



Allesta Guardians

Parent Handbook



Guidance and support for parents

Trust. Care. Support.



Welcome and Introduction from Allesta Guardians

Welcome to *Allesta Guardians* and thank you for placing your trust in us.

We understand that choosing a guardian for your child is an important decision. For families whose children study in the UK, it is essential to know that there is a reliable, caring and experienced person here to support them when needed. Our aim is to provide that reassurance through a service that is personal, responsive and built on trust.

Allesta Guardians offers educational guardianship for international students studying at UK boarding schools and universities (students under 18). We support students throughout the academic year and work closely with parents, schools/universities and host families to ensure that each child is safe, well supported and looked after with care and attention.

We see our role as both practical and pastoral. This includes helping with arrangements outside school/university, supporting communication between all parties, responding to unexpected situations and being a consistent point of contact for families.

At *Allesta Guardians*, we value clear communication, thoughtful support and individual attention. We work with a small number of families so that every student is known personally and every family receives a high level of care.

We look forward to working with you and to supporting your child throughout their time in the UK.

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

At *Allesta Guardians*, we believe that good guardianship is built on clear communication, shared expectations and a strong commitment to the student's welfare.

The guardianship organisation

Allesta Guardians provides educational guardianship and acts as an important link between parents, the student, the school/university and the homestay. Our role is to help ensure that arrangements outside school/university are well organised and that support is available when needed. Our role includes maintaining communication with parents, liaising with the school/university where appropriate, arranging suitable homestay accommodation when required, supporting the student's welfare and wellbeing, and assisting in urgent or unexpected situations. We also help ensure that relevant safeguarding and welfare procedures are followed.

Your guardian

Your guardian is the responsible adult in the UK appointed to support your child while they are studying away from home. The guardian provides oversight, practical



support and a point of contact when parents are overseas and cannot respond in person.

The guardian may assist with arrangements during exeats, half terms and school/university closures, help coordinate transport or homestay arrangements where applicable, and respond if a student is unwell, distressed or affected by an emergency. The guardian also helps maintain communication between parents and the school/university when needed.

The guardian is not a replacement for the parent but provides an additional layer of support and reassurance while the student is in the UK.

In most cases, your main guardian contact will be Ekaterina Kerimova, Founder and Director of Allesta Guardians.

The homestay

The homestay provides the student with a safe, welcoming and suitable home environment during agreed stays away from school/university. This may include exeats, half terms, school/university closures or emergency accommodation arrangements. The homestay is responsible for the student's day-to-day care during the stay, including appropriate supervision, meals, a comfortable bedroom and a supportive home atmosphere. Homestays are expected to follow the guidance provided by *Allesta Guardians*, maintain appropriate safeguarding boundaries, and inform us promptly of any concerns relating to the student's welfare, health or behaviour.

The school / university

The school/university remains responsible for the student's education, pastoral care and supervision while the student is on the school/university site and under the school/university's care. The school/university will usually manage academic matters, boarding arrangements, attendance, school/university rules, medical provision on site and day-to-day pastoral support during term time. School/university will also communicate with parents and guardians where necessary regarding important matters affecting the student.

Liaison with parents

Allesta Guardians will keep in regular contact with parents, in line with the terms of your contract. Our contact details can be found [here](#). We will keep parents informed in the case of emergency, for example if flights are delayed or cancelled, any illness or injury, or in the event that your child needs to be removed from school/university.

Safeguarding

Allesta Guardians 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 our website*.

We have a trained Designated Safeguarding Lead. You or your child can raise a safeguarding concern with your contact at the guardianship organisation or directly to the Designated Safeguarding Lead (contact numbers are included in the table below).



Alternatively, you may wish to raise a concern directly with the school/university your child attends. All schools/universities 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

Allesta Guardians provides educational guardianship services for international students studying in the UK, in line with the parent contract.

Our services may include acting as the student's guardian in the UK, maintaining communication with parents and schools/universities, supporting the student's welfare, arranging homestay accommodation where required, assisting with agreed practical arrangements, and responding to urgent situations or emergencies.

The exact scope of services will depend on the agreement with the family. Full details are set out in the parent contract.

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 <i>Mon-Fri 9:30-17:00</i>)	07971661096
Email	guardians@allesta.co.uk
<i>WhatsApp</i>	07971661096
Emergencies 24/7	
Telephone	07971661096
Safeguarding concerns	
Designated Safeguarding Lead <i>Ekaterina Kerimova</i>	07971661096 guardians@allesta.co.uk

Transport Arrangements

Where appropriate, *Allesta Guardians* may also personally oversee or coordinate transport arrangements, depending on the circumstances and the level of service agreed with the family.

Transport may be arranged for airport transfers, the start and end of term, half terms, exeats and other approved journeys. This may be provided by a trusted professional driver, licensed taxi service, train or other suitable arrangement.

Parents must provide full travel details, including dates, times, flight numbers and airports, as soon as these are confirmed and by any requested deadlines. Travel details



should be sent to guardians@allesta.co.uk. Transport arrangements will be confirmed in advance where possible. Any changes to travel plans must be shared with *Allesta Guardians* immediately.

Requesting and arranging a homestay

If a homestay is needed, parents should contact *Allesta Guardians* as early as possible with the requested dates and any relevant information, including travel details and any dietary, medical or other important needs.

Allesta Guardians will arrange suitable homestay accommodation where possible, taking account of the student's age, needs and availability. Arrangements will be confirmed once the booking has been secured.

Parents should not make separate arrangements directly with a homestay unless agreed by *Allesta Guardians*. Any changes to agreed plans must be shared with us immediately.

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 *agreed cancelation deadline*.

Emergencies

Allesta Guardians 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 their usual homestay, but if this is not possible, they will be cared for by another homestay family who works for our organisation.

Homestay accommodation

Allesta Guardians seeks to provide students with homestay accommodation that is safe, comfortable and appropriate to their age, needs and wellbeing.

Students placed in homestay accommodation will have a clean and suitably furnished bedroom, an appropriate bed for their sole use, access to bathroom facilities, meals and snacks, and a welcoming home environment with appropriate supervision.

Homestays are expected to provide a supportive and respectful family setting in which students feel safe, cared for and included. Relevant dietary, medical and welfare information will be taken into account wherever possible when arranging accommodation. All homestay arrangements are made with the student's welfare and safeguarding in mind.

Parents will be informed where relevant if a homestay includes pets or if any other material information should be taken into account.

Updates on student's welfare and academic progress

Allesta Guardians will keep parents appropriately informed about their child's welfare and general wellbeing in line with the agreed level of service. Formal academic progress updates are usually provided directly by the school/university. Where appropriate, *Allesta Guardians* may share relevant pastoral updates, homestay feedback or significant concerns affecting the student's welfare or school/university experience.



Parents will be contacted as soon as reasonably possible if any important concern arises.

Expenses

Any reasonable additional expenses incurred on behalf of the student outside the agreed guardianship fee will be payable by the parents. These may include transport, homestay arrangements, emergency purchases, approved outings or other necessary costs relating to the student's care and welfare. Where possible, such costs will be discussed in advance. If urgent expenditure is required in the student's best interests, parents will be informed as soon as reasonably possible. Further details are set out in the parent contract.

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

Allesta Guardians 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

Allesta Guardians 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

We will help you set up a bank account and arrange credit cards for your child if required. Please contact us and we will be able to make the necessary arrangements.

Liability

Please note that the homestay provider and *Allesta Guardians* 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 *Allesta Guardians* 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/university students would usually remain at school/university. In the event of a pandemic *Allesta Guardians* may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. *Allesta Guardians* will work with you to find flights to home countries where required. *Allesta Guardians* will work with schools/universities to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. *Allesta Guardians* will work with you and your child's school/university to find suitable quarantine accommodation for students where required. *Allesta Guardians* has a policy that outlines the procedures we would follow during a pandemic. This can be found on our website.