

# Thames Hightech Ltd

## Parent Handbook 2025/26

*For parents and carers of students using guardianship services*

<b>Main contact</b>	Yuhong Li
<b>24-hour emergency / safeguarding</b>	07538826068   Andrew.li@thameshightech.com

### 1. Purpose of this handbook

- This handbook explains the guardianship support that Thames Hightech Ltd aims to provide to students and the information that parents need before, during and after a student's stay in the UK.
- It should be read together with the parent contract, student handbook, homestay handbook, safeguarding and child protection policy, complaints policy, data protection policy and other relevant policies published by the organisation.

### 2. About Thames Hightech Ltd

- Thames Hightech Ltd is a UK-based organisation that provides education-related support services for international students, including guardianship support, homestay coordination, welfare communication and emergency response arrangements.
- The organisation's registered address is Hurlingham Studio, Ranelagh Gardens, London SW6 3PA.

### 3. Our approach to safeguarding

- The welfare of children is our highest priority. Thames Hightech Ltd is committed to safeguarding and child protection and expects all staff, homestays and contractors to share this commitment.
- The organisation maintains policies and procedures covering safeguarding and child protection, online safety, anti-bullying, missing students, low-level concerns, whistleblowing, safer recruitment, complaints and data protection.
- If a safeguarding concern arises, it will be handled in line with the organisation's safeguarding procedures and, where necessary, concerns will be shared with the relevant school, children's social care, the police or other statutory agencies.

### 4. Key contacts

Role	Name / Telephone	Email / Notes
Main contact / DSL / Prevent Lead	Yuhong Li 07538826068	Andrew.li@thameshightech.com
24-hour emergency contact	Yuhong Li 07538826068	For urgent welfare or safeguarding concerns
Local authority children's services (H&F)	020 8753 6600	Non-emergency safeguarding concerns

LADO	—	LADO@lbhf.gov.uk
Police / ambulance / fire	999	Emergency only
Police non-emergency / NHS	101 / 111	Advice and non-emergency support

## 5. What parents can expect from the guardianship organisation

- To provide clear communication before arrival and during the student’s stay in the UK.
- To coordinate guardianship services in line with the agreed contract and written instructions from parents where appropriate.
- To help arrange transport, homestay accommodation and emergency support where these services form part of the agreed provision.
- To maintain appropriate records, handle personal data responsibly and share information on a need-to-know basis.
- To provide a 24-hour emergency contact service for urgent matters.
- To liaise with schools, homestays, parents and students as necessary to support student welfare.
- To raise and respond to safeguarding concerns appropriately.

## 6. Scope and limits of service

- The exact services provided depend on the contract agreed with parents. Not all services described in this handbook will apply in every case.
- Academic decisions remain the responsibility of the school. Immigration advice should only be provided by an appropriately qualified adviser. Medical diagnosis and treatment must be undertaken by suitably qualified medical professionals.
- Thames Hightech Ltd may act on behalf of parents in an emergency where immediate decisions are required to protect the student’s welfare and parents cannot be reached in time.

## 7. Contact with parents and welfare updates

- Parents will be given relevant contact details before the student travels to the UK.
- The organisation will aim to keep parents informed of important welfare matters, practical arrangements and significant concerns.
- Routine communication may take place by email, telephone, messaging apps or video call. Urgent matters will be communicated as quickly as possible using the emergency contact route.
- Where the student is at boarding school, some information about academic progress and boarding life will come directly from the school.

## 8. Arrival in the UK and transport

- Transport arrangements should be confirmed in advance, including flight details, arrival times, pick-up location and destination.
- Students should only travel with the authorised person or driver whose details have been shared in advance.
- Where third-party transport providers are used, the organisation will only use providers it considers suitable and appropriately checked.
- Parents should notify the organisation promptly if travel plans change.

## 9. Homestay arrangements

- Where homestay accommodation is provided, the organisation will seek to place the student in accommodation that is suitable for the student’s age, needs and agreed preferences as far as reasonably possible.

- Parents will be informed of key homestay details before the placement begins.
- Homestay families are expected to provide a safe, clean and welcoming environment, meals as agreed, appropriate supervision and reasonable support with day-to-day living.
- Any important medical, dietary, allergy or welfare information relevant to the placement should be shared with the organisation before the stay so that the homestay can be informed on a need-to-know basis.

## 10. Emergencies, illness and removal from school

- If a student becomes ill, is injured, is suspended, or needs to leave school unexpectedly, Thames Hightech Ltd will seek to put suitable arrangements in place as quickly as possible.
- Emergency accommodation may be provided with the student's usual homestay where possible, or with another suitable placement if necessary.
- In urgent medical situations, emergency services or NHS services may be contacted immediately.
- The organisation may need to work closely with the school and parents to assess what support is needed and whether further medical, welfare or travel arrangements are required.

## 11. Student money and expenses

- Parents remain responsible for paying all agreed fees and reasonable additional costs incurred for the student's care and arrangements.
- Where the organisation manages or advances emergency or practical costs on behalf of a student, clear records should be kept and parents may be asked to reimburse those costs.
- If parents wish the organisation to help monitor a student's pocket money or practical spending, this should be agreed in writing.

## 12. Behaviour, safety and UK law

- Students are expected to behave respectfully, follow school rules, follow homestay house rules and act safely in the community.
- The student handbook explains expectations on topics such as alcohol, smoking/vaping, illegal drugs, sexual activity, online safety, bullying, curfews and travel safety.
- Parents should support these expectations and discuss them with their child before arrival.

## 13. Data protection and confidentiality

- Personal data will be handled in line with the organisation's data protection policy and privacy notice.
- Information will be shared only where necessary for the student's welfare, education, safeguarding, accommodation, transport or legal compliance.
- Safeguarding information may need to be shared without prior consent if this is necessary to protect a child or prevent serious harm.

## 14. Complaints

- If parents are unhappy with any aspect of the service, they should raise the matter with Thames Hightech Ltd as soon as possible so that it can be reviewed promptly.
- Formal complaints will be handled in line with the organisation's complaints procedure.

## 15. Pandemic, major disruption or exceptional circumstances

- In the event of a pandemic, major travel disruption, public health emergency or similar exceptional circumstance, services may need to be adjusted in line with government guidance, school requirements and risk assessments.

- Thames Hightech Ltd will work with parents, students, schools and accommodation providers to try to identify safe and practical arrangements, but some options may be restricted by circumstances outside the organisation's control.

## 16. Useful contact details

- Childline: 0800 1111
- NSPCC Helpline: 0808 800 5000
- NHS non-emergency medical advice: 111
- Emergency services: 999
- Children's Commissioner for England: [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

**Review cycle: annual.** This handbook should be reviewed alongside the Parent Contract, Student Handbook, Homestay Handbook and safeguarding policies.

*Version date: 7 April 2026*