



## **Student Handbook**

**Updated: 09/03/23**

UK2Learn Guardianship Ltd “UK2Learn” provides a personal, yet professional guardianship service for international students studying in the UK. We are a small, family company that knows all our students personally and our high level of experience means we can cope with all demands.

We aim to make sure that each student can fulfil their academic potential in a safe, caring environment as a member of the UK2Learn family.

## Key information

Address:	UK2Learn, Crossways, Heath Lane, Godalming, Surrey, GU7 1UN
Office number:	+44 (0) 1483 425500 (Monday - Friday, 09.00 - 17.30)
Office mobile number:	+44 (0) 7786 934555 (Monday - Friday, 09.00 - 17.30)
Emergency number:	+44 (0) 7917 820033 (available at all times)
Email:	<a href="mailto:guardianship@uk2learn.com">guardianship@uk2learn.com</a>
Office opening hours:	Monday – Friday, 09.00 - 17.30
Office closed:	UK Bank Holidays and Christmas Week

## Welcome from Alex Mackie



Welcome, my name is Alex Mackie and I am the Director of UK2Learn. At UK2Learn we do everything we can to make our students feel welcome and to safeguard and promote the student's welfare outside of school.

We are so pleased that you will be joining the UK2Learn family. We will assume full guardianship responsibility for you whilst you are in the UK and my amazing team takes great pride in knowing each student personally, this is to ensure that all our students are in safe, professional and, above all, caring hands.

UK2Learn aims to deliver a service that cares for every aspect of an overseas student's stay in the UK, therefore removing any worries that you or your parents may have. Studying in the UK is a fantastic, unique and life-changing experience.

All UK2Learn staff, associates and host families support this caring and personal ethos that UK2Learn values so greatly, thus ensuring that all of our students receive the highest standard of care possible. With representatives and host families throughout the UK, help and assistance is never far away.

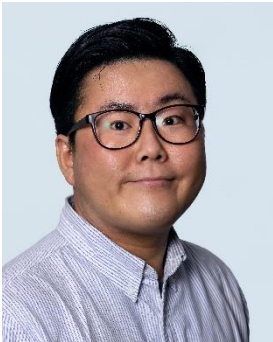
If you could please read this handbook and make sure that you are happy with it all and if you have any questions, you can of course just ask. This handbook is designed to help students understand what UK2Learn offers and it should answer any questions that you might have but if you do want to ask us anything, you can get in touch by email, WhatsApp or WeChat.

## Meet the UK2Learn team



**Lauren Hevey** – Student Care Coordinator

Lauren provides full-time help to UK2Learn students, assisting with day to day matters meanwhile, giving administrative support to the UK2learn team. Lauren liaises with parents, students, hosts and schools to make sure our students are cared for. Lauren also manages UK2Learn’s social media platforms ensuring our families and hosts are kept up to date! As a qualified art and design teacher, Lauren has lots of experience working with young people and enjoys offering a listening ear to comfort and support students during their studies. Lauren loves being creative, live music and spending weekends along the West Sussex coast.



**Joo Young Choi** – Student Care Coordinator

Joo provides full-time support to UK2Learn students, liaising with parents, students and schools, travel arrangements, booking host families and other administrative duties. As a Mathematics and Statistics graduate, Joo loves numbers and is also fluent in Korean. He has experience working with international students from his previous job. Joo enjoys playing sports, travelling, and has recently gained interest in Geopolitics. Overall, his skills and interest make him a well-rounded and capable support person for UK2Learn students.



**Emma Rowe** – Accounts Manager

Emma is our accounts manager and deals with invoicing and other financial matters. Emma is married and has two children a daughter currently studying music at Oxford University and a son studying at a local private school. Emma was also a boarding school student herself, so knows all there is to know about boarding in the UK.



**Philip Canton** – Transport Manager

Philip is our transport manager and will be a very familiar face to lots of our students as he will likely have driven them to or from school at some point. Philip is actually a distant relative of Alex’s, being a third cousin. When Philip is not driving, he enjoys surfing, kite surfing, diving and just generally being near the ocean. Philip is married with 3 children and has 2 small pugs.

## Your guardianship

### What you can expect

- Alex Mackie is the Director of UK2Learn and he is also your 'Trusted Adult' who you can talk to when you need advice or have a problem. Alex will act on behalf of your parents when they are unable to do so. Alex and his team are here to help you if things go wrong or if you get ill; to find you a host family at exeat weekends and during half-term; to arrange your travel in the UK; to assist you with things like your mobile phone, school uniform, pocket money or orthodontist appointments.
- A member of the UK2Learn team will ensure all arrangements are put in place and that confirmation is sent to you, your parents and your houseparent.

### Points to remember...

- You must give the UK2Learn team your current mobile number and email address and remember to tell us if these details change. It is essential that you have your mobile telephone switched on whilst you are travelling.
- Please make sure you download WhatsApp and/or WeChat as this is the best method for Alex and the UK2Learn team to make contact with you. We love to chat with our students so please answer our messages when you have time.
- If you run out of pocket money or need help buying something, then please speak to one of the UK2Learn team.
- If you are worried about something at your school or your friends or if you are feeling ill or homesick, then please speak to one of the UK2Learn team.
- You must not drink alcohol, smoke or take drugs at any time.
- You should read the Student Behaviour Code of Conduct carefully; it gives you clear guidelines about behaviour and includes an explanation of UK Laws

## Host family

### What you can expect

- We have many different types of host family and we will try to match you as closely as possible with a family who shares your interests and background.
- You may find there is more than one student staying with your host family.
- Our host families are encouraged to include you in their family life so please don't stay in your room all day.
- It may not always be possible to place you with the same host family each time but we will always try our best.

### Points to remember...

- Talk to your family, don't be afraid because they want to get to know you and will ask you questions
- Be polite, remember to say "please" and "thank you", in the UK we say it lots
- Remember to thank your host when you leave and say goodbye – in the UK we usually say, "*thank you for having me*"
- You must treat your host family's house with respect
- Remember to be clean and tidy during your stay
- Give your contact details to your host family as soon as possible
- If you break something, don't worry! Just remember to tell your host family straight away and apologise
- Your host family might not have a spare charger or power adaptor to charge your phone so please remember to bring your own

- If you are ill while you are staying with your host family, please tell them and they will arrange medical assistance or you can contact one of the UK2Learn team
- If you feel homesick, please explain to your host family and they will reassure you, or you can contact one of the UK2Learn team and we will be able to help. It is quite normal for students, of all ages to miss home so if you are feeling homesick do not be afraid to let one of the team know and we will be able to help you. Keeping busy and joining in with activities on offer is a great way to feel better about homesickness.
- Please remember that you are staying in someone's house, not a hotel, and you will be part of the family. The more involved and interested you are in the family, the better your experience will be
- You must be polite at all times

## Your bedroom

### What you can expect

- A room including a bed, a table and chair, drawers, hanging space and a small bin for rubbish
- Clean and fresh bed linen and a bath towel that will be washed once a week
- Adequate heating and also the use of extra blankets if you become cold
- WiFi internet access

### Points to remember...

- You must make your bed each morning and keep your bedroom tidy, especially before you leave
- Remember to take your rubbish from your bedroom when you leave and ask your host where you should put it
- Most bedrooms in the UK do not have a lock on the door
- You must not have any friends of the opposite sex in your bedroom

## The bathroom

### What you can expect

- It is likely that you will use a shared bathroom at your host family's house so it would be a good idea to check what time is best to use it during the day
- Don't spend too long in the bathroom! Please do not shower for a long time (5 minutes maximum) as there is a limited supply of hot water in all UK houses
- Never shower late at night because this will disturb your host family
- All toilet paper is flushed down the toilet but sanitary towels must be put in the bin provided

### Points to remember...

- You must remember to leave the bathroom clean and tidy after you have finished, this includes giving the bath or shower a quick rinse with water before you leave
- If there is a shower curtain, please make sure it is on the inside of the bath when you shower to avoid flooding the bathroom

## Your home

### What you can expect

- You will be treated just like one of the family so you will not be expected to spend all your time in your bedroom
- You will be encouraged to join in with mealtimes and everyday family life which might include activities and excursions
- WiFi internet access

### Points to remember...

- Certain areas in your home will be out of bounds, such as your host family's bedroom. Your host family will confirm these areas during your stay
- If you want to leave your home in the evening you must agree a time with your host family. It is unacceptable for you to return home after this time
- If you would like to bring a friend home, you must always ask your host family for permission first
- Please ask your host if you are allowed to eat or drink in your room
- Under no circumstances can you smoke at your host family's house, this includes outside in the garden

## Mealtimes

### What you can expect

- Your host family will provide you with three meals a day and additional snacks and fruit between meals if you are still hungry
- Your host family will notify you when meals are served, this may vary from day to day and it might vary from when you usually eat at home
- You are not able to help yourself to food and drink without having agreed permission beforehand
- It might be possible for you to help yourself to breakfast in the mornings, if your host is happy for you to do this, they will let you know or you can ask them
- Your host will discuss with you what food you like and don't like. Please be sensitive to your host about the meal they have taken the time to prepare and try to be open-minded about trying food you may have never eaten before
- If you want to eat out or you think you will be late back for a meal then you must always let your host family know as soon as possible

### Points to remember...

- If you get up late, you may miss breakfast. If you are aged 12 or under, your host will wake you up for breakfast
- If you are old enough, your host may let you make your own meals if you would like to
- The evening meal is usually served at around 6-7pm in UK homes
- If you like cooking or want to help your host family in the kitchen this would be greatly appreciated
- Helping set the table or clearing up afterwards would be most welcome. Remember that you are part of the family, so it would be greatly appreciated if you offer to help
- If you use anything in the kitchen you must always make sure you leave it clean and tidy
- If you are a day school student, you will have lunch at school or you may need to buy your own lunches - most schools will have a canteen where you can buy a hot meal for very reasonable prices. Your host family will provide all meals at weekends and any days that you are not at school

## Internet use

### What you can expect

- Your host family might have parental controls in place on their internet which means that certain websites might be blocked in order to protect you
- If a website you use to contact your parents, such as Facebook or WeChat is blocked, you can speak to your host family and explain why you need access
- We understand that the internet is essential but we also want you to stay safe when using it. You must take a responsible approach to the websites you visit and if you have any concerns, you must let your host family or one of the UK2Learn team know

- Your host family will treat you exactly the same as they do their own children and they will not allow you to stay up past your bedtime using the internet or playing games

**Points to remember...**

- Host families may switch off the internet if it is being used excessively or at unsociable hours and some hosts may switch it off every night, much like most schools do
- It is common for families to have a data limit on their internet capacity. We therefore ask that you do not download large files, such as movies or games during your stay
- Please limit the time you spend using the internet; try to socialise with the family as much as possible
- It can be difficult to contact your parents if they are in a different time zone but you must remember not to use your phone loudly late at night if you are trying to contact them

**Travel****What you can expect**

- During your stay with a host family, you might want to visit the local town, closest city or maybe even visit a friend. If you are 14 and older you are able to use public transport, for example the train or a local bus
- If you are allowed to use public transport, your host family will explain how to use it
- If you are a day student and need to take a bus or train to school each day, you are responsible for buying your own ticket. Your host family will be able to help you the first time you need to use public transport

**Points to remember...**

- You will be responsible for travel costs if you want to visit the local town, closest city or your friends. Your host family will not pay for this but you will be able to borrow pocket money from them which a UK2Learn team member will add to your account.

**Transfers to/from the airport or your host family****What you can expect**

- If you need to stay with a host family, a UK2Learn driver will collect you and take you there. If it is your first time staying with that host family, a UK2Learn team member will take you there and introduce you to the family
- We will ensure that travel and escort arrangements have been made according to your travel itinerary
- We will confirm the arrangements with you and your school every time
- We will send you a profile of the UK2Learn driver including photograph, name and telephone number when we confirm the arrangement
- Your UK2Learn driver will always park and go into the terminal with you and help you check in unless your parents have given permission for you to be dropped off outside the terminal so you can check yourself in
- If you are travelling as an 'Unaccompanied Minor', your UK2Learn driver will wait with you until the airline you are travelling with collects you for your flight

**Points to remember...**

- If you ever worried during your transfers, you can call one of the UK2Learn team

**Laundry****What you can expect**

- Your host family will offer to wash your clothes once a week. If you would like to do extra washing you must first ask your host family for permission and they will then show you how to use the washing machine or they may prefer to wash your clothes for you



- If you would like to have anything dry-cleaned you can ask your host family where the nearest shop is and they will organise it for you and any costs will be added to your account

**Points to remember...**

- You must take responsibility for your items of clothing that require extra care when being washed. Your host family will not be held responsible if any of your clothing shrinks or becomes damaged in the wash

**Personal safety and belongings/valuables**

In the UK, you do not need to carry your passport or an ID card around with at all times. We recommend that you do not carry more money than you will need, and keep some money in a different pocket/place to use in an emergency.

When you go out of school or from your host family's home, for example, to visit the shops, you should be vigilant of what is happening around you and always keep your belongings close to you and ideally walk with no headphones so that you can hear traffic and other people around you. Try not to use your phone when you are out and about unless it is necessary as this distracts you and could tempt opportunist thieves. It is always best to go out with a friend or adult, rather than alone. You must always let your host family know if you are going out and what time you expect to return and if you think you will be late home, remember to call your host family and tell them.

You must make sure that your host family has your mobile number before you go out, and that you have their number saved in your phone. If you lose your debit or credit cards, or think that they have been stolen, then you must contact your bank immediately and they will be able to stop your card.

Please do not feel worried about going out in the UK, it is a very safe country, we just want you to be aware of what could happen and give you some tips to avoid anything bad happening.

**Student behaviour code of conduct**

UK2Learn has a specific document called, 'Student Behaviour Code of Conduct' that details the behaviour that is expected of students under UK2Learn's guardianship and it also includes explanations of UK laws, you can find it on the UK2Learn website: <https://www.uk2learn.com/policies>

**Security cameras and other recording devices**

It is now quite common for people to have security cameras both inside and outside their home. When you arrive at your host families house, they will point out any recording equipment to you and explain to you what it records, this could include a doorbell with an inbuilt camera, CCTV outside to watch their cars or maybe a camera inside to watch their dog at night. Under no circumstances are you allowed to secretly record anything whilst you are staying with your host family, this includes, but is not limited to, using your phone or web camera on your laptop or tablet.

**Anti-radicalisation**

UK2Learn is committed to keeping you safe from the possibility of radicalisation and/or extremism views. We have created a specific policy that explains our commitment to keeping you safe, you can find it on the UK2Learn website: <https://www.uk2learn.com/policies>

**Bullying, cyberbullying and e-safety**

Any form of bullying will not be tolerated by UK2Learn or your school. If you experience bullying during your stay in the UK, you must tell a trusted adult as soon as possible who will be able to help you and make the bullying stop. A trusted adult could be a teacher or your house parent if the bullying occurs in school, or you can tell any member of the UK2Learn team or your host family, whoever you feel most comfortable speaking to. Bullies often are unkind because they are unhappy themselves, so by telling an adult they will be helped too.



Bullying may include:

- Name calling or teasing
- Making unkind comments on social media or sending unkind messages
- Hurting someone physically
- Stealing items from an individual
- Threatening a person
- Spreading unkind rumours
- Unkindness may happen online - this is called cyberbullying

Your school will provide you with guidance on how to spot and handle bullying. ChildLine also offer some advice for children on bullying and cyberbullying. You can find it on their website: <https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/bullying-cyberbullying/>

To read UK2Learn's full Bullying, Cyberbullying and E-Safety Policy you can find it on the UK2Learn website: <https://www.uk2learn.com/policies>

## Bedtimes and curfews

Your host family will agree a suitable bed time for you before your first night.

The bedtimes and curfews listed below are guidelines given by UK2Learn to all host families, these are only a guide so times may differ between host families and if your parents would like you to go to bed earlier or have a different curfew or not to be allowed out to the shops at all your host will use that information.

### Aged 12 and under

Visiting the local shops: Are allowed to go with an adult  
 Bedtime: 21:00 (must be in their bedroom, showered and ready for bed)

### Aged 13 and 14

Visiting local shops: Are allowed to go with their friends but must be back at 17:30  
 Bedtime: 22:00 (must be in their bedroom, showered and ready for bed)

### Aged 15

Visiting local shops: Are allowed to go alone but must be back at 18:00  
 Bedtime: 22:00 (must be in their bedroom, showered and ready for bed)

### Aged 16 and over

Visiting local shops: Are allowed to go alone but must be back at 18:00  
 Bedtime: 22:30 (must be in their bedroom, showered and ready for bed)

### Points to remember...

- If you think you will be late home, remember to call your host family and tell them
- You must not walk back home in the dark
- You must not use public transport if you are under 14 or under
- You must agree with your host family what time you will be back home
- You must not bring friends home without permission
- You must not stay out overnight
- You must keep your mobile phone switched on and charged at all times

- You must notify your host family if there is a change to your plans
- Please follow these general guidelines but your host family may agree something different with you if they feel it is necessary
- Communication with your host family and the UK2Learn team is the most important thing to remember

## Child protection

If you ever feel uncomfortable about anything or a person at your school, your host family or on the UK2Learn team, you should call or message Alex Mackie, your 'Trusted Adult', on his personal mobile number +44 7917 820033 or to one of the UK2Learn team.

Alternatively, if you do not feel comfortable contacting one of the UK2Learn Team you can also report your child protection concerns to the local child protection team, the Surrey County Council LADO (Local Authority Designated Officer):

Surrey County Council LADO  
Vikkiey Scott-Mitchell  
Senior Team Admin- Surrey Safeguarding Children Partnership  
Surrey County Council  
Victoria.ScottMitchell@surreycc.gov.uk  
07929 857 817

You can also contact the Children's Commissioner, Dame Rachel de Souza, who stands up for the rights of children:

Children's Commissioner for England  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT  
[https://www.childrenscommissioner.gov.uk/  
big.ask@childrenscommissioner](https://www.childrenscommissioner.gov.uk/big.ask@childrenscommissioner)  
020 7783 8330.

## Problems

If something happens or somebody does something that makes you feel uncomfortable, please contact Alex Mackie or one of the UK2Learn Team in confidence immediately. You can also call the 24-hour Childline Service on +44 800 1111. All calls are free and confidential, and trained counsellors will help any young person with any problem.

If you get lost, you should call Alex Mackie or one of the UK2Learn Team and if you are staying with your host family at the time you can also call them. If your mobile phone has run out of charge, you should find a member of staff at a train station, airport, or shop. Never approach a member of the public unless you have no other option. If you are in London, you may ask a London Black Taxi for assistance; but otherwise, you should never take a taxi unless it has been booked by UK2Learn.

Any member of UK2Learn team may report you as absent or missing to the police if there is a genuine concern for your safety. Following a risk assessment, the local police force will record a report of absent or missing if there are grounds to do so. In cases of missing children or young people, the police will work cooperatively with Children's Social Care staff during the enquiry.

Take good care of your valuable possessions and cash/credit cards at all times. You may wish to store these securely with your house parents and only carry with you what you really need.

**Worried? Need to talk?**

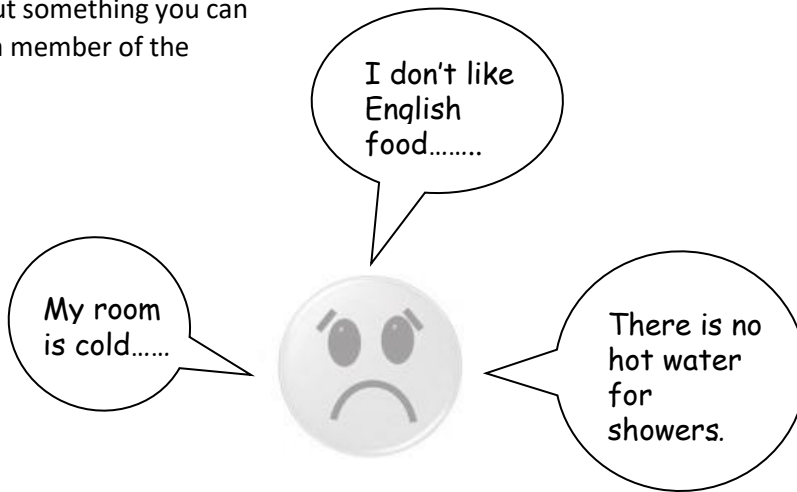
**Please contact Alex Mackie or a member of the UK2Learn team:**

Alex Mackie: +44 (0) 7917 820033  
Sheila Hastings-Rose: +44 (0) 7786 934555  
Lucy Barton: +44 (0) 7735 781585  
Office: +44 (0) 1483 425500 (Monday - Friday, 09.00 - 17.30)

Alex, Sheila and Lucy are available on the above numbers 24/7 in the case of an emergency. Whoever you feel most comfortable speaking to, that is the person you should contact but everyone will be happy to help you.

### Complaints

If you are not happy about something you can speak to Alex Mackie or a member of the UK2Learn team



and complete this form:

Name	
Describe the problem	
Tell us what you would like us to do	
How bad is the problem? 1 = not very bad 10 = very bad	

# My Body Safety Rules

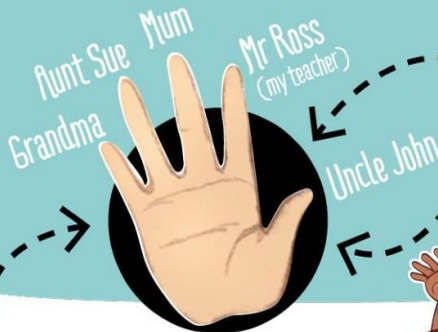
## My body is my body and it belongs to me!

I can say, 'No!' if I don't want to kiss or hug someone.  
I can give them a high five, shake their hand or blow them a kiss.  
I am the boss of my body and what I say goes!



## I have a Safety Network

These are five adults I trust. I can tell these people anything and they will believe me.  
If I feel worried, scared or unsure, I can tell someone on my Safety Network how I am feeling and why I feel this way.



## Early Warning Signs

If I feel frightened or unsafe I may sweat a lot, get a sick tummy, become shaky and my heart might beat really fast.

These feelings are called my Early Warning Signs. If I feel this way about anything, I must tell an adult on my Safety Network straightaway.



## Secrets

I should never keep secrets that make me feel bad or uncomfortable. If someone asks me to keep a secret that makes me feel bad or unsafe, I must tell an adult on my Safety Network straightaway!



## Private Parts

My private parts are the parts of my body under my bathing suit. I always call my private parts by their correct names.  
No-one can touch my private parts.  
No-one can ask me to touch their private parts. And no-one should show me pictures of private parts. If any of these things happen, I must tell a trusted adult on my Safety Network straightaway.



Original concept The Mama Bear Effect  
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# My Early Warning Signs

If I feel unsafe my body lets me know.

Here is how!

Hair feels like it is standing on end

Sweaty brow

Start to cry

Heart beats fast

Goosebumps

Feel sick in the tummy

Sweaty palms

Need to go to the toilet

Shaky all over

If I feel unsafe, I must tell a trusted adult on my Safety Network straightaway!

Wobbly legs

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## This handbook review

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Responsibility for handbook review:

Lauren Hevey/Alex Mackie

UK2Learn – Providers of Educational Programmes in the UK  
 Crossways, Heath Lane, Godalming, Surrey, GU7 1UN, United Kingdom  
 Tel: 01483 425500 Mobile: 07917 820033  
 Email: [guardianship@uk2learn.com](mailto:guardianship@uk2learn.com) Web: [www.uk2learn.com](http://www.uk2learn.com)



Accredited by the  
**BRITISH COUNCIL**  
 for the teaching  
 of English in the UK

