

Parent Handbook

Welcome to Uboard Education

Welcome to Uboard Education. We are pleased to support your child during their time studying in the United Kingdom.

We understand that sending your child to study abroad is both an exciting and significant decision. We aim to ensure that every student is safe, well supported, and cared for throughout their time in the UK.

Uboard Education provides educational guardianship services for international students attending UK boarding schools. We work closely with schools, parents, and homestay families to support each student's welfare, wellbeing, and overall experience.

Our team is always available to provide guidance, respond to concerns, and support both students and parents throughout the academic year.

The role of the guardianship organisation, your guardian, and the role of the homestay

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The guardianship organisation

We are Uboard Education, your child's educational guardianship organisation in the United Kingdom.

Our role is to ensure that your child is safe, supported, and properly cared for while studying in the UK. We act as a key point of contact when parents are overseas and provide support with welfare, accommodation, travel arrangements, and emergencies.

We work closely with your child's school and family to ensure effective communication and coordinated care at all times.

The homestay

Homestay hosts provide a safe, comfortable, and supportive environment for students when they are not at school, including during school holidays, half-term breaks, and exeats.

During the holidays, students will be living in our safe and suitable accommodation. We provide accommodation, meals, and a welcoming family environment.

They are responsible for supporting students' wellbeing, supervising them appropriately according to their age, and informing us of any concerns.

The school

The school is responsible for your child's education, academic progress, and pastoral care during term time.

Schools provide a structured and supportive environment, including teaching, boarding care, and wellbeing support. Each school has its own safeguarding systems and designated safeguarding staff. We work closely with schools to support your child and to respond appropriately to any concerns or issues that may arise.

Liaison with parents

We will maintain regular contact with parents in accordance with the terms of your contract.

We will keep you informed of important matters, particularly in emergency situations, such as:

- travel delays or cancellations
- illness or injury
- any serious concerns regarding your child's welfare
- situations where your child may need to be removed from school

Safeguarding

Uboard Education is fully committed to safeguarding and promoting the welfare of children.

We have comprehensive policies in place, including:

- Safeguarding and Child Protection
- Prevent / Anti-radicalisation
- Low Level Concerns
- Complaints
- Anti-bullying
- Missing Student
- Online Safety
- Data Protection

These policies are available on our website or upon request.

We have a trained Designated Safeguarding Lead (DSL). Parents and students can raise concerns directly with us or with the DSL. All concerns are taken seriously and handled in accordance with our procedures.

Statement of services

Uboard Education provides the following services:

- Acting as your child's Education guardian in the UK
- Providing a 24/7 emergency contact service
- Arranging safe and suitable homestay accommodation
- Supporting travel and transfer arrangements
- Liaising with schools and parents

- Monitoring student welfare and wellbeing
- Providing support in emergencies or unexpected situations

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. You can contact us in the following ways:

General enquiries	
Telephone	07552461797
Email	uboardeducation@outlook.com
<i>WeChat/ WhatsApp</i>	UboardLondon/ 07585800098
Emergencies 24/7	
Telephone	07552461797
Safeguarding concerns	
Designated Safeguarding Lead	Xiang Li
Back-up Safeguarding	Ye Xiu

Transport arrangements

We arrange transport for students at key times, including:

- arrival and departure at the start and end of term
- half-term and exeat travel
- airport transfers

Students will be met by approved drivers. Full travel details must be provided by parents in advance by agreed deadlines.

Requesting and arranging a homestay

Our accommodation must be requested at least two weeks in advance.

We will:

- confirm room arrangements with parents
- provide full details before the stay

Change of plan

If there are any changes to arrangements (exeat, holidays, etc.), parents must inform us as soon as possible and no later than two weeks in advance.

Late changes may not be guaranteed and may incur additional costs.

Emergencies

We provide emergency support and accommodation when required.

Where possible, students will stay with their usual homestay. If this is not possible, we will arrange an alternative approved homestay.

Homestay accommodation

Our homestays are warm, safe and regularly checked.

Students will receive:

- a safe and comfortable bedroom
- meals
- a supportive family environment

Updates on student welfare and academic progress

We provide updates on your child's welfare through communication with schools and homestays.

We will inform parents of any concerns or significant developments.

Expenses

All expenses will be managed in accordance with the agreed contract.

Additional costs (such as transport or activities) may be charged separately.

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.

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 on the plate 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 we expect from students whilst staying with a homestay

Uboard Education 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. As such, they will be expected to engage with family members, joining them at mealtimes, and possibly helping with chores such as laying the table. Your child’s homestay will explain their own house rules to them when they arrive. Please do ask them if you have any questions.

Student handbook and Student Behaviour Code of Conduct

Uboard Education has a student handbook and student behaviour code of conduct. These include lots of information that will prepare your child for life in the UK. We ask that you go through these with your child so that they are aware of our expectations.

Student finances

Parents usually manage pocket money directly with students.
We can provide guidance where required.
We can also assist in setting up a UK bank account if needed.

Liability

Please note that the homestay provider and *Uboard Education* will not be liable for any damage arising from conduct and/or behaviour of any student placed with the homestay by the guardianship organisation.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that *Uboard Education* takes advice from the government, the UK Health Security Agency, 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 *Uboard Education* may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. *Uboard Education* will work with you to find flights to home countries where required. *Uboard Education* 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. *Uboard Education* will work with you and your child's school to find suitable quarantine accommodation for students where required. *Uboard Education* has a policy that outlines the procedures we would follow during a pandemic. This can be found here www.uboardeducation.org