

# Student Handbook

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*Academic year 2025/26*

*Guidance for students using Thames Hightech Ltd guardianship services in Greater London and surrounding areas*

<b>Designated Safeguarding Lead</b>	Yuhong Li
<b>24-hour emergency contact</b>	07538 826068
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# Welcome

Welcome to Thames Hightech Ltd. This handbook explains the support available to you, how to stay safe, and what we expect from you while you are using our guardianship services. Please read it carefully and keep it for reference.

Our aim is to help you have a safe, positive and well-supported experience in the UK. We work with students, parents, schools, homestays and transport providers to make sure that arrangements are clear, suitable and responsive if anything changes.

## 1. How we support you

Thames Hightech Ltd provides guardianship support for international students. Depending on the service agreed with your parents, this may include:

- pre-arrival guidance and practical information before travel to the UK;
- 24-hour emergency contact for students, parents, schools and homestays;
- help with airport arrival and onward travel arrangements;
- support with term-time, half-term and holiday accommodation arrangements where required;
- liaison with schools, parents, homestays and other appropriate professionals;
- support in a medical or welfare concern, including helping you access suitable care;
- safeguarding oversight and help if you are worried about your own safety or someone else's.

## 2. Your guardian, homestay and school

Different adults may help you in different ways during your stay.

Who	Main role	What this means for you
Guardianship organisation	Overall coordination	We set up policies, manage safeguarding arrangements, coordinate key services and remain contactable in an emergency.
Guardian / key contact	Student support	This person may help coordinate travel, accommodation and communication with school and parents, depending on the agreed service.
Homestay	Day-to-day care	Your homestay provides a safe and welcoming place to stay and should follow our safeguarding, health and house rules.

## 3. Important contact details

Contact	Details
General enquiries	07538 826068 Andrew.li@thameshightech.com

24-hour emergency	07538 826068
Designated Safeguarding Lead (DSL)	Yuhong Li Andrew.li@thameshightech.com
Police / ambulance / fire	999 (emergency)
Police (non-emergency)	101
NHS medical advice	111
H&F Children's Services / MASH	020 8753 6600
H&F LADO	LADO@lbhf.gov.uk
Childline	0800 1111

If you are staying or travelling outside Hammersmith & Fulham, the relevant local safeguarding services for that area may also be contacted if needed.

## 4. Arriving in the UK

Before you travel, make sure you have your passport, visa documents and any school paperwork that you need. We may send you pre-arrival information before departure.

- Only leave the airport with the agreed adult or driver arranged for you.
- If you are unsure who is collecting you, stay inside the airport and call your guardian or the emergency number immediately.
- Never leave with someone else, even if they say the plan has changed, unless we have confirmed this directly with you.
- Keep your phone charged and switched on where possible during travel.

## 5. Living in the UK

Living in the UK may feel different at first. It is normal to take time to adjust to new routines, school expectations and home life.

- Be polite and respectful to staff, homestays and other students.
- Let your homestay know where you are going and when you expect to return.
- Keep your valuables secure and avoid using your phone carelessly in public places.
- If you are worried, upset or homesick, speak to a trusted adult early.

## 6. Staying with a homestay

A homestay is not a hotel. You are expected to behave as a polite member of the household and to respect the home, routines and family members.

- Follow the house rules explained to you when you arrive.
- Be respectful at mealtimes and engage politely with the family.
- Keep your bedroom and shared spaces tidy.

- Discuss dietary needs, allergies or religious requirements in advance where possible.
- Ask before inviting friends, using kitchen equipment or making special arrangements.

## 7. Safeguarding: how to raise a concern

Your safety matters. If you feel unsafe, uncomfortable, pressured, threatened, bullied or harmed by anyone, tell a trusted adult as soon as possible.

- You can speak to your DSL, guardian, homestay, school staff, parent or another trusted adult.
- You do not need proof before telling someone.
- You will be listened to and your concern will be taken seriously.
- Do not keep a secret if someone is being harmed or is at risk.

You can contact our Designated Safeguarding Lead, Yuhong Li, on 07538 826068 or [Andrew.li@thameshightech.com](mailto:Andrew.li@thameshightech.com).

## 8. Online safety

The internet is useful, but it can also expose young people to risk. Be careful about what you share, who you talk to, and which websites or apps you use.

- Do not share personal information such as your address, school details, passport details or passwords.
- Do not send photos or videos to people you do not know or trust.
- Report upsetting, threatening or sexual messages to a trusted adult straight away.
- Think before sharing anything online: screenshots and forwarding can happen very quickly.
- If you are worried about online abuse or grooming, you can also report it to CEOP.

## 9. Bullying, cyberbullying and child-on-child abuse

Bullying is never acceptable. This includes in person and online. It can include repeated unkind comments, exclusion, threats, humiliating behaviour, sexual harassment, sharing images without consent, or physical aggression.

If you are being bullied, or if you are worried about another student, tell a trusted adult quickly. Early reporting helps adults stop the behaviour and keep everyone safe.

## 10. Prevent and radicalisation

Radicalisation is when someone is influenced towards harmful or extreme views that may lead to hatred, violence or illegal activity. This can happen online or in person.

If you are worried that someone is trying to influence you in this way, or if you are worried about another person, speak to our Prevent Lead or another trusted adult immediately.

Prevent Lead: Yuhong Li - 07538 826068

## 11. Health, homesickness and medical emergencies

It is normal to feel homesick, especially at the beginning of your stay. Tell someone if you feel sad, lonely, anxious or overwhelmed.

- If you feel unwell, tell your homestay, guardian or school straight away.
- For urgent medical advice you can call NHS 111.
- For a life-threatening emergency call 999.
- If you have medication, allergies or a medical condition, make sure the relevant adults know.

## 12. Travel and transport safety

We may arrange transport for airport transfers, homestay moves or other approved journeys. You should only travel with the agreed person or service.

- Check the name of the driver and car details before getting in.
- Wear a seatbelt in a car.
- Ask permission before making independent travel arrangements.
- When walking, stay alert, avoid distraction and cross roads carefully.
- On public transport, keep bags and phones secure.

## 13. Behaviour, curfews and the law

Students are expected to behave responsibly, follow school and homestay rules, and act in a way that protects their own safety and the safety of others.

- Alcohol, illegal drugs and other illegal substances are not permitted while you are in our care.
- Smoking and vaping are not permitted while you are in our care.
- Sexual activity is not permitted while you are in our care.
- Tattoos and body piercings are not permitted while you are in our care.
- If you have permission to go out, you must follow the return times agreed for your age and circumstances.

If a student breaks rules in a way that affects safety or welfare, we may need to inform parents, schools and other appropriate adults.

## 14. Money, passports and important documents

Keep your passport, BRP or other immigration documents safe. In many cases, schools keep these securely for students during term time. If you are holding them yourself, do not leave them unattended.

Parents should decide with the school or guardianship arrangement how spending money is managed. If you are ever unsure about money, payments or documents, ask first.

## 15. Useful organisations

- Childline - 0800 1111
- CEOP Safety Centre - [www.ceop.police.uk/safety-centre](http://www.ceop.police.uk/safety-centre)
- Children's Commissioner - [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)
- Thinkuknow - [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

## 16. Final reminder

Please keep this handbook somewhere safe. If anything in it is unclear, ask us. We would always rather you ask for help early than worry on your own.