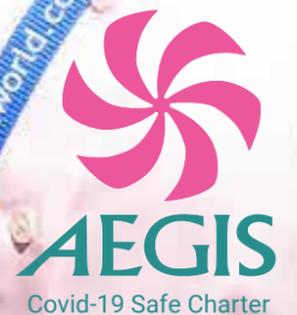




bright world guardianships

our 6-point
Covid-19 support
plan



our pledge of extra support



Bright World Guardianships Ltd and our sister company, Bright World Education Ltd, celebrated our 20th year in 2020 and little did we know what an unusual year it would be. Things have been turbulent since January 2020 and we are proud of our staff team and students who all worked together so well in worrying times. Now we look forward to a smooth, safe and successful 2021 and beyond.

committed to keeping your child safe

Bright World is planning for a safe UK experience for our students. We are working closely with our partner boarding schools who are all working tirelessly to keep students safe while they are in school or in host families if they have to close.

Through the many conversations we have been having with schools and overseas parents, we have learnt what is concerning parents the most and how we, as guardians, can help. We have produced this leaflet to give our agents, parents and students the information they need and to answer the questions they have.

AEGIS - accredited to gold standard

Unlike many other guardianship organisations we are fully accredited by AEGIS (The Association for the Education and Guardianship of International Students). Bright World has achieved GOLD standard which is the highest standard obtainable in guardianship. This means our practices and processes have been thoroughly inspected and audited by this important organisation and we can therefore guarantee that we will act in your child's best interest at all times. We are fully committed to following the [AEGIS Covid-19 Safe Charter](#).

Safe Schools UK partners

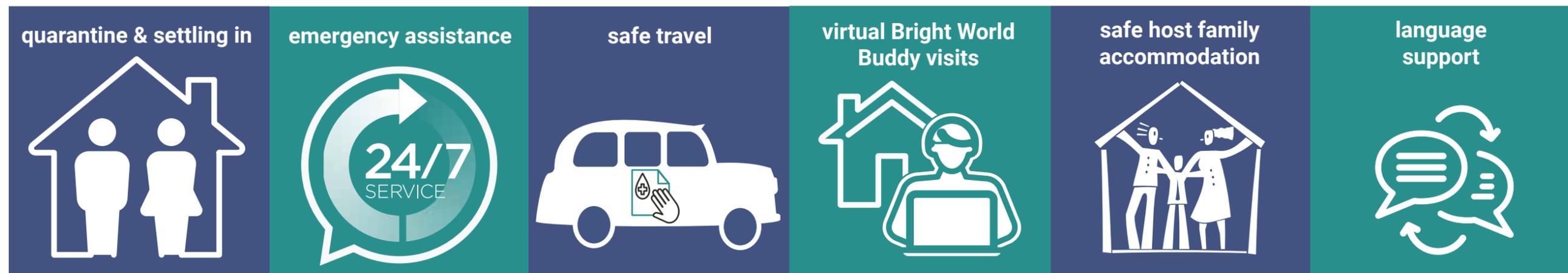
We are delighted to be part of a forward-thinking consortium of schools and guardians called Safe Schools UK.

The objectives of the Initiative were to join as one to ensure students could safely return to UK boarding school in September 2020 and to continue to keep them safe during the school year.



our **6** point plan of extra care

In addition to the many services that Bright World offers to our parents, students and schools, we are now focussing on how we can prepare ourselves and our students for a safe academic year. We realise that there are additional services that will be required and we will keep these in place for as long as is needed.



Quarantine for between 7 and 10 days is required on arrival. We have a programme ready if you need it and can assist with the Test to Release scheme if required.

Last minute flight arrangements have become the new normal at Bright World. We are here to receive calls 24/7 should you need it.

All drivers have signed up for our [Driver and Passenger Covid-19 Safe Charter](#) and your journeys will be safe and hygienic.

Contact with your Bright World Buddy will continue using online meetings if needed and all our handbooks will be available online.

Host families sign up to our [Covid-19 Safe Policy](#) and Charter. We are available in an emergency if schools close and throughout the year when needed.

Mandarin, Russian and Spanish speakers on hand to offer advice and translation of important documents in your language.

safe, happy **journeys**

safe, happy **holidays**

1 quarantine & settling-in



Our research shows that in some cases boarding schools are offering their own facility at school for when students need it. For those schools who are not doing this, Bright World has arranged our own Quarantine and Settling-in programme in Cambridge and in especially selected and risk-assessed host families around the UK.



arrive and settle in safely in Cambridge

Bright World and Cambridge Melchior College are joining forces in August and throughout September 2020 to offer a safe and secure quarantine facility for our arriving boarding school students. Our programme has been carefully thought out to offer students a pleasant experience in safe and secure surroundings.

single ensuite rooms and spacious facilities

Students will be accommodated in single ensuite rooms, unless arriving with siblings from the same household and on the same flight. Covid-19-proof social distancing and hygiene practises will be adopted throughout the centre and programme. Isolation facilities are specifically designated should students develop symptoms.

host family quarantine

We have some host families who have properties that are suitable for isolating and quarantining our students. Students will have their own bedroom with an ensuite bathroom and will be expected to isolate from the rest of the family, taking their meals alone and away from the other family members. They are allowed in the garden to get fresh air but are not allowed to leave the house or garden.

[More information here.](#)

test to release scheme

Bright World can assist students wishing to use the Test to Release scheme to end their quarantine earlier than the standard 10 days. [More information here.](#)

2 help on hand 24/7



Our Guardianship Care team are here to help you at any time of day. They are professional and reliable. You may have to wake them up during the night but they don't mind if it means your child is safe.



visa support

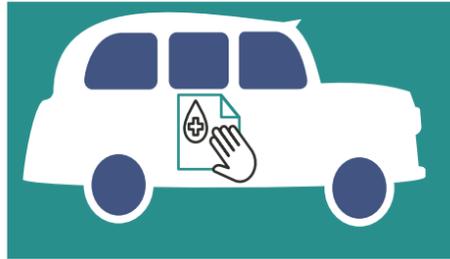
With delays likely at different times of year with Visa issuance, you may need our visa support letter quickly. Simply get in touch with your Guardianship Care Manager and we will issue a support letter straight away - (provided you have paid your guardianship fees for the year).

last-minute flight assistance

It may be that you find yourself booking your flight at short notice. Do not worry about last-minute requests for taxis or cancellations - a member of the Bright World team will be available 24/7 to take any of your emergency calls throughout the year.

here to help all year round

Your Guardianship Care Manager will be at your disposal to help liaise with the school for you. Our out of hours 24/7 telephone and email service will be available to you throughout.



3 Covid-19-safe travel

Bright World drivers

In preparation for a safe transportation of our students, Bright World drivers are on hand to assist. Our drivers are chosen due to their professionalism and care that they offer to our students.

fast and efficient transfer confirmations

You may well need the name of your driver for documentation to carry on the flight and you may need that quickly. Bright World promises a maximum of 48 hours turnaround of confirmation of journey and driver under normal circumstances.

our Driver and Passenger Covid-19 safe policy

All Bright World drivers have signed up to the **Bright World Driver and Passenger Covid-19 Safe Policy**. Drivers will practise social distancing and will wear protective equipment and masks at all times. Masks will be provided to students and cars will be cleaned thoroughly between journeys.



Guidance states that transportation from airport to school must either be arranged by the school or by a guardian. To ensure safe and hygienic travel we can help you with our Bright World Covid-19 Safe Travel Service.

4 virtual visits and support



Our team of Bright World 'Buddies' live near the schools. They act as a child's mentor and independent friend in the UK and the parents' representative. We have chosen our Local Coordinators because they are kind and caring, well qualified, and live near the schools so can get there quickly if necessary. Whilst the Coronavirus pandemic is still at large in the UK, visitors may be excluded from school. We will respect this and will adapt our services accordingly.



virtual visits

- **Arrival** - Your Bright World Buddy will call all students on arrival as usual. If schools do not want visitors to the school, we will respect this. Instead of an arrival visit to school, we will arrange a Zoom meeting with every student so we can meet them. All students will still also receive 2 visits per year as and when this is allowed.
- If parents arrive with their son or daughter, we may not be able to meet in person but in this case we will again arrange an online meeting instead.
- **Host family meetings** Visits to meet the host family will likely not be possible on arrival. We are, however, happy to arrange Zoom meetings with host family, Buddy and parent and conduct a virtual tour of the house and meet family members during the call. There will not be a charge for these visits.
- **Parents' evenings** If social distancing rules are still in place throughout the year and we are not able to attend school for Parents' evenings, we will make contact with teachers directly and do a virtual meeting, followed by a report as usual within Blink.
- **Host Family Care Plans** post host family stay care plan visits will also be conducted online, via Zoom if we are still not permitted to enter the school.

digital welcome pack - the Bright World App

- All Bright World documentation will be available digitally. Our Student Handbook and Student Charter, which are usually printed and handed to students during our arrival visit, is now available to download as an App from the App Store or Google Play. The Bright World Buddy will go through the App with students during their arrival Zoom meetings. All documentation will also be made available to you on our parent portal, Blink. Web version of the [Bright World App](#).

5 Covid-19 safe families



Bright World Head Office invests in a dedicated Accommodation and Safeguarding Department to ensure that we recruit and screen host families thoroughly. During the Coronavirus crisis, our host families continue to receive special guidance from our Safeguarding Department on keeping students safe and free from risk if they stay with them.

the Bright World Covid-19 Safe Plan

Any host family hosting during the Coronavirus crisis will have signed up for and agreed to our [Covid-Safe Plan for Host Families](#). We will be here to help if schools close and accommodation is needed.

an extra level of care

- Bright World host families are carefully chosen for their caring attitude during our recruitment process. During the Coronavirus crisis we have seen just how dedicated they are to taking really good care of students as part of the family.
- All Bright World host families have been given special guidance from our Accommodation Team on keeping students even safer during these times.
- Where students are under 16 and need to stay with host families for a period longer than 28 consecutive days, Bright World is duty bound to register our host families as Private Foster carers. We will do this at no extra charge to the parent.

long holidays and if schools close

Most students will not be asked to leave their boarding schools for exeat or half term or in the case of school closures. We are here if you need us. All students usually go home for Christmas and Easter. This may not be possible or allowed by the school. In this instance, we are here to help you and will arrange a host family stay or a residential programme.

important facts

- Our host family will collect and return your child to school at the start and end of each holiday. Host families will be fully briefed on social distancing at school and cleanliness of their vehicle.
- Host families will be following government guidance on going out and behaviour allowed and will expect their Bright World student to do the same.



6 language support

extra assistance

If you need to speak to someone and would prefer to speak in your own language, then our language counsellors are available to help you, either by email or telephone. During these unusual times, this extra service is offered to our guardianship students and parents free of charge.

translation of important documents

If you receive an important document from your school and you need to know the exact meaning, such as medical information or details of changes at the school, we can help you with simple translations of documents in Mandarin, Spanish and Russian.

For any assistance just ask your Guardianship Care Manager and they will help you.



Grace and Hai (left and centre) are from our Beijing office and can offer assistance in Mandarin. Inna (right) is one of our Local Coordinators and speaks and writes fluent Russian. Our Director of Guardianships and Operations, Su Warren, is a Spanish speaker.

feedback during the Coronavirus crisis

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We are very grateful to Bright World Guardianship Organisation and in particular to Mr Robbie Piper, for the assistance and support provided in such a difficult and unprecedented period of time. We can't even imagine what we would do without you. Good luck in your hard work.

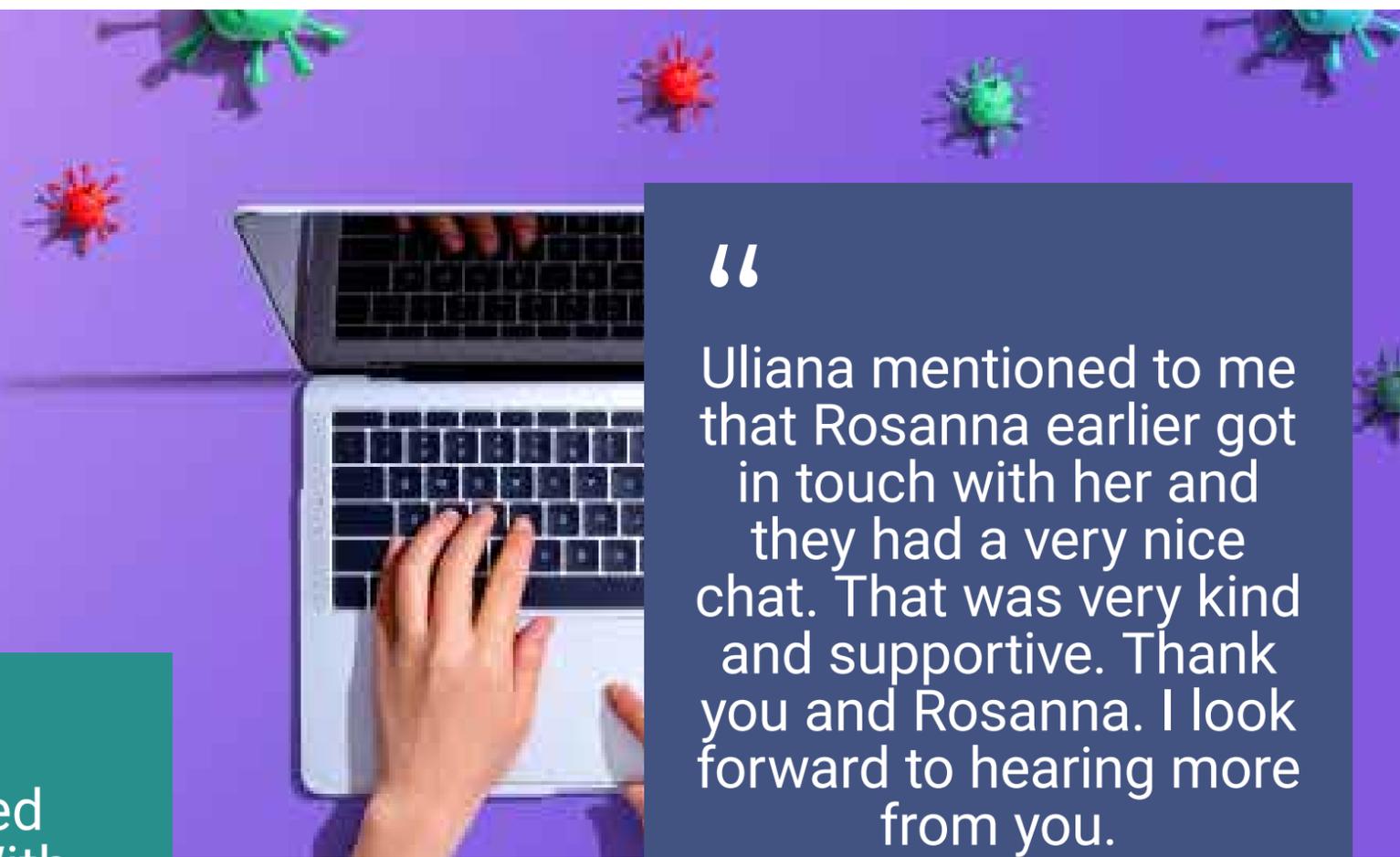
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I must say that I have been very impressed by the systems in place at Bright World. With all the concerns about Coronavirus, it is good to know that our pupils are supported by a reliable and organised agency such as Bright World.

“

Uliana mentioned to me that Rosanna earlier got in touch with her and they had a very nice chat. That was very kind and supportive. Thank you and Rosanna. I look forward to hearing more from you.

Wish you and all Bright World staff good Easter holidays, stay safe and well.



feedback during the Coronavirus crisis

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Many thanks to you and your team for the care you give our children in such a difficult time. Especially at such moments, the work of your company is very valuable, and we are sincerely grateful and happy that we were lucky to cooperate.

“

I would like to express our gratitude for your understanding, and we appreciate the assistance and support you and your colleagues have shown for Johnson's trip, even in such short notice. Thank you very much.

AEGIS Inspector's feedback

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Bright World is a highly efficient Guardianship Organisation that provides a quality service for the students that they care for. Children's safety and welfare is at the heart of the service that they provide.

Jacqueline Scotney, Lead Inspector, AEGIS

“

Safeguarding is taken very seriously by Bright World, with a designated director for safeguarding who has extensive experience in this field. Safer recruitment practice is fully embedded.

March 2017 AEGIS Re-inspection report



bright world

Bright World Guardianships Ltd, Forge House, 105 High Street,
Hurstpierpoint, West Sussex, UK
Tel: +44 1273 835745 Email: info@brightworld.co.uk

www.brightworldguardianships.com



Register

Use our simple online form to register your place on the Bright World Guardianship programme. Early registration is recommended to ensure prompt and efficient organisation of your host family, travel arrangements and school year ahead.



Confirm

When we receive your registration form we will process your application the same day. You will receive your invoice and a confirmation email.



Begin

As soon as you complete your contract with us by paying our fees, your journey with Bright World Guardianships begins. You can sit back and let us do the rest.