

Student Handbook

学生赴英就学指导手册

Education Consultancy Limited

A warm welcome to all our students to England.

热烈欢迎各位学生来到英国就学!

Travelling to the UK to study is exciting. However, getting settled in a new country with different customs, languages, food, currency can be quite a challenge. Whatever happens, please remember that *whatever happens, we are here for you 24 hours/7 days.*

来到异国求学令人兴奋。生活在一个文化、语言、饮食和货币都不一样的国家充满机遇，也会是一个挑战。请记住：无论何时你需要我们的建议和帮助，任何时候你都可以联系我们。

Please read this Handbook carefully in conjunction with the **Student Code of Conduct** and ECA policies accessible on our company website www.ecaeducation.com/documents.php. In this Handbook you will find the following contents:

此手册请与公司制定的《学生行为守则》和公司网站上可以看到的其他政策一起仔细阅读，手册包括以下内容：

1. How can you contact ECA
2. Safeguarding and Protection
3. How can ECA help and care for you
4. What do you need to do before and after your arrival in the UK
5. General school rules in the UK
6. Homestay Conditions
7. Transportation Arrangements
8. TIPS to help adapt your new life in UK smoothly
9. Complaints
10. Frequently Asked Questions and Answers
 - a. Bank Accounts
 - b. Sim Card
 - c. Friends' Invitation
 - d. Issues with homestay families
 - e. Airport Transportations
 - f. Complaints Procedure

If you cannot find the information you are looking for or have further questions, please don't hesitate to ask us. We are happy to help you.

1. Need Help at ECA Guardians

| | |
|---|--------------------------------|
| Office Hour: | 08:30-17:30 (Monday to Friday) |
| Telephone: | 0113 4143 518 (dial in UK) |
| Email: | admin@ecaeducation.com |
| 24/7 Emergency: | 07921 654 766 (dial in UK) |
| ~You can always reach us by WeChat ~ | |

2. Students Safeguarding and Protecting

ECA cares for you. All members of ECA will do everything they can to ensure your safety and happiness. If you feel lonely, homesick, **bullied*** or anything, we are here to listen to you via the above listed numbers.

***Bullying is behavior that hurts someone repeatedly and overtime cause physical injury and emotional discomfort. Cyberbullying is a bullying that takes place online.** The types of bullying could include but not limited to:

- Verbal bullying, such as name calling, gossiping or threatening someone
- Non-verbal abuse, such as hand signs or text messages
- emotional abuse, such as threatening, intimidating or humiliating someone
- exclusion, such as ignoring or isolating someone
- undermining, by constant criticism or spreading rumors
- controlling or manipulating someone
- making silent, hoax or abusive calls
- racial sexual or homophobic bullying
- bullying someone because they are disability

What do you do when you are bullied: you can always talk to your ECA coordinator, another trusted adult, such as your teacher or houseparent. You can also contact **Childline** which offers a free confidential counselling service. Contact details of Childline, together with other useful contacts are listed below. They are all FREE to dial.

| Organization | Contacts |
|------------------------------------|--|
| Police (Emergency) | 999 or 112 |
| Police (non-Emergency) | 101 |
| Health Service (NHS) | 111 |
| ChildLine | 0800 1111 (24/7 free-dial) www.childline.org.uk |
| The Children's Commissioner | https://www.childrenscommissioner.gov.uk/about-us/contact 020 7783 8330 |

Missing Student Policy

According to ECA's Missing Student Policy, if you are missing or absent and we are worried about your safety, or we cannot reach you to ensure your safety, we will report your absence to the police as a missing person. So it is most important to have your phone switched on when travelling and inform us promptly if you change your plan/itinerary.

Prevent Duty Policy

ECA aim to make sure vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to be involved in any forms of terrorism.

Everyone plays an important part in the Prevent Duty. All students are expected to look after each other and raise any concerns with a responsible adult if necessary.

As outlined in our Safeguarding and Child Protection Policy, our Prevent Lead Christina FU (christinafu@ecaeducation.com, 07921 654 766) who'll lead us in tackling any extremism and radicalisation matters.

If you have any concerns relating to terrorism and radicalisation (e.g. suspicious behaviour, vehicles, packages, websites, forums etc.), please report to the Prevent Lead or directly reach below: **Anti Terrorist Hotline: 0800 789 321**, Reporting terrorist material online: eforms.homeoffice.gov.uk/outreach/terrorism-reporting-ofml

If you suspect an immediate danger, please move away and call 999.

3. How can ECA Help and Care for you

UK schools require their international students to have a guardian living in the UK. When you are at school, your houseparent will take responsibility for your welfare. When you are out of school, for example, Exeat Weekends, Half Terms, Medical Emergencies, Suspensions and Exclusions, ECA will take over the responsibilities as your appointed guardian.

These responsibilities include:

- ✓ Acting on behalf of your parents when they are unable to do so due to distance and timing;
- ✓ Looking after your welfare in the UK when you are out of school;
- ✓ Provide a host family for you to stay with when necessary;
- ✓ Helping you with purchasing, for example, school uniform, SIM cards, credit top-up, etc.;
- ✓ Helping you to arrange transportation within UK or returning home;
- ✓ Helping you if things go wrong:
 - BRP or passport lost or stolen;
 - If you get ill and need to go to hospital
 - If you get into trouble with school (suspension/exclusions) and need to leave school at short notice
- ✓ Being available for you anytime, particularly if you are worried about: 1) school performance; 2) friends; 3) family, e.g. homesick

You must provide your mobile number and email to ECA, especially if you change them. It is your responsibility to inform us of any change to your contact details earliest possible.

4. What do you need to do before and after your arrival in the U.K.

Student Visas

If you are from a country in the EU/EEA, you will not need a visa to study in the UK. If you are from another country, you will need to apply for a visa before you travel. The most common visas are Tier 4 (General) and Tier 4 (Child).

Kind Reminder:

- Make sure you get the visa before your travel date
- Think about your passport expiry dates
- Do not stay in the UK after your visa expires

For the most up-to-date information, please visit this website:

<http://www.gov.uk/government/organisations/uk-visas-and-immigration>

BRP Cards

If you apply to come to the UK for longer than 6 months, you will need a biometric residence permit (BRP). Your visa decision letter will tell you if you need to collect a BRP card and will tell you where you can collect it from. You must collect it before your vignette expires or within 10 days of arriving in the UK, whichever is later. Your school should be able to help you with this.

Arriving at the Airport

If ECA has arranged airport transportation for you, our designated driver will meet you at the arrivals hall and will be holding a sign so you can find them easily. DO NOT leave the airport alone, until you have found the driver. If you have trouble finding them, please communicate with us by WeChat or call the emergency number.

Bank Account

It can be difficult to open a bank account in the UK for a child or young person, but ECA or your school might be able to assist on this matter.

Banks usually require a school letter, applicant's passport/ID or address proof.

Keep your account number, PIN and cards safe at all times. Do not share any of your bank account information to anyone.

If your bank card is lost or stolen, you must report it to the bank immediately so they can cancel the card in time and send you a new one.

Remember, if you change your address or mobile number, you must inform the bank.

National Insurance Number

You need to obtain a National Insurance (NI) number to work in the UK.

You can call the National Insurance number application line (Monday to Friday 8am to 6pm) on

0800 141 2075 to get your NI number. You will need to make an appointment. For more information, please go to www.gov.uk/apply-national-insurance-number

5. General School Rules in UK

Every school in UK has its own rules. Once you are given the rules, please read them carefully. Here are some general rules for your heads-up:

- Speak English only in Class
- Greeting & Be polite
- Be on time
- Eating and Drinking NOT allowed in Class
- Mobile phones TURNED OFF in Class
- Good Attendance

6. Homestay Conditions

ECA tries where possible to place you in a compatible family in terms of their experience, interests and location.

All our homestay families are subject to ECA safer recruitment checks, including criminal record checks. On top of that, homestay families must meet the strict requirements set out by AEGIS (Association for the Education and Guardianship of International Students).

Please note that even though you stay with your host family, actual guardianship remains with ECA, therefore speak to us about any concerns or thoughts about changing homestay family.

Please respect the host family and their house rules. Try to keep your room tidy and offer to help when you can.

You will receive the following from homestay families:

- Three meals a day. If you are hungry between the meals, ask for snacks such as biscuit politely!
- Your room with bed, clean bedding and towels, desk/table, light (sometimes room can be shared between someone of a similar age and same gender).
- Shower and bathroom (make sure you get showered every one or two days and maximum 15 minutes in a shower)
- Laundry (offer to do it yourself first before handing the dirty clothes to the host)
- Internet access

You should ensure that ECA is aware of any special dietary requirements or allergies. If you have any special requests, please do let your homestay know.

You may want to help the family in their meal preparations or cook something yourself. Please do talk to your homestay about this and they will advise you how to use the kitchen and the necessary safety rules. If you have your own food that you wish to eat during your stay, please let your homestay know so that this can be stored safely (for instance in a fridge if required). Do not consume your food/drink in your bedroom without permission.

Please pay attention to your table manners:

- DON'T start to eat until everyone is seated and have their food on the plate;
- If you want something from the table, ask someone to pass it to you. Remember to say 'please' and 'thank you'.
- Eat QUIETLY, with your mouth CLOSED!
- Stay at the table until everyone has finished and then ask to leave.
- When you leave the table, ask if you can help by taking your dishes to the kitchen, and leave them by the sink or carefully place them in the dishwasher.

7. Road Safety and Street Awareness

Only cross at crossings and look both ways. Look for all vehicles, including bicycles.

Wait for the traffic to stop – you can press the button on the traffic lights and wait for the green light.

Look confident and look as if you know where you are going.

Walk on well-lit roads and ignore people who are rude and abusive. If you think you are being followed, go into a shop or where there are other people or phone an adult or your friend, telling them where you are and why you are worried. If you need some help, approach people directly or call out to them. Tell them what is happening and what help you need.

It is against the law to ride a bike on a pavement/footpath. You can only ride bike on designated bicycle paths or on the road. Cycling with headphones is not illegal in the UK, although riding without due care and attention is a criminal offence. You must have lights if you cycle at night. Wearing a helmet or light-coloured/fluorescent clothing are not compulsory but is strongly recommended.

8. Fire and Electrical Safety

Electrical Appliances

Electrical appliances from overseas, specifically phone chargers and laptop power devices could pose a significant fire risk so if possible, purchase UK versions. Do not overload extension leads or adaptors.

Fire Prevention and Precautions

- Cook safely do not leave food you are cooking unattended, take care with electrics in the kitchen (keep them away from water)
- Do not put any metal in the microwave oven
- Stub cigarettes out properly and dispose of them carefully. Do not smoke indoors.
- Make sure all fire exits are kept clear
- If there is a fire:
 - At school: follow the school's fire safety.
 - At your host family: go to the nearest exit immediately
 - If you are the first to notice a fire, pull the alarm or shout "fire! fire!" and call 999
- If a fire escape is blocked:
 - Put bedding around the bottom of the door to block out smoke
 - Call 999 then open a window and shout "help!" "fire!"

- If you are on the ground or first floor, try to escape through a window
- Use bedding to cushion your fall and lower yourself down carefully
- If you cannot open a window, break the glass in the bottom corner, make jagged edges safe with a towel or blanket
- Fire extinguishers are helpful for putting out small fires. To operate a fire extinguisher, remember the word "PASS":
 - Pull the pin. Hold the fire extinguisher within the nozzle pointing away from you and remove the pin to unlock it;
 - Aim low. Point the nozzle at the base of the fire.
 - Squeeze the lever slowly and evenly.
 - Sweep the nozzle from side to side.

9. Transportation Arrangements

For transfers between the airport and school, or between the host family and school, ECA or the school will arrange reliable drivers to meet students and take them to the arranged address in the UK.

Travel by rail and coach can be arranged for economical long distance transfer. ECA will check timetables, book tickets and arrange for an escort if required.

If ECA has booked a driver for you to travel, please be certain to keep your mobile switched on so that we can contact you.

10. Laws in the UK

Smoking: Smoking is banned in all public buildings in the UK, including bars, restaurants, shops, cinemas, stations and on public transport.

It is **ILLEGAL** to smoke in a car with a child.

It is **ILLEGAL** to sell/provide tobacco products to anyone under 18 years old. If you are under 16, the police have the right to confiscate your cigarettes.

Nicotine (which is found in cigarettes) has been linked to anxiety, so it isn't a harmless drug, and being addicted is often stressful and expensive.

Drinking: You must be 18 years old or over to buy or drink alcohol in public places. Some bars and nightclubs have a 21 years old and over policy.

- It is illegal to buy alcohol for anyone under 18 years old.
- You can be stopped, fined or arrested by police you are under 18 drinking alcohol in public
- In some outdoor places, the police can confiscate your alcohol when you are under legal age.
- Alcohol is not allowed at school or with host families

Drugs: The possession and use of recreational (leisure) drugs is illegal and unsafe. Penalties can include up to 7 years in prison and/or an unlimited fine. You are strongly advised not to use illegal drugs.

Legal Problems

For free legal advice you can go to a Citizens' Advice Bureau – www.citizensadvice.org.uk/

11. TIPS to help you to adapt to your new life in the UK smoothly

Tip 1: Important documents backup

Take clear pictures of your BRP card, passport information page, passport visa page and save them on your mobile phone in case of any emergency.

Form a habit to backup your important documents to hard disk or online storage space.

Tip 2: How to cope with homesickness

When you feel homesick, distract yourself by keeping yourself busy. It works! Schools and universities in UK generally provide students with a wide range of opportunities (sports, social and other activities) to make friends and pursue your interests and develop your leadership and skill.

Tip 3: Speak English as much as possible

In UK, teachers expect you to take an active part in class and ask questions. Chinese students are often **TOO QUIET**. Try to make some local friends. That is the best approach to practice your English and understand local cultures.

Tip 4: Say PLEASE and THANK YOU

It is expected to hear the words PLEASE and THANK YOU from you. Please say those two words in school and out, whenever applicable, especially when you ask some favors from someone.

Tip 5: stay SMART when you use internet and mobile devices.

Safe – DON'T give your personal details to anyone online (e.g., full name, contact details).

Meet - DON'T meet with people who you have only met online as it can be dangerous.

Accept - DON'T accept suspicious texts, emails or open files as they may contain viruses or nasty messages!

Reliable - Some information may be untrue or people can lie. Always double-check.

Tell - If something makes you feel uncomfortable or worried, tell parent/host parent/staff/ECA.

Further advice can be found at www.thinkuknow.co.uk or www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/

How to report concerns:

- ✓ Tell a trusted adult, such as school DSL or our DSL Christina Fu, homestay, teacher, or parent.
- ✓ If you are worried about online abuse or the way someone has been communicating online you can report them to Child Exploitation & Online Protection command (CEOP) <https://www.ceop.police.uk/safety-centre> . CEOP is a law enforcement agency who helps keep children and young people safe from sexual abuse and grooming online.
- ✓ You can also call ChildLine who will offer advice and listen to any concerns. Their number is 0800 1111

Please discuss Wi-Fi access with your homestay. Some families have packages where they have a limit on the data they may use in a month; therefore, streaming films for example would be

inappropriate. Please note that homestays may have filters on their internet and may use parental controls to prevent access of inappropriate sites. Some homestays may turn off the Wi-Fi at bedtime. You should use your own devices rather than the family's home computer.

Tip 6: Watch your belongings and valuables

You don't have to carry your passport/BRP card with you while travelling in the UK. Try not to carry more money than you need, and keep some money in a different pocket to use in an emergency.

Theft of mobile phones (especially the latest models) is quite common; therefore, pay attention to people around you when using your phone in a public place. It is not a good idea to listen to an iPod or other personal stereo when walking alone as it can attract the attention of thieves and you will be less aware of people approaching you. In case of your mobile phone stolen, it is strongly suggested to have ECA emergency mobile number written down and/or memorized.

Register your belongings such as phone, laptop etc. with www.immobilise.com. Immobilise service is free of charge and could be helpful if you lose your belongings.

12. Complaints

If you are not happy with ECA's service or have issues staying with the homestay family, you can write an email to us or simply make a phone call to file a complaint. For details please see our **Complaints Policy** (which is shared with you together with the handbook and safeguarding policy. You can also find it on our website www.ecaeducation.com).

13. Frequently asked Questions and Answers

1. Can I open bank account in the UK and what documents required?

Most banks in the UK offer a Children's bank account (age 11-15) and Young People's Account (age 16-19). ECA can help you to apply for a bank account with Lloyds Bank. You will need to have the following documents while applying:

- Passport with student visa, BRP card
- A school letter confirming your study details and your address

2. How can I get a suitable SIM card?

ECA can help you to get a "pay as you go" mobile SIM card or phone and post it to you at school. We can't get any monthly contract deal for you.

3. Can I go shopping, visit friends or even travel to other towns by myself?

If you go out, you must tell your host family your itinerary/plan and when you will return. Make sure you have the telephone number of the host family and ECA's emergency phone number with you and that the family have your mobile number. Your phone should have

enough battery and be switched on at all times. If you are delayed, you must phone the host family to let them know.

You must return by the following times at the latest:

- 16 and under: 2100 at the latest**
must be accompanied by an adult member of host family
- 16 & 17: 10pm at the latest**
- 18 and over: 11pm at the latest**

You are not allowed to stay out all night unless ECA has already received specific written permission from your parent(s) or guardian.

4. What if I prefer to stay up late and the homestay requires a bedtime rule?

Bedtimes are at the discretion of the host. Try your best to adapt to your host's bedtime routine. Please bear in mind that many families need to GET UP EARLY, therefore if you have a good reason (for example preparing for an important examination, writing an essay etc.) for staying up a bit late, please try not to disturb the family's sleep (do not take a shower late at night or make noises after the family has gone to bed.) The host might ask you to turn in your mobile phone and your tablet or laptop before bedtime. Respect that! They do it for your own good.

5. Can my friend stay with me at ECA-arranged homestay family?

You are not allowed to have friends to stay at your homestay family unless your friend's parent(s) or guardian has signed a temporary guardianship contract with ECA, and paid applicable fees.

6. How do I cancel the homestay family arranged by ECA?

You can cancel the homestay family as long as: 1) your parents give written instructions to cancel; 2) 10-days' notice are given. It will cause a cancellation fee of up to 75% of the cost of the stay if you fail to give 10-days' notice.

7. Can ECA help with the visa/passport renewal?

We are not recommended by UK Border Agency to offer such services to you. But we will try our best to give you suggestions, and even refer you to some professional solicitors or specialists. For young students, we can accompany you for an additional charge.

8. How do I quickly learn about UK culture?

please visit: <https://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock>

9. Can I learn how to drive in the UK?

You can apply for a provisional licence from the age of 15 years and nine months. But you have to wait until you turn 16 before riding a moped or light quad bike and 17 before driving a car on a public road in Great Britain and Northern Ireland. Find the details of learning to drive here: <https://www.gov.uk/browse/driving/learning-to-drive>

10. As a student in the UK, do I have any privileges?

You are sometimes entitled to receive discounts on travelling, clothes purchase and entertainment (you often have to present your student card). For example

Young Persons Railcard for travel on trains (<http://www.16-25railcard.co.uk/using-your-railcard/where-to-buy/>)

Oyster Zip Card for travel around London (<https://tfl.gov.uk/fares-and-payments/travel-for-under-18s/zip-oyster-photocards>)

International Student Identity Card for student discounts (<https://www.isic.org/cards/>)

11. What shall I do if I am feeling ill at my homestay?

If you feel ill or have an accident, the homestay family are advised to manage as they would with their own children. If you are worried, ask your host family to take you to the GP. If the illness is serious, ECA must be informed and we will communicate with the homestay family, parents and school.

12. Who is my contact in ECA?

Once we act as your UK educational guardian, we will set up a WeChat group with your parents, you and at least 3-4 ECA staff members in it, including our company director & DSL Christina Fu. You will have a whole team of ECA staff who will be supporting you for your accommodation arrangements, transportation arrangements or school communications, etc. Please remember to save this phone number (Christina Fu 24/7 emergency number 07921 654 766). We strongly recommend you memorize it.