



Parent Handbook

Dear Parent,

This Handbook is designed to give you an insight on how SCHMART Limited Guardianship operates, our procedures and standards, and what you can expect if you choose SCHMART Limited so that you can make an informed choice of guardian for your child. If you cannot find the information you are looking for or if you have any further questions, please ask SCHMART Limited and we will be happy to help.

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

SCHMART Limited's role as your child's guardian is to provide an appointed guardian, as required by UK schools for all international students whose families are based overseas. This is a requirement for a UK visas. During the school term, your child will be assigned a houseparent responsible for not only your child's academic success, but also your child's well-being and welfare. However, outside of term times and in a few select cases, the school will require an appropriately appointed guardian who will take over these duties from the school. Examples of time where this will be required include half terms, medical emergencies, and in event of suspensions and exclusions.

The responsibilities of your child's guardian are as follow:

- In situations where you are unable to act, either due to distance or as an event of timings, your child's guardian can act on your behalf.*
- Ensuring your child's welfare in the UK when the school is closed.*
- Providing assistance for everyday situations such as school uniforms, equipment, mobile phones, and pocket money etc.*
- Providing a host family where your child can stay during the times the school is closed.*

· *Help with arranging your child's travel from airports to the school and aiding with the process of booking flights when your child needs to go home.*

· *We will help you if your child incurs a problem at school, including suspension (a brief absence from school).*

· *We will help your child if your child incurs a problem with passports or documents (lost/stolen).*

· *We will help your child in the event of illness and if hospitalisation is required.*

You child will be living away from his/her family, in a different country so we will be here to support your child when your child have any worries regarding, school, friends, family (host or your own), and work.

SCHMART Limited will be the main point of contact for issues regarding guardianship during the school term.

SCHMART Limited will be available for your child to contact 24 hours, 7 days a week, if he/she need support.

Your child will have a designated guardian before he/she travels to the UK, they will be the main point of contact for your child's stay in the UK. They will be in regular contact with your child and will usually visit your child both at school, and at his/her host family (depending on the guardianship packaged booked). You may request that your child's guardian attends meetings in school and feedback to you about your child's academic progress.

Safeguarding

SCHMART Limited 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.

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 policy and Procedures. Copies of the Policy and Procedures will be provided.

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 in the following ways:

General enquiries	
Telephone	07488345766
Email	kayaturk@hotmail.com
WhatsApp	07488345766
Emergencies 24/7	
Telephone	07488345766
Safeguarding concerns	
Designated safeguarding Lead <i>[Turkan Kaya]</i>	07488345766

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 your child 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 happy with the host family choice, you will be asked to clarify the requirements and we will begin another search accordingly. Homestay fees start at £30 per night and you will be notified of the exact fee when the homestay profile is sent to you. Please note that if a student leaves the homestay after 12pm on the last day, an additional night's fee will be charged.

Transport Arrangements

For transfers between the airport and school, or between the host family and school, we can arrange reliable drivers available to meet students and take them to the arranged address in the UK. If you have booked an airport transfer for your child, the driver will be waiting at arrivals holding a sign with your child's name. Travel by rail and coach can be arranged for economical long-distance

transfer. SCHMART Limited will check timetables, book tickets and arrange for an escort if required (children under 16 years of age are not allowed to travel unaccompanied).

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.

In the event you wish to cancel your child'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 your child'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.

Emergencies

SCHMART Limited 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

Homestay accommodation

Your child will be provided with their own comfortable bedroom with storage facilities and a study area.

Your child will have access to the host's WiFi.

Your child usually share the bathroom with the host family.

Your child is welcome to join the family in the communal areas of the house.

Your child will be given 3 meals per day which are often eaten together with the family.

Laundry facilities are available to students staying longer than 1 week.

House Rules Every host family has their own house rules which will be given to your child upon arrival. Your child will need to respect and follow them accordingly.

In addition, your child must also follow SCHMART Limited's homestay rules which can be found in the Student Handbook and which will also be sent to your child before their stay.

Curfews Your child is given strict guidelines to follow if they go out while staying with their host family.

Your child needs to inform the family of where they are going and when they will return.

Your child will be informed to always have the host family's and SCHMART Limited's phone numbers with them at all times in case there is a problem or they are delayed in returning home.

15 and under Must be accompanied by an adult member of the host family .

16 & 17 Must return by 10pm at the latest.

18 and over Must return by 11pm at the latest If your child would like to stay out all night (for example, at a friend's house), we must receive written permission from you in advance.

Updates on student's welfare and academic progress

The provision of academic and pastoral updates regarding your child's progress at school and welfare at school and with the host family will be arranged in line with the service you have booked.

Pricing list which shows the services included with each guardianship package and prices for adding additional services will be given to you.

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 we expect from students whilst staying with a homestay

SCHMART Limited 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 Finances

Our guardianship package includes setting up an Emergency account for your child.

SCHMART Limited will set up an emergency fund account for your child.

SCHMART Limited will keep your child’s funds safe and use it to pay for services such as accommodation and transfers during her/his stay.

When the guardianship package ends, SCHMART Limited 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.

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.

Liability

Please note that the homestay provider and *SCHMART t Limited* 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 *SCHMART Limited* 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 *SCHMART Limited* may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk.

SCHMART Limited will work with you to find flights to home countries where required.

SCHMART Limited 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.

SCHMART Limited will work with you and your child's school to find suitable quarantine accommodation for students where required.

Additional Information

Your views and comments are very important to us. We welcome your feedback and opinions so that we can improve our services. Shortly after the start of your child's 2nd term, *SCHMART Limited* will send you a questionnaire; in this you can tell us if everything is going well or if you have any problems. This is so we can help you at this stage of your child's stay if you need it. If you would like to leave feedback at any other time, please send it to us via email at kayaturk@hotmail.com or contact the office on +447488345766.