is available upon request. If you think you or someone else is at risk of being harmed or has been harmed in the past tell a member of Global Educational Guardians or a member of staff at school and we will support you.

PREVENT/ANTIRADICALISATION POLICY

Along with your school, Global Educational Guardians works to keep you safe from radicalisation and to prevent you from being exposed to extremism. Our Prevent/Anti-Radicalisation Policy is available upon request. The aim of this policy is to reduce the threat to the UK from terrorism by stopping people from becoming terrorists or supporting terrorism. If you think you or one of your friends are being drawn into radicalisation and/or terrorism through online activity, directly from people you have met in person or from information you have been exposed to elsewhere then you need to speak to your guardian or a member of staff at school. We will take your concerns seriously and support you.

ANTI-BULLYING & CYBERBULLYING POLICY

Bullying is behaviour by an individual or group, repeated over time, which hurts another individual or group either physically or emotionally. Cyberbullying is bullying that takes place over digital devices like cell phones, computers and tablets. Both types can be defined by the victim not the perpetrator. Global Educational Guardians does not tolerate any form of bullying and encourages its young people, whether victim or observer, to speak up if they experience it happening. The Global Educational Guardians Anti-bullying and Cyberbullying Policy is available on the website <https://geg-edu.co.uk/> or upon request.

ONLINE SAFETY POLICY

Global Educational Guardians has a responsibility to promote the welfare of all children and young people and keep them safe. Our Online Safety Policy is available upon request and your school will have similar guidelines. In transit with our drivers or whilst staying with your host family we want you to remain safe online. Make sure your social media privacy settings are correct, be careful about sharing personal information on the internet, set strict limits on who can track your location, do not chat to strangers online and never take inappropriate photos of yourself and share them. Taking sexual photos of yourself or others is against the law in the UK and can result in police involvement.

MENTAL HEALTH

Global Educational Guardians is aware that students may experience episodes of poor mental health and are ready to support you with this. Most importantly you need to tell us how you are feeling and then we can help if needed. The Global Educational Guardians Mental Health Policy is available upon request.

Living with a homestay

5 Global Educational Guardians appoints a fully inspected host family to look after you when you are unable to board at school but remain in the UK. At exeat (occasional weekends when the school closes) or half-term holidays you will probably stay in the UK and go to live with one of our host families. Global Educational Guardians understands how important it is for you to feel safe, comfortable and 'at home' whilst staying with your host family and that is why we always try to ensure you stay with the same host family each time. This means you can start to develop a positive and open relationship with your host family and make the most of living in the UK when not at school.

Global Educational Guardians expects all their students to be polite and courteous when staying with a homestay. As mentioned previously, it is expected that you say "please" and "thank you" when asking for and receiving items. Your homestay is not a hotel and the expectation is that you will be included as part of the family. As such, you will be expected to engage with family members, joining them at mealtimes, and possibly helping with chores such as laying the table. Your homestay will explain their own house rules with you when you arrive. Please do ask them if you have any questions.

Meals

You will be provided with three meals a day:

Breakfast- Typical food includes cereal, porridge, toast, croissants, fruit, or yoghurt. You may be offered a cooked breakfast such as poached, boiled, or scrambled eggs, or bacon and eggs.

Lunch- this is usually a light meal, such as a salad, sandwich, or soup.

Dinner- this is usually the main meal of the day and will usually be a two-course meal. The main course will usually be hot. Dinner is usually served around the table and all family members usually attend.

Snacks- your host family will provide you with snacks and drinks in-between meals if you so wish. Typical snacks include a biscuit or fruit. Your homestay will explain how you can access these.

You should ensure that Global Educational Guardians is aware of any special dietary requirements or allergies. If you have any special requests, please do let your homestay know.

Most homestays will prepare meals for you (breakfast, lunch, and dinner). You may want to help the family in their meal preparations or cook something yourself. Please do talk to your homestay about this and they will advise you how to use the kitchen and the necessary safety rules. If you have your own food that you wish to eat during your stay, please let your homestay know so that this can be stored safely (for instance in a fridge if required).

Use of the bathroom

Students are asked to be respectful of the family routines. If you are sharing a bathroom, please be considerate with the time taken to shower and bathe as others may need to use the facility. Please leave bathrooms tidy. Some families may have limits on the amount of hot water available each day due to their boiler capacity. Please discuss the best times for showering or taking a bath. It is not usually necessary to shower or bathe more than once a day. Please ensure that you lock the door of the bathroom when in use and ensure that you are suitably clothed when travelling to and from the bathroom.

Laundry arrangements

If you are staying with a homestay for more than one night, they will provide you with laundry facilities. In most cases the homestay will undertake to do the laundry for you. Depending upon your age and maturity, the homestay may give permission for you to do your own laundry if requested and agreed.

Curfew / bedtimes

Students who have permission to go out on their own will be required to return to homestays by the following times:

17/18 years old - no later than 11.00pm

15 / 16 years old - 10pm at the latest

14 year olds and under should be home no later than 8pm

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All students who are permitted to go out unaccompanied by their homestay must take their mobile phone (fully charged) with them and keep this switched on. It is important that if students do go out unaccompanied, that they let the homestay know where they are going and roughly know long they will be out. If for any reason they are delayed, students must contact the homestay to inform them.

Mobile phones

Your school will probably have rules about appropriate use of mobile phones and you'll be told what those are. When staying with a host family leave your phone in your bedroom when you come down for meals or when you are socialising. It is considered rude to be on your phone during a meal or when doing an activity with others. When you go out make sure your phone is fully charged and switched on so that your host family can contact you if there is a problem. Make sure you have your host family's contact number in your phone as well as the Global Educational Guardians number in case of difficulties. Look after your mobile phone carefully, keep it passcode protected and don't let anyone else know the passcode.

WIFI USE

Your school will have a policy regarding internet use – it is important that you follow it. Your host family will have wifi access and will provide you with the name and password. Depending upon your age, certain restrictions may be placed upon your internet usage.

Homesickness

It is perfectly normal to feel a bit homesick now and again. After all, you are in a different country, probably using a different language and meeting new people all the time whilst trying to work hard at your studies. It can be tough! If you do feel homesick or unhappy please tell someone – either at school or within Global Educational Guardians. We will all support and try to help you.

When you arrive in the UK, you might miss your home, family, and friends. These feelings of missing familiar surroundings and family are perfectly normal and are called homesickness.

If you feel homesick please do not worry, there are many people who can help you manage your feelings. Talk to your house parent, teacher, parent, guardian, or any member of guardian staff who will listen and will be able to support you and offer advice. School life will be very busy and there will be many activities arranged to enable you to have fun and make new friends.

SMOKING & VAPING

UK law states you must be over 18 to buy cigarettes & vapes in the UK. Most schools in the UK have a general non-smoking policy, including e-cigarettes, for staff and students and Global Educational Guardians follows the same guidelines to include all students in their care, regardless of their age.

ALCOHOL

You can be stopped, fined or arrested by the police if you're under 18 and drinking alcohol in public. If you're under 18, it's against the law for someone to sell you alcohol. If you're 16 or 17 and accompanied by an adult, you can

Global Educational Guardians Ltd.

Registered in England and Wales No.8258905

1 Victoria Place. Dukes Ride Crowthorne. Berkshire. RG45 6EZ United Kingdom

E: co-ordinator@globalguardians.co.uk

W: www.geg-edu.co.uk

drink (but not buy) beer, wine or cider with a meal. This is the law surrounding alcohol in the UK. Students 18 years or older may drink a small amount with a meal if appropriate.

DRUGS & SUBSTANCES

Global Educational Guardians are committed to ensuring and promoting the health and safety of its young people and, if necessary, will act to safeguard their wellbeing. The possession, use and supply of controlled drugs, including new psychoactive substances, and the paraphernalia of drugs or similar substances intended for misuse are forbidden.

SEXUAL ACTIVITY

UK law does not permit sexual intercourse in which one or both partners is under the age of 16. Most schools' rules go further than this and state that any sexual activity between students, of any age, will be treated as a serious offence. Whilst young people are in the care of Global Educational Guardians the same principles apply regardless of the young person's age.

TATTOOS

It is against the law in the UK to get a tattoo if you are under 18 years old.

Permission for visiting the local area / shops / travelling further afield / excursions

Please ask permission from your host family

Electrical appliances and safety

Please be aware that electrical appliances need to be handled safely as they can pose a risk of fire if not used appropriately. Specifically, overseas phone chargers and laptop power devices may pose a significant fire risk so if possible, purchase UK versions. Please do ask us for advice on the best appliances to purchase, we are happy to help!

Travelling around

You may need to travel during your time in the UK. This will include travelling to and from your homestay, to and from school, to the airport or any places that you wish to visit. If you require transport please let us know. Transport is usually arranged by your school or guardianship organisation. They use trusted drivers who have had the necessary safety checks. Occasionally guardianship staff or homestays may be permitted to provide transport for you. You will be provided with details of who is going to collect you in advance. You will be given the name of the driver and the registration number of the car, along with the time that they will arrive. Please ensure that you are ready at the stated time. Never go with anyone other than the named person/registration number provided, even if they say that this has been arranged with school/guardian. If you are in any doubt ask a trusted adult, such as a member of school staff, or your guardian.

When you are travelling in a car please sit in the back where possible and use the seat belts provided. If you are under 12 and below 135cm in height you will be required to use a booster seat. This is a legal requirement.

If you wish to use public transport, please ask us for permission. We will help you with booking tickets if permission is granted.

When you are walking, you need to take care to keep safe. When walking:

- Use pavements to walk on.
- Use Zebra or pelican crossings where possible to cross the road, but do not assume cars will stop if they see you waiting. Make sure that it is safe before you cross.
- Stay alert and listen for bikes and runners- this means not wearing headphones when out walking
- Look both ways to check that it is safe to cross

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- If there isn't a safe crossing, find a good place to cross away from parked cars where you can see what is coming on both sides of the road.

Managing your money

The school takes responsibility for this for managing the pocket money. The parents are welcome to contact us if they need any help or advise on managing their child's money.

We will help you set up a bank account if required. Please contact us and we will be able to make the necessary arrangements.

Religion in the UK and access to places of worship

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The population of the UK is diverse, and many religions are practised. You may wish to access places of worship during your stay. If so, please do let us know, and we will make the necessary arrangements.

Learning to drive

If you are over 17 and planning to spend some time in the UK after your schooling, you may want to learn to drive. You must apply for a provisional licence first and then apply for lessons. When the driving instructor feels you are ready, they will suggest that you apply for your test. There is a theory test and a practical driving test, and both must be passed before you will be awarded your licence. Please let us know if you would like to learn to drive, and if your parents agree, we will help you to make the necessary arrangements. Further information can be found on the government website <https://www.gov.uk/driving-lessons-learning-to-drive>

School rules

Your school will explain to you their rules and expectations of how you should behave. Please pay regard to these expectations when staying at your homestay as well.

Review

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



Signed:

Director and DSL

Global Educational Guardians Ltd

Date: 21/12/2025