



Parent Handbook

Welcome and introduction from Edland Ltd.

Welcome to Edland Guardianship Services, Supporting Your Child's Journey in the UK

Dear Parents and Guardians,

A very warm welcome to Edland — we are delighted to be part of your child's educational journey in the United Kingdom.

At Edland, we understand the responsibility and trust placed in us when caring for international students far from home. As a professional guardianship organisation, we are committed to ensuring that every student under our care is safe, supported, and thriving — both in and out of the classroom.

Our Mission

Our mission is to provide comprehensive, compassionate, and responsive guardianship tailored to the needs of each student. We act as the bridge between home and school, offering families peace of mind while their child experiences life in a new country and culture.

Meet the Team

We are a small, experienced team dedicated to providing personal attention and reliable care. Below are the key people who will support your child:

Yunfeng Huang - Director / Senior Education Guardian

Oversees all aspects of guardianship, liaises with schools and families, and ensures high standards of student care.

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I also work as:

- Student Welfare Coordinator -- Responsible for regular check-ins with students, organising homestays, and monitoring well-being.
- Travel & Logistics Coordinator -- Manages airport transfers, exeat arrangements, and emergency travel.

Photos and more details of me can be found in the "Our Staff" section of this guide.



The role of the guardianship organisation, education guardian, and the homestay

The guardianship organisation

The Role of the Guardianship Organisation and the Education Guardian

At Edland, we recognise that sending a child to study abroad is a significant decision for any family. Our role as a guardianship organisation is to offer parents the reassurance that their child is safe, supported, and well cared for throughout their time in the UK — academically, emotionally, and practically.

What Is a Guardianship Organisation?

A guardianship organisation acts as the parent's representative in the UK, supporting overseas students during term time, holidays, and in emergencies. We work closely with schools, host families, and parents to provide a complete support system tailored to the needs of international students.

Edland is committed to upholding high standards of care, safeguarding, and communication. We are available 24/7 to respond to any situations that may arise, from routine matters to unexpected emergencies.

My Role as the Education Guardian

As your child's appointed education guardian, I serve as the key point of contact and advocate for your child while they are studying in the UK. My role includes:

- Regular communication with your child to monitor well-being and academic progress
- Liaising with schools to address any pastoral, academic, or behavioural matters
- Arranging safe and approved homestay accommodation during exeats, half-terms, or when needed
- Organising transport for arrivals, departures, and holidays (airport pickups, school transfers, etc.)
- Keeping you informed of any issues or developments affecting your child
- Providing support in emergencies, including illness, disciplinary action, or school closures
- Offering emotional guidance and mentoring to help your child adapt to life in the UK

Our Commitment to Parents

- Clear communication: We keep you updated regularly and are always available to answer questions
- Personalised support: Each child is unique, and we tailor our care to their specific needs



- Safeguarding and trust: All our staff and homestay families are fully vetted and trained to protect student welfare
- Reliable presence: Whether it's attending a parent-teacher meeting or helping in a crisis, we are here for your child

Edland's goal is to be a trusted partner to families and a dependable presence for students during their time in the UK. Together, we work to ensure your child not only succeeds academically but grows in confidence and independence.

The homestay



The Role of the Homestay

Homestay accommodation plays a vital role in the support system for international students studying in the UK. At Edland, we carefully select and monitor our host families to ensure a safe, comfortable, and welcoming environment for students when they are away from school.



What Is a Homestay?

A homestay is a local family or individual who offers short-term accommodation to students during school breaks such as:

- Half-terms
- Exeat weekends
- Start or end of term
- Unexpected closures or emergencies

Homestays provide a safe and nurturing environment that offers students a sense of stability, routine, and care outside the boarding school setting.



Responsibilities of the Homestay

Host families play a key role in a student's welfare. Their responsibilities include:

- Providing a clean, safe, and welcoming home
- Offering full board (breakfast, lunch, and dinner)
- Ensuring appropriate supervision and safeguarding
- Monitoring general well-being and communicating any concerns
- Encouraging English language use and cultural exchange
- Supporting routines such as quiet study time and healthy sleep schedules
- Coordinating transport (when agreed) or helping with local travel information



Homestay Screening and Safeguarding

All Edland homestay providers are:

- Fully vetted and DBS-checked
- Regularly inspected to ensure a high standard of care



- Provided with guidance and training on safeguarding and student welfare
- Supported by our team for ongoing communication and issue resolution

Benefits of Homestay for Students

- A comfortable and homely environment away from school
- The opportunity to experience British family life and customs
- Supportive adult presence during school breaks or travel disruptions
- A chance to practice conversational English in a relaxed setting

Summary

Homestays are an essential part of Edland's guardianship service. They provide students with more than just accommodation — they offer stability, safety, and a sense of belonging. Our team works closely with both hosts and students to ensure every placement is a positive experience.

The school

The Role of the School

The school is the primary provider of education and pastoral care for students during term time. In the UK, boarding schools are well-equipped to support the academic development and personal growth of international students in a structured, secure, and nurturing environment.

Key Responsibilities of the School

The school plays a central role in your child's life, and its responsibilities include:

1. Academic Education

- Delivering a full academic curriculum
- Setting and assessing homework, coursework, and exams
- Providing learning support or extension if needed
- Monitoring academic performance and progress

2. Pastoral Care

- Ensuring the emotional and physical well-being of students
- Providing support through housemasters/mistresses, tutors, and pastoral staff
- Encouraging respectful behaviour, responsibility, and independence
- Promoting positive relationships among students and staff

3. Communication with Guardians and Parents

- Issuing regular reports on academic performance and behaviour



- Contacting guardians and/or parents if issues arise
- Inviting guardians to attend parent-teacher meetings (virtually or in person)
- Informing guardians of school closures, disciplinary issues, or medical needs

4. Safeguarding and Supervision

- Ensuring students are properly supervised during term time
- Managing attendance and responding to any concerns regarding safety or well-being
- Following UK safeguarding procedures and working with guardians in cases of emergency

Partnership with Edland

While the school is responsible for the student during term time, Edland acts as an external support partner, ensuring that:

- Students are cared for during holidays, exehats, and travel periods
- Parents receive a fuller picture of their child's life outside the classroom
- Students receive personal attention, especially during times of transition or difficulty
- There is clear, responsive communication between school, guardian, and parents

Summary

The school provides structure, education, and day-to-day care, while the guardianship organisation acts as a bridge between home and school, filling in the gaps during out-of-term periods and advocating for the student when needed. Together, we form a partnership dedicated to your child's success, safety, and well-being.

Safeguarding

Edland is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, and data protection that provide further information and outline our procedures. These can be found *on the company website at* www.edland.uk.

We have a trained Designated Safeguarding Lead. You or your child can raise a safeguarding concern with your contact at **Edland Ltd via email: edland365@gmail.com or directly to the Designated Safeguarding Lead (mobile number: 07388179899)**. Alternatively, you may wish to raise a concern



directly with the school your child attends. All schools have their own Designated Safeguarding Lead. Please note that any concern that you or your child raise with us will be taken seriously and will be handled in line with our published procedures.

Statement of services

Edland provides professional Education Guardianship Services to support overseas students enrolled in UK boarding schools. We act as a responsible adult in the UK on behalf of the parents, ensuring the student's safety, well-being, and academic progress while living and studying away from home.

Our guardianship service is designed to complement the pastoral care provided by the school, offering an extra layer of support and advocacy for both the student and their family.

Scope of Service

1. Pastoral Care and Welfare Monitoring

- Regular welfare check-ins with the student via phone, video, or in-person visits
- Emergency 24/7 contact line for both students and parents
- Ongoing monitoring of student well-being, behaviour, and emotional adjustment
- Liaison with school staff, boarding house parents, and host families

2. Academic Oversight

- Regular communication with the school to monitor academic progress
- Support with parent-teacher meetings (online or in person)
- Review of school reports, attendance, and behaviour records
- Sharing of academic and pastoral updates with parents (typically each half-term)

3. Travel and Holiday Arrangements

• Arrangement of transport (airport transfers, train tickets, etc.) for start/end of terms, exets, and holidays

- Support for travel as an unaccompanied minor (if required)
- Safe coordination of movements between school, homestay, and home country

4. Homestay and Accommodation During School Breaks

• Sourcing and arranging fully screened and approved homestay families for short breaks, half-terms, or unexpected closures

- Ensuring the student's safety and comfort while away from school
- Regular communication with both host family and parents during the stay



5. Parental Support

- Regular updates and communication with parents regarding their child's progress and well-being
- Advice and guidance on UK education systems, school expectations, and cultural adaptation
- Assistance in dealing with school matters such as disciplinary issues, medical appointments, or academic concerns

Safeguarding and Compliance

Edland complies fully with the Aegis Code of Practice and UK safeguarding regulations. All staff and homestay providers are DBS-checked, and student welfare is our top priority. Our guardianship service operates in close partnership with parents and schools to ensure the highest standard of care.

Emergency and Crisis Support

In the event of illness, school expulsion, pandemic-related closures, travel disruption, or any other unexpected events, Edland will take immediate action to ensure the student's safety and well-being. This includes arranging emergency accommodation and transport, communicating with the school, and supporting the student emotionally and practically.

Contact Details

There may be times that you need to contact us. We are always here to assist you with any requests or concerns that you may have. You can contact us in the following ways:

General enquiries	
Telephone (office hours [24/7])	07388179899
Email	Edland365@gmail.com
WeChat	H07388179899
Emergencies 24/7	
Safeguarding concerns	
Telephone	07388179899/07552365928
Designated Safeguarding Lead	Yunfeng Huang



Transport Arrangements

Edland provides support for transport arrangements to ensure students travel safely and efficiently at key times throughout the academic year, including arrival in the UK, return trips during holidays, and weekend or short breaks.

1. Arrival and Departure: Airport Transfers

- Initial Arrival: Edland will arrange for a trusted and pre-approved driver or representative to meet the student at the airport upon arrival in the UK. The student will be transferred directly to their homestay or school.
- Departure: Similarly, Edland can arrange transport to the airport for students returning home at the end of term or academic year.

Transport is by private car with a vetted driver, unless otherwise agreed. In some cases, taxis or trains may be used with prior approval and if appropriate for the student's age and experience.

2. Travel During Term Time

- Start and End of Term / Half-Term / Exeats:

Edland can assist in arranging transport for students during school breaks (e.g. start/end of term, half-terms, exeats) between the school, homestay, and airport or other destinations as required.

- Where possible, group travel options may be arranged to reduce cost.
- Transport arrangements must be confirmed in advance to ensure availability.

3. Responsibility

Time/Event.	Responsible for Organising Transport
Initial arrival in the UK	Edland, in coordination with parents
Start/end of term	Parents, with optional support from Edland
Half-term / exeats	Parents or Edland (upon request)
Emergency situations	Edland, with immediate parental contact

4. Information Required from Parents

To arrange transport, the following details must be sent to Edland's Student Services Team at: [email: edland365@gmail.com](mailto:edland365@gmail.com); [mobile: 07388179899](tel:07388179899).

Required Information:

- Full student name
- Date and time of travel



- Airline, flight number, and airport terminal (if applicable)
- Destination (homestay, school, airport, etc.)
- Special requirements (e.g. unaccompanied minor service)

Deadline: All transport requests should be submitted at least 10 working days in advance. Late requests may incur additional fees or limited availability.

5. Additional Notes

- Edland only works with reputable, DBS-checked drivers and trusted service providers.
- Students under 12 will not be permitted to travel alone unless agreed in writing by parents.
- Parents are responsible for the cost of transport services, unless otherwise specified.
- In the event of flight delays or emergencies, Edland will coordinate with the driver and notify parents promptly.

Requesting and arranging a homestay

Edland offers a comprehensive homestay arrangement service to ensure students are placed in safe, welcoming, and supportive family environments. To initiate and complete a homestay placement for your child, please follow the procedure below:

Step 1: Submit Homestay Request

Parents/guardians should complete and submit a Homestay Request Form provided by Edland. This form includes:

- Student's full name, age, and gender
- Dates of stay (arrival and departure)
- Any medical conditions, allergies, or dietary restrictions
- Cultural or religious preferences
- Hobbies or interests that may help match the student with a suitable host family

Note: We recommend submitting the form at least 4–6 weeks prior to the student's arrival to allow sufficient time for matching.

Step 2: Review and Confirmation

Once the request is received:

- Edland will identify suitable host families from our approved network.
- A homestay profile will be shared with the parents, including family background, household details, and location.



- Upon approval, parents will receive a Homestay Agreement, including terms and the payment schedule.

Step 3: Payment and Confirmation

To confirm the placement:

- Parents must sign the Homestay Agreement
- Pay the required homestay fees in advance as invoiced
- Notify Edland of the student's arrival details (e.g., flight information, arrival time)

Step 4: Arrival and Induction

- Edland or the host family will welcome the student upon arrival (if an airport pickup service is arranged).
- Students will receive an orientation to help them settle in and understand household expectations.
- Edland will conduct a follow-up check-in within the first week of arrival to ensure the student is comfortable.

Ongoing Support

Throughout the student's stay, Edland provides:

- Regular pastoral and academic updates to parents
- Ongoing communication with host families
- Support for resolving any issues or concerns
- Assistance in changing homestay placements, if necessary (with appropriate notice)

Change of plan

There may be occasions when you need to change the arrangements that have been made for an exeat, half-term, holiday, or other periods of homestay. Please ensure that you contact us as soon as possible, and no later than *two weeks* before the arranged stay. If sufficient notice is not given prior to any changes in the student's arranged stay, the parents/guardians will be fully responsible for all resulting costs. Edland will not be held liable for any incidents or issues that occur while the student is not under our supervision.

Emergencies

Edland will respond to any requests to provide emergency support and accommodation for students. For example, this could be due to a medical issue or suspension. Where possible the student will be placed with the guardian's family, but if this is not possible, they will be cared for by another homestay family who works for our organisation.



Homestay accommodation

Edland is committed to ensuring that students experience a safe, comfortable, and supportive living environment during their stay in the UK. We offer carefully selected homestay accommodations as part of our pastoral care services.

What is Included

Each homestay arrangement includes:

- A private, furnished bedroom
- Breakfast and dinner on weekdays
- Full board (three meals) on weekends
- Access to laundry facilities
- Basic utilities: electricity, gas, water, and internet
- A welcoming, English-speaking family environment

Responsibilities

- All homestay arrangements must be coordinated through Edland.
- Edland carefully screens and monitors host families to ensure a high standard of care and safety.
- Edland is not liable for costs or issues arising from unapproved changes made independently by the student or parent.

By living with a host family, students are encouraged to immerse themselves in British culture and practice their English in a natural and supportive environment. This experience is a valuable part of their overall development while studying abroad.

Updates on student's welfare and academic progress

Edland is committed to maintaining open and regular communication with parents/guardians regarding the welfare and academic progress of their child while studying in the UK.

Monitoring and Communication

As part of our service, Edland provides structured updates that cover:

- Pastoral welfare: The student's general well-being, emotional adjustment, social integration, and behaviour within the homestay environment.
- Academic progress: Performance, effort, attendance, and behaviour at school, based on reports from teachers and school staff.
- Homestay feedback: Information on how the student is settling into their accommodation, including interactions with the host family and adherence to household expectations.



Frequency of Updates

- Formal updates are provided to parents every half term (approximately every 6–8 weeks).
- Immediate communication will be made in the case of any concerns or emergencies regarding the student's welfare, behaviour, or academic standing.
- Additional updates can be provided upon request, subject to availability and circumstances.

Liaison with Schools and Homestays

Edland maintains regular contact with both the school and the host family to:

- Monitor the student's day-to-day progress
- Address any concerns promptly
- Support the student in resolving academic or personal difficulties

Parent Involvement

Parents are welcome to contact Edland at any time with questions or to request further information. We strive to work in close partnership with families to ensure each student receives the guidance and support they need to succeed both personally and academically.

Expenses

Parents/guardians are responsible for covering the full cost of homestay accommodation for their child during their stay in the UK. Edland arranges appropriate homestay placements and provides ongoing support to ensure a safe and comfortable living environment.

Current Rate

The cost of homestay accommodation is £120 per night. This includes:

- A private bedroom for 16+; shared or single bedroom for 12-15
- Breakfast and dinner on weekdays
- Full board (three meals) on weekends
- Basic utilities (laundry, electricity, gas, water, and internet)

Annual Adjustment

The homestay rate is subject to an annual increase of 5%, in line with inflation and rising living costs. Updated rates will be communicated in advance before the start of each academic year.

Payment Terms

- Fees must be paid in advance and are non-refundable, unless otherwise agreed.
- A minimum of two weeks' notice is required for any changes or termination of homestay



arrangements. Failure to do so may result in additional charges.

- If a student temporarily vacates the homestay (e.g. for holidays), full fees may still apply unless special arrangements are made in advance.

Coordination and Responsibility

- All homestay arrangements and related payments must be managed through Edland.
- Edland will not be held responsible for any additional costs or issues arising from changes made without our coordination.

Life in the UK

Living in the UK may be quite different to the life your child is used to. Every country has its own customs, and it may take them a while to get used to these. Please do not worry, this is most normal. Here are a few examples of British customs to help you understand what is expected:

Meeting people: Sometimes British people come across as being reserved but usually they are kind, helpful and welcoming of visitors. British people usually greet each other with a handshake and use their title and surname, until being invited to use their first names. For example, when meeting a new contact, they may greet saying “Good morning, Mr Harris”. Due to the coronavirus, greetings have changed, and handshakes are not currently being used. A verbal greeting is perfectly acceptable, whilst maintaining social distancing.

Queues: The British people love queues! When waiting their turn, for example in a shop, bank or for public transport, people form a line one behind the other so that they are served in turn. It is considered rude to push in.

Please and thank you: British people greatly appreciate politeness. This means when you would like something you would start a sentence with the word “Please”, for example, “Please may I have a sandwich?” When you have received something, you should always reply with “Thank you”.

Sorry! The British people are often heard to say “Sorry!” This word is used if people accidentally bump into each other or make a mistake. Often people say it even if they were not to blame (for example, a person bumped into them whilst walking in the street).

Mealtimes: It is considered polite to wait for all people at the table to have their meals in front of them before you start to eat. Knives and forks are used to eat the vast majority of main courses, although some British families may use other cutlery to suit the cuisine. Knives and forks are placed together on the plate to indicate that the diner has finished. It is not considered polite to eat with your mouth open or speak whilst eating. Similar to the beginning of the meal, diners usually wait until everyone is finished before leaving the table, and often time is spent having a chat around the table.

What we expect from students whilst staying with a homestay

Edland expects all their students to be polite and courteous when staying with a homestay. A homestay is not a hotel, and the expectation is that your child will be included as part of the family. As such, they will be expected to engage with family members, joining them at mealtimes, and possibly



helping with chores such as laying the table. Your child's homestay will explain their own house rules to them when they arrive. Please do ask them if you have any questions.

Student handbook and Student Behaviour Code of Conduct

Edland has a student handbook and student behaviour code of conduct. These include lots of information that will prepare your child for life in the UK. We ask that you go through these with your child so that they are aware of our expectations.

Student Finances

Edland is committed to supporting students in developing financial responsibility during their time abroad. As part of this, Edland offers assistance to parents in organizing and managing their children's pocket money.

We strongly recommend that parents encourage their children to manage their own pocket money independently. This can be done by:

- Providing the student with a credit or debit card from their home country, or
- Assisting them in opening a bank account in the UK.

Managing personal finances is an important life skill, and studying abroad presents a valuable opportunity for students to develop this responsibility.

School Policy Concerning Students' Pocket Money

Many UK boarding schools have clear guidelines in place regarding the use, storage, and distribution of students' pocket money, particularly for younger students or those under guardianship. At Edland, we support and align with these school policies to ensure students learn to manage money responsibly and safely.

Safe Storage of Pocket Money

Most boarding schools recommend that:

- Pocket money is not kept in student dorms or personal lockers
- Cash is deposited with the houseparent or matron, who can manage small withdrawals when needed
- Schools may set a recommended weekly or monthly limit on spending money

Recommended Amounts

The suggested amount of pocket money varies by age and school, but typically:

- £20–£40 per week is considered appropriate for most students
- Additional funds may be allowed for special outings, trips, or activities, with prior approval

Use of Bank Cards

Older students may be permitted to:

- Use a prepaid or debit card to manage their own funds
- Access online banking (with parental consent and school approval)
- Parents are encouraged to monitor spending remotely if cards are issued from their home country



🌐 How Edland Can Help

At Edland, we support families by offering two options:

1. Parents manage money directly: You can provide your child with a debit or prepaid card from your home country or set up a UK account (where eligible).
2. Pocket money managed by Edland: Parents may deposit an agreed amount into our account.

We will:

- Hold funds safely on behalf of the student
- Release pocket money in line with school policies and your instructions
- Keep records and provide summaries upon request

We strongly encourage students to learn financial responsibility in a safe, supervised way, while ensuring that they always have access to essential funds when needed.

Please note that Edland does not take responsibility for how students choose to spend their pocket money but is happy to assist in overseeing distributions when requested by parents. We will help you set up a bank account for your child if required. Please contact us and we will be able to make the necessary arrangements.

Liability

Please note that Edland and the homestay provider will not be liable for any damage arising from conduct and/or behaviour of any student placed with the homestay by the guardianship organisation.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Edland takes advice from the government, the UK Health Security Agency, and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic Edland may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. Edland will work with you to find flights to home countries where required. Edland will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Edland will work with you and your child's school to find suitable quarantine accommodation for students where required. Edland has a policy that outlines the procedures we would follow during a pandemic. This can be found here www.edland.uk.