



GAO GLOBAL EDUCATION LTD
Broaden International Vision and
Enrich Life Experience

Guardianships
高国际教育 – 监护机构

Parent Handbook

A Trusted Home Away From Home!





Leadership & Safeguarding

Liping Hardy

Chief Executive Officer (CEO)

Designated Safeguarding Lead (DSL)

24-hour Emergency Contact: 07723 007588

Email: lp@gglobaedu.com

Welcome

A very warm welcome to students and their families.

Thank you for appointing our guardianship organisation to support your child's education in the United Kingdom. We are committed to providing a safe, carefully managed, and highly personalised guardianship service, ensuring that each student's welfare and best interests remain paramount at all times.

This is an independent guardianship organisation led and managed by:

The Guardianship Organisation

The guardianship organisation is responsible for overseeing the student's welfare while in the UK. Led by Liping Hardy (CEO and Designated Safeguarding Lead), the organisation:

- Acts as the appointed UK guardian and 24-hour emergency contact
- Oversees safeguarding and risk assessment
- Liaises with the school and parents
- Approves travel and exeat arrangements
- Arranges and monitors accommodation
- Responds to emergencies

The School

The school is responsible for:

- Education and academic progress
- Pastoral care during term time
- Safeguarding on school premises
- Behaviour and discipline

The guardianship organisation works in partnership with the school but does not replace the school's responsibilities.

The Homestay

The homestay provides day-to-day care in a safe and supportive home environment.

The homestay:

- Provides accommodation and meals
- Offers appropriate supervision
- Maintains clear house rules
- Reports any welfare concerns to the guardian

Where the guardian is also the host family, safeguarding responsibilities remain in place and are managed in line with UK guidance.

Liaison with parents

Gao Global Education Ltd will keep in regular contact with parents, in line with the terms of your contract. Our contact details can be found [here](#). We will keep parents informed in the case of emergency, for example if flights are delayed or cancelled, any illness or injury, or in the event that your child needs to be removed from school.

Safeguarding

Gao Global Education Ltd

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, and data protection that provide further information and outline our procedures. These can be found

<http://www.gglobaedu.com/index.php/en/education/guardianship>

We have a trained Designated Safeguarding Lead . You or your child can raise a safeguarding concern with your contact at the guardianship organisation or directly to 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.

Statement of services

The guardianship organisation provides the following services in accordance with the parent contract.

The organisation is independently managed by Liping Hardy, who holds responsibility as Chief Executive Officer and Designated Safeguarding Lead.

Services provided include:

- Appointment as the student's UK guardian
- 24-hour emergency contact
- Safeguarding oversight in line with UK statutory guidance
- Liaison with the school regarding welfare matters
- Communication with parents regarding significant concerns
- Approval and monitoring of travel and exeat arrangements
- Arrangement and oversight of suitable accommodation
- Risk assessment where required
- Emergency response and support

Where the guardian also provides homestay accommodation, this is delivered in accordance with safeguarding requirements and agreed terms.

The organisation does not replace the school's educational or pastoral responsibilities during term time. All services are provided in the best interests of the student and in line with safeguarding duties.

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 (office hours 9am -5pm): +44 (0)7723007588

Email: lp@gglobaedu.com

Emergencies 24/7: Telephone: +44 (0)7723007588

WeChat/WhatsApp ID: lipinghardy/07723007588

Safeguarding concerns

Designated Safeguarding
Lead: Liping Hardy

Transport Arrangements

We organise safe and suitable transport for students when needed.

Airport Arrivals

- Transport is arranged before travel.
- The student will be met in the arrivals hall by the guardian or a pre-arranged licensed driver.
- Clear meeting instructions will be sent in advance.
- If there are delays, students must remain in the arrivals area and contact the guardian.

Start and End of Term

We arrange transport:

- To and from the airport
- To and from boarding school
- To and from homestay accommodation

Parents must send full travel details at least two weeks before travel.

Half-Terms and Exeats

All travel during half-term or exeat must be agreed in advance.

The guardian:

- Approves travel plans
- Ensures arrangements are safe
- Confirms collection and drop-off details

Information Required from Parents

Please send:

- Flight details (including terminal)
- Copies of tickets
- Contact numbers
- Details of anyone collecting your child (if applicable)

All information should be sent by email to the guardian within the agreed timeframe.

The safety and wellbeing of the student are always the priority when making transport arrangements.

Requesting and arranging a homestay

Homestay accommodation may be requested when the student is not in boarding school (for example, during exeats, half-terms, or other agreed periods).

Request Procedure

- Requests must be made in writing to the guardian.
- Dates and any specific requirements must be clearly stated.
- Requests should be submitted at least two weeks in advance where possible.

Safeguarding and Suitability Checks

Before confirming a homestay, the guardian will ensure:

- The accommodation is safe, suitable, and age-appropriate
- A risk assessment has been carried out
- Appropriate DBS checks are in place where required
- Household members are suitable
- Clear house rules and supervision arrangements are established

Confirmation and Oversight

- Full address and contact details will be provided to parents in advance.
- Homestay arrangements are confirmed in writing.
- The guardian retains responsibility for safeguarding oversight during the stay. All arrangements are made in the best interests of the student and in line with safeguarding guidance.

Change of plan?

There may be occasions when arrangements for an exeat, half-term, holiday, or homestay need to change.

Notice Period

Parents must inform the guardian in writing as soon as possible, and no later than two weeks before the arranged stay, where possible.

All changes must include:

- Updated dates and times
- Full address details
- Contact information
- Details of supervising adults

Last-Minute Changes

Late changes may not be possible due to safeguarding and logistical considerations.

Where changes are requested at short notice:

- The guardian will review the request
- A safeguarding risk assessment will be carried out
- Alternative arrangements may need to be made
- Additional costs may apply

The guardian reserves the right to decline changes if they cannot be safely accommodated.

All arrangements must prioritise the safety and wellbeing of the student. Written confirmation will be provided once any changes are approved.

Emergencies

Gao Global Education Ltd provides 24-hour emergency support for students. In the event of an emergency (for example illness, injury, school suspension, or other urgent welfare concerns), the guardian will:

- Respond immediately
- Liaise with the school and relevant authorities where necessary
- Inform parents without delay
- Ensure appropriate supervision and care arrangements are in place

Where emergency accommodation is required:

- The student will, where possible, stay with their usual homestay.
- If this is not possible, alternative suitable accommodation will be arranged.
- All emergency placements are subject to safeguarding and suitability checks.

As a sole-provider organisation, the guardian maintains clear emergency procedures and remains personally accountable for coordinating appropriate support at all times.

The safety and wellbeing of the student remain the priority at all times.



Homestay accommodation

Homestay accommodation provides a safe and supervised family environment when students are not in school boarding.

Homestays provide:

- A clean, furnished bedroom (normally single occupancy)
- Suitable storage and study space
- Access to bathroom and laundry facilities
- Internet access for schoolwork

Regular, nutritious meals

Homestay families provide age-appropriate supervision and maintain clear household expectations.

All homestays are subject to safeguarding and suitability checks. Risk assessments are carried out where required, and appropriate DBS checks are obtained in line with safeguarding guidance.

Where the guardian also provides homestay accommodation, the same safeguarding standards apply.



Updates on student's welfare and academic progress in the UK.

We actively monitor each student's welfare and progress while they are in At School

- We keep in contact with the school regarding welfare and wellbeing.
- We review school reports and important communications.
- We attend meetings where required and agreed.
- Parents are informed promptly of any significant concerns.

During Homestay

- We maintain contact with the host family.
- We monitor the student's wellbeing.
- Any concerns are addressed quickly.

Communication with Parents

- Parents receive updates in line with the agreed service level.
- Immediate contact will be made if there are serious welfare or safeguarding concerns.

The student's safety and wellbeing are always the priority.

Expenses

Parents are responsible for providing funds for student expenses.

By agreement with parents, the guardianship organisation may manage funds on the student's behalf for approved expenses.

Where funds are managed by the guardian:

- Money is used only for agreed purposes (e.g. school items, travel, activities, and reasonable day-to-day expenses)
- Purchases are made on behalf of the student as requested
- A record of expenditure is maintained
- Receipts can be provided to parents on request
- The organisation does not act as a bank

All financial arrangements are agreed in writing with parents in advance.

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

Gao Global Education Ltd 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

Gao Global 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 are responsible for providing pocket money for their child.

Parents are responsible for providing pocket money for their child. By agreement with parents, funds may be transferred to Gao Global Education Ltd to manage on the student's behalf. This arrangement is confirmed in writing.

Where the guardian manages funds:

- Money is used only for agreed purposes (e.g. clothing, travel, activities, host family expenses, school items, occasional takeaways).
- Purchases are made on behalf of the student as requested.
- A clear record of spending is maintained.
- All funds received and expenses incurred are recorded for accountability and can be reviewed by parents upon request.
- Receipts can be provided to parents upon request.

Students may also keep a small amount of money at school for minor purchases (e.g. tuck shop items), in line with school policy. The guardianship organisation does not operate as a bank. All financial arrangements are transparent and agreed in advance with parents.

We will help you set up a bank account and arrange credit cards for your child if required.



Liability

Please note that the homestay provider and Gao Global Education Ltd 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 Gao Global Education Ltd 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 Gao Global Education Ltd may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. Gao Global Education Ltd will work with you to find flights to home countries where required. Gao Global Education Ltd 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. Gao Global Education Ltd will work with you and your child's school to find suitable quarantine accommodation for students where required. Gao Global Education Ltd has a policy that outlines the procedures we would follow during a pandemic. This can be found here

<http://www.gglobaedu.com/index.php/en/education/guardianship>

