

Statement of aims, principles and practice

Thames Hightech Limited aims to assure the well-being of Chinese students during their study in the UK whilst their parents are overseas. Thames Hightech Limited will also follow the guidance of AEGIS and other safeguarding authorities and local authorities and ensure that all its staff, parents, agents and students have the most updated information, aware of the principles and guidelines to provide proper guardianship service for Chinese students of Thames Hightech Limited.

Aims

- To provide safe and secure environment to Chinese students during their study in the UK.
- To ensure that homestays and transfer companies provide a safe and secure environment for all students;
- All students feel safe, secure and protected from harm;
- All students know who to turn to for help, advice or support, can access services confidentially, quickly and easily and have access to 24-hour support;
- To give full support to all staff and homestays to protect students from harm, remain vigilant in identifying safeguarding and child protection issues and to follow policies and procedures relating to safeguarding and child protection;

Principles

- To prioritise student well-being and their interest
- Each of our students will enjoy and have a happy time while they are in the UK
- To follow guidance and guidelines of children protection, safeguarding law, act, and policies of government and local authorities

Practice

- Provide safe accommodation and transportation arrangements to Chinese students during exeat, long leaves, half-terms and holidays while students are in the UK.
- Support in all aspects including academic and well-being during student stay in the UK
- Liaise with the school about everything of student and translate the communication with the school to parents. Give and translate updates of the school newsletter, student life at campus and performance in extracurricular activities. Give school support in student management when needed and after communication with parents.
- Deal with emergency to guardian's best knowledge and provide professional advice when can't reach parents, such as medical emergency, behavioural misconduct (with extra charges to be paid by parents) or temporarily need accommodations with very short notice (may at a high rate to be paid by parents). When having the chance to communicate with parents, the appointed guardian will explain details to parents.
- Communicate with house parents, academic tutors, and school admins to help and give support to students academically and pastorally when needed.
- Communicate with students frequently via WeChat messages, video phone calls, and school visits when needed and identify potential risks and problems and will inform parents immediately and provide possible solutions.
- Give parents, students, and school relevant staff a 24/7 emergency contact phone number and will be on-site in an emergency at less than 8-hour notice (extra charges to be paid by parents).
- Attend parents' evenings online for free. All on-campus services such as visiting students, attending school activities, performances, concerts and so on when needed, charge at the hourly rate.

- Other fee-paying service also includes meeting student at the airport and seeing student off at the airport, taking the student to do needed COVID tests for international travels, accompanying student for police registration, passport renewal, visa application, opening a bank account, going shopping and other activities, events
- Help to manage student pocket money upon request. Annual expense details will be shared with students and parents. Each expense will request parents' consent verbally or in writing.
- Keep important documents: passports, visas, BRP, police registration and others. Inform parents and help the student when need to renew.
- Give consent on behalf of parents **ONLY** in cases of emergency and **ONLY** when parents can not be reached.
- Provide educational and other consultancy services for both students and parents on everything during the guardianship period.
- Other fee-paying services if needed: tutorial management, interpretations and translations, taking the student to sit tests and exams, school applications, university applications, and take to see doctors.