



# REDOOR GUARDIAN SHIP

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## STUDENT HANDBOOK

Welcome to the UK and welcome to the Redoor Education guardianship. We are very pleased that you have chosen us to be your education guardian while you are studying in the UK. Studying in the UK offers many exciting experiences, but we know it can also be challenging to adjust to a new environment. While things may be confusing at first, we hope that the information in this handbook will help to make your time here as easy and enjoyable as possible.

UK schools require all their students whose families live overseas to have a guardian living in the UK, the guardian has to be over 25 years and not a full-time student. The school needs to make sure that there is someone to take care of you when you are not in school and you are staying in the UK.

You will be pleased to know that the friendly and experienced staff at Redoor Education guardianship team can help you with every aspect of your student life at your school. Redoor Education acts as your guardian and will take responsibility for decisions made. We will be the main point of contact for guardianship issues for you during school terms. We will get in touch with you frequently and ensure you are settling well in your school. You can contact us anytime if you think you need help or just simply want to talk to someone.



## ARRIVAL IN THE UK

When you arrive in the UK at an airport, you will need to show your passport or travel document with your visa or entry clearance sticker to an Immigration Officer at passport control. You may be asked to show evidence that you are coming to the UK for the same purpose as stated on your visa or entry clearance sticker, so it is a good idea to carry the documents on the pre arrival checklist in your hand luggage. If the Immigration Officer is happy that you meet the requirements, he or she will stamp your passport with a date stamp and allow you to enter the UK.

Please note, the queues to come through immigration in September can be exceedingly long, by ensuring that you have all the necessary documents ready for inspection you can help speed up the process.

## PRE-ARRIVAL

- Ensure you keep all documents in your hand luggage for verification upon arrival in the UK
- Ensure you have the correct visa
- Bring your original qualification documents
- Bring a print out of your Confirmation of Acceptance for Studies (CAS)
- Bring a mobile phone and keep our contact details in safe.
- Ensure you have access to money in a safe form (i.e. approx. £300-£500 on debit or credit card)
- Take your TB certificate if applicable
- Bring your medical records of any pre-existing conditions (if applicable make sure they are translated in English)

### AIRPORT COLLECTION

If Redoor Education has arranged an airport transfer for you, our designated driver will meet you at the arrivals hall and will be holding a sign (Your Name and the Name of your school) 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 call our office or emergency number and we will help you.

**PLEASE MAKE SURE YOU CARRY YOUR DRIVER INFORMATION WITH YOU AS CUSTOMS MAY NEED TO SEE IT.**

### If you are delayed in passport control

Sometimes you may be delayed in Customs and Immigration. Don't worry about this as it does happen to several students. If there is a delay it is very helpful if you can call your driver so we know what is happening.

Don't worry, regardless of how long it takes for you to pass into arrivals, your driver will certainly be waiting for you. The driver will make sure you arrive safely at school and will deliver you directly to the House and make sure someone is there to receive you. Your driver will know the name of the House and have the number of the House staff in case of any delays.



# YOUR BIOMETRIC RESIDENCE PERMIT (BRP)

If you applied for a Tier 4 visa from outside the UK to study a course of more than 6 months in length, you should have been issued with an entry clearance vignette (sticker) in your passport which permitted you to enter the UK. Now that you have arrived to the UK, you will need to obtain your biometric residence permit (BRP) from your school. The letter which you received from the UKVI will specify exactly where and when you should collect your BRP.

A BRP is your UK visa and is proof that you have the right to be in the UK as a student. Your BRP will be valid for the entire length of your course and should be used to travel in and out of the UK (along with your passport) and to prove that you have the right to be in the UK, for example to show the UK boarder agency.

You will not be required to carry your BRP around with you in the UK on a day to day basis. You must ensure you always keep your BRP safe at your boarding house with your passport.

## WHAT IF I NOTICE A MISTAKE ON MY BRP?

Once you have received your BRP, it is important to check that the information printed on your visa is correct. You must contact your guardian immediately if you notice any mistakes on your BRP, including:

- An incorrect spelling of your name, date of birth, nationality, gender, place of birth etc.;
- Incorrect length of leave (visa expiry date) or conditions (for example work restrictions)
- If your BRP has been damaged

## WHAT IF MY BRP IS LOST OR STOLEN IN THE UK?

You must contact your guardian immediately if you notice you have lost your BRP. We will need to report this to UKVI, inform the police station, and help you to apply a replacement BRP card.

## REGISTER WITH THE NATIONAL HEALTH SERVICE

It's important to be registered with a doctor (a GP – General Practitioner). The housemaster or housemistress will help you on register. If you have any problems on GP registration, you should contact us immediately. We can assist you on time.

It is important that you register with a doctor as soon as possible and do not leave it until you feel ill. Please bring adequate supplies of any medication you are taking and an English translation of the medication if possible.

## REGISTERING WITH THE POLICE

On arrival in the UK, nationals of some countries are required to register their details with the police. You will know if this rule applies to you if there is a stamp in your passport or a phrase on your visa indicating that you must do so.

Students from the following countries will need to register with the police when they arrive in the UK. Afghanistan, Algeria, Argentina, Armenia, Azerbaijan, Bahrain, Belarus, Bolivia, Brazil, China, Columbia, Cuba,

Egypt, Georgia, Iran, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Libya, Moldova, Morocco, North Korea, Oman, Palestine, Peru, Qatar, Russia, Saudi Arabia, Sudan, Syria, Tajikistan, Tunisia, Tukey, Turkmenistan, UAE, Ukraine, Uzbekistan, Yemen.

In most of cases, the housemaster or housemistress can help you to book an appointment online using the local police website. If the school doesn't provide this service, please get in touch with your guardian and we will help you to sort it out.

You will need to go to the police office for registration and need to prepare the following documents to register with the police:

- Passport and a photocopy of your passport page
- Visa/BRP card and photocopies
- 2 passport sized photographs
- Your student card
- A fee of £34 (cash only)

Once you have registered, you will be provided with a certificate that you must keep safe or hand it over to your boarding house with your passport and other identify document as you may need it for future visa applications.



# LIVING IN THE UK

## CULTURAL ISSUES

*If you are coming to the UK as a student for the first time, you will probably notice cultural differences which may surprise, challenge or shock you. Whilst you are adjusting to life in the UK, you will be getting used to new procedures and systems. This section highlights a few areas that you may wish to pay attention to.*

### CULTURAL DIFFERENCES IN THE UK

**Time keeping** - In the UK punctuality is very important, especially in academic life and business. You should always be on time for lectures, classes and meetings with academic and support staff. If you are going to be late, it is advisable for you to telephone in advance of the appointment. If you are late for an appointment do not be surprised if you are told to make another appointment to be seen on another day. Similarly, if you cannot make it to an appointment at all, it is always advisable to telephone and let the person know in advance.

**Being polite** - Saying 'please' and 'thank you' is considered to be an important part of British culture. If you need to ask for someone's help, no matter who it is, it is polite to use the words 'please' and 'thank you'. This can make all the difference in the way that people respond to you.

**Queuing** - In the UK, it is considered polite to queue and wait for your turn. In some countries this is not the norm however, in the UK you will find that this is common practice and part of your daily routine. The British love to queue!

**Gender** - Men and women play an equal role in society in the UK. There are no rules or regulations which prevent men or women doing specific jobs - both men and women alike carry out all roles at all levels.

**Equality** - When you are talking to someone or are requesting a service from them, no matter whom they are and no matter what role or status they have, you must be courteous and not demanding. This can range from buying a train ticket, asking for information at a reception desk, asking your tutors for advice or speaking to an Immigration Officer. People will be less willing to provide the assistance you require if you are not courteous and respectful.

**Smoking** - Smoking is banned from enclosed public places in the UK. This means that people can only smoke in designated areas where there is a smoking sign. This ban affects most public premises e.g. restaurants, pubs, bars, shops, cinemas, shopping centres, leisure centres, other enclosed workplaces and public transport.





## HOMESICKNESS

Coming to the UK is highly likely to be a new cultural experience for you. You may find that there are many things which are quite different to what you are used to in your home country. You may experience 'culture shock' which is a quite common feeling. Culture shock can be the shock of living in a new environment, meeting lots of new people, getting used to a different climate and food, being away from your family etc. It is very normal to feel culture shock not long after you have arrived in the UK. Here are some ideas which might help you reduce your feelings of culture shock.

- Talk to your guardian or parents. Ask the guardianship to put you in touch with students from your home country or someone with similar interests to you.
- Have familiar things around you from home such as photographs.
- Make friends with international students whether they are from your own culture or from other cultures, they will understand how you feel.
- Make friends with British students so you can learn more about life in the UK.
- Take regular exercise, this will give you the energy to address the challenges you may face.
- Look out for information from the school regarding social events and activities which will be advertised on Facebook and across campus. Each term there are a number of trips and social evenings organised especially for boarding students which are a great way to make friends and see places of interest.

You may find that academic regulations and methods of assessment differ from what you are familiar with. Please do not worry if you feel a little confused about what is expected of you. Your Programme Director and tutors will be happy to advise you.

Please remember that it is very normal to feel 'culture shock'. Try to look at it in a positive way and remind yourself that you are learning new skills along the way which will help you in the future. The other thing to remember is culture shock is temporary. You will get used to the British culture, but it may take a little bit of time.

## LAWS IN THE UK

**Smoking:** is banned in all public buildings in the UK, including bars, restaurants, shops, cinemas, stations and on public transport. It is illegal to sell tobacco products to anyone under 18 years old.

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

- It is illegal to buy alcohol for anyone under 18 years old.
- In some outdoor places, the police can confiscate (take away) alcohol.
- Alcohol is not allowed at school or with host families.

**Drugs:** The possession and use of recreational (leisure) drugs is illegal. Penalties can include up to 7 stay.

**Shoplifting:** People who are caught stealing from shops will probably have to go to court and may have to pay a fine (money).

**Weapons:** It is illegal to carry any weapon for defence, including gas and sprays. You will be arrested if the police stop you and you have a knife.

**Cycling:** You cannot ride a bike on a pavement/footpath. You can only ride a bike on designated bicycle paths or on the road. You must have lights if you cycle at night. A helmet is not compulsory but is strongly recommended.

**Age of sexual consent:** The age of consent to any form of sexual activity is 16 for both men and women, so that any sexual activity between an adult and someone under 16 is a criminal offence. The age of consent is the same regardless of gender or sexual orientation.

## IMMIGRATION

The UK immigration regulations require international students to adhere to strict rules whilst they are in the UK. Failure to comply with these rules can have serious consequences and may result in deportation.

Below you will find an outline of your immigration obligations as a Tier 4 student:

You must arrive in the UK and enrol on your nominated course before the prescribed enrolment deadline stated on your Confirmation of Acceptance for Studies (CAS). If you do not enrol on your course before the deadline, your details will be forwarded to the UK Visa and Immigration (UKVI).

Before you enrol, the school will be required to take a copy of your passport and your visa or biometric residence permit (BRP). You also need to provide that information to your guardian.

This information will be stored securely in accordance with data protection law and will be retained by Redoor Education for 2 years after you have graduated.

***Your attendance on your course is compulsory and will be monitored. If you do not attend your classes or if your absence has not been authorised by the school, it will affect on your attendance rate. It is therefore particularly important that you inform us if you are not able to attend your course for any reason.***



# SAFETY INFORMATION

## MONEY

Do not carry large amounts of money in your purse or wallet. Carrying a debit or credit card is a much safer option.

You should never lend large amounts of money to people or other students as you may not receive the money back.

## FRAUDS AND SCAMS

International students are sometimes specifically targeted by criminals who receive telephone calls or emails from a person pretending to be from a legitimate organisation (such as the UK Visas and Immigration). Often the criminals will demand money and claim that if a student does not pay quickly, there will be serious consequences. The caller/sender may:

- Have some limited information (for example, name, passport number, and telephone number) and therefore, seem very convincing and genuine.
- Provide a name and telephone number, once again, to seem genuine.
- Claim that there is a serious problem, for example, with the student's immigration status and that they need to pay a fine to resolve the issue.
- Insist that the payment is made as soon as possible, supposedly to prevent further action.
- The caller will speak in dramatic terms, perhaps talking about deportation or cancelling the student's visa. This is a common fraudster's technique to make students panic and become

pressurised into paying money.

- There have also been some incidents of the friends or family members of a student being contacted by email, telephone, WeChat and QQ. Once again, the fraudsters will sound very convincing as it is likely that they will have limited information about the student. The caller/sender is likely to confirm that the student is in serious danger, such as seriously ill in hospital and that money is required urgently to pay for medical expenses.
- Here is some advice about how you and your family/friends can protect yourselves from fraudulent calls or scams:
- Do not provide the caller/sender with any personal information and do not confirm that any information they have is correct.
- Do not make any payment.
- Report the incident to your guardian, who can offer practical advice and help report the fraud to the police.
- Whenever you receive a telephone call, email or text from someone who you do not know, remember that it could be a scam. Criminals can use all kinds of ways to trick you into paying them money or giving them valuable information about yourself.

## ELECTRICAL APPLIANCES

The British electrical supply is rated at 240 volts/50 cycles. It is important to review manufacturers' instructions to ensure that any electrical equipment you wish to bring to the UK is compatible. Conversion plugs are widely available from electrical shops or at

airports.

## 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) and do not put any metal in the microwave.

Make sure all fire exits are kept clear.

### **If there is a fire:**

**At school:** follow the school's fire safety. This usually means heading to the nearest fire meeting point outside.

**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". 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. Do not jump.
- If you cannot open the window, break the glass in

## USEFUL TELEPHONE NUMBERS AND WEBSITES:

**NSPCC:** 0808 800 5000 - [www.nspcc.org.uk](http://www.nspcc.org.uk)

**Child-line:** 0800 1111 - [www.childline.org.uk](http://www.childline.org.uk)

**Redoor's Child Protection Coordinators**  
Tina Qi and Jollie Zhao: 02076924797

**NSPCC Whistleblowing Advice Line:** 0800 028 0285 or [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Local safeguarding partnership with Child line details:**  
<https://www.safecic.co.uk/your-scb-acpc/55-free-downloads-and-safeguarding-links/61-safeguarding-children-board-links>

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 with 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.

## EMERGENCIES

If an emergency arises during your stay in the UK, you should contact the following emergency services, free of charge by calling 999.

- Fire Brigade
- Police
- Ambulance (medical emergency)

You can call 999 on any mobile phone (even without available credit). Students should be aware that they are only to call 999 if there is a danger to life.

If you would like to speak to someone or report a safeguarding issue, please contact one of the officers in the school and/or Redoor Education Office Manager.



## ACCOMMODATION

We will arrange you to stay in a homestay while your school holiday.

The role of a host family is to protect, care for and provide full board and accommodation for your student on a day to day basis.

Generally, more than one student of a similar age will be staying with a host family at any one time. In our experience, students prefer this as it offers them additional accompany and friendship during what is essentially a holiday period. Some students form long term friendships with other students, and indeed with the Homestay Families themselves.

Children age 12 and under should not be left home alone for a long period of time – they are rarely mature enough to cope in an emergency.

Children age 16 and under should not be left home along overnight.

A child should not be left home alone regardless of their age if they do not feel comfortable with this.

The homestay family offers 3 meals a day and snacks and a caring, safe and warm home.

The host families also provide free Wi-Fi and laundry service. The sheets and towels will be changed once a week.

## CURFEW TIMES

*Aged 14 and under:* All students have to obtained permission from Redoor Education staff to have their day out. Students are aged 14 and under need to be accompanied by an adult at all times when going out from home.

*Aged 14 to 16:* Students may travel with their friends or classmates, but not alone. All students have to obtained permission from Redoor Education staff to have their day out. Student should be home by 20:00pm in the summer time or 19:00pm in the winter time.

*Aged 17 or 18:* Students may travel alone. They have to obtained permission from Redoor Education staff to have their day out. Students should be home no later than 20:00pm.

No staying elsewhere overnight, unless student's parents make formal request in advance. Redoor Education require parents to complete the Consent form and return to us by email. The full address must be provided to comply for UK Tier 4 (child) VISA rules.

We also will require the reason and the full contact with the named arrangement confirmed in writing, the adult need to they will taking full responsibility for student during the stay.

## OUR EXPECTATIONS

We are a small community. All our students are in this community. We welcome pupils from all backgrounds. Harassment, bullying and unkindness will not be tolerated. Redoor Education aims to encourage all pupils to adopt the highest standards of behaviour, good manners, tolerance, integrity, kindness, honesty, self-discipline, and courtesy are expected at all times.

We also expect pupils to be ready to learn, to listen carefully, complete all homework on time and respect others. We expect pupils participate fully in schools' activities including lessons, trips and visits, transport and in boarding. (Arrival on time and avoid leaving earlier). We expect pupils always have a kind and supportive manner.

Student conduct code, Anti-Bullying and Anti-Cyber Bullying policies are applied.

## PREVENT/ANTI-RADICALISATION

Redoor recognise the importance of making all individuals aware of the Prevent Strand of the national Contest strategy, the policy and procedure to follow if they identify any concerns in relation to radicalisation and extremism, and how we can work with partners to protect children from this form of child abuse.

More details please refer to Anti-Radicalisation Policy.

## BULLYING/CYBER BULLYING

Bullying may be repeated over time and intentionally hurts a student or group physically or emotionally and is often motivated by prejudice against particular groups, for example, on grounds of race, religion, culture, sex, gender, homophobia, special educational needs and disability, or because a child is adopted or is a career- it may occur directly or through cyber-technology (social websites, mobile phones, text messages, photographs and email).

Bullying includes a range of abusive behaviour that is:

- repeated;
- intended to hurt someone either physically or emotionally.

All the students should keep in a good manner.

Students are responsible for using the internet and mobile devices in accordance with the guidance in the Student Handbook. Students must know the importance of adopting good online safety practice and reporting misuse, abuse or access to inappropriate materials and know how to report these concerns. Redoor Education further supports students in raising their awareness of how to stay safe online through our social media updates, policies and website.

More details and procedures can be found in Anti-Bullying policy.

## POCKET MONEY

You do not need to bring too much pocket money to the host family, as your parents will have already paid your meals and accommodation during your stay with the host family. If you need extra pocket money, we

will only issue this to you after we receive your parents' permission. Please ensure you gain permission from your parents first.

## PERSONAL HYGIENE

It is important to present yourself well in school and when you are staying with the host family. Remember to shower regularly (every one or two days), brush your teeth twice per day, use deodorant and wash your clothes regularly.

## VISA FOR VISITS TO OTHER COUNTRIES

Whilst you are here as a student you may decide to visit different parts of Europe or other countries during the vacation periods. It is important to remember that you may need a visa to visit another country. You should always plan well in advance and check the countries immigration rules before you make plans to travel. You must also check if you have enough time remaining on your UK visa to travel to another country as some embassies may require that you have a minimum of 2-6 months visa before you make your visa application. You will need to go to the embassy website of the country you wish to travel to for more information about the application process.

Please seek advice from your guardian who will be happy to advise you.



## USEFUL TERMINOLOGY

**Programme Director** - The Programme Director has overall responsibility for decision making and the running of the course.

**Year Tutor** - An academic member of staff who can advise you on academic aspects of your course for the year that you are studying.

**Seminars/Tutorials/Workshops** - Seminars/tutorials/workshops are often quite similar and typically incorporate a lecture, perhaps with slides and hand outs, combined with significant student participation. There are generally activities and discussions which run throughout the session which encourage interaction between the students and lecturer. Students are expected to participate fully in these classes.

**Biometric Residence Permit (BRP)** - A BRP is a biometric card which is your UK visa and proves that you have the right to be in the UK.

**UKVI (UK Visas and Immigration)** - UKVI is the department within the UK Government which controls all aspects of UK immigration.

**Leave to Remain** - If you have been granted a visa for the UK, you have been granted 'leave to remain' in the UK. Basically, the phrase 'leave to remain' is commonly used by UKVI as another word for visa.

**GP (General Practitioner)** - A GP is a doctor who provides general medical advice and should be your first point of contact for all non-emergency medical complaints. You must register with your local GP surgery as soon as you arrive in the UK in order to ensure that you are able to access medical advice should you ever require it.

## KEY INFORMATION

Redoor Education Limited

Address:  
35 Berkeley Square, Mayfair, London, W1J 5BF, UK

Telephone:  
00442076924797

Mobile:  
00447540186132  
00447961897880

The office hour is from 9:00am-5:30pm during term-time and from 10:00am-5:00pm during the holiday period.

You will be able to contact the guardian directly by Wechat or Email: [info@myredoor.com](mailto:info@myredoor.com), You should receive a reply within 12 hours.





# STUDENTS BEHAVIOUR POLICY

Redoor Education Ltd aims to ensure that all students behave well. The company expects positive and responsible behaviour at all times. We will not tolerate behaviour that is considered to be inappropriate, discriminatory, anti-social or criminal by any student.

## LAW:

The age of consent to any form of sexual activity is 16 for both men and women, so that any sexual activity between an adult and someone under 16 is a criminal offence. The age of consent is the same regardless of gender or sexual orientation.

Tattooing of a Minor - It is unlawful for anyone under age 18 to receive a tattoo without written parental consent. Piercing of a Minor - Prohibits a person from body piercing anyone under age 18 unless they have witnessed written parental consent. Violators are guilty of a misdemeanour.

## IN SCHOOL

1. Attend all classes and tutorials and arrive on time
2. Commit to all assessment requirements, completing homework, coursework and assignment as required and on time.
3. Recognise and respect the needs of all others regardless of race, culture, disability, gender or social class.
4. Operating with honesty and integrity
5. Understand and follow the school policy and rules.

## WHEN STAYING WITH A HOMESTAY

1. Students are expected to communicate politely and respectfully. Students have to inform the host family about their plans and activities if they want to go outside alone

2. Students must follow host family's household routines and expectations concerning quiet time.
3. Students should show understanding for different cultures and behave in respectful and appropriate manner at all times. We expect all students to be respectful to all other students, staff and host families.
4. We expect students to respect host family's property and the property to others, including keep host family clean and tidy.
5. Students must not leave any cash or valuables unattended in your bedrooms. In Occasional cases, students must let house parents know and store in a safety place.
6. Students must follow the guidance provided in Student handbook. Especially about fire safety, electrical safety and personal safety.
7. No smoking, alcohol or illegal drugs allowed. The alcohol can only be allowed if a student are more than 16 years old and a special event carries on in the family for example Chinese New Year or Christmas dinner.
8. Bullying is zero tolerance. We do not expect our students to behave in a way which deliberately cause harm to another (emotionally or physically).
9. Students should take care to respect and abide by laws in the UK. Any students found to break UK law will incur the relevant sanction from the police or authority.
10. Check with your host family about house rules, and follow the use of kitchen and bathroom rules.
11. If you want to use the WIFI, please do ask the WIFI code and the rule of using WIFI.





## EMERGENCY NUMBERS IN THE UK

Emergency: Police, Fire Brigade, **999** or **112**

Ambulance Police (Non-Emergency) **101**

NHS (National Health Service, Non-Emergency) **111**

### Redoor Guardianship

24 hours emergency telephone number:

**07985106112**

We can also be contacted on

**info@myredoort.com**

**www.redoorguardianship.co.uk**

*WeChat Contact*



*WeChat Official*

