



# our pledge of extra support



Bright World Guardianships Ltd and our sister company, Bright World Education Ltd, are celebrating our 20th year this year and little did we know what an unusual year it would be. Things have been turbulent since January 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 September start in the Autumn term.

## committed to keeping your child safe

Bright World is planning for a safe September return for our students. We are working closely with our partner boarding schools who are all working tirelessly to get ready for a safe return of international boarders in the Autumn 2020 term. We are united in our positive approach to making it happen and to keeping international students as safe as possible when they do come back. 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.

## Safe Schools UK partners

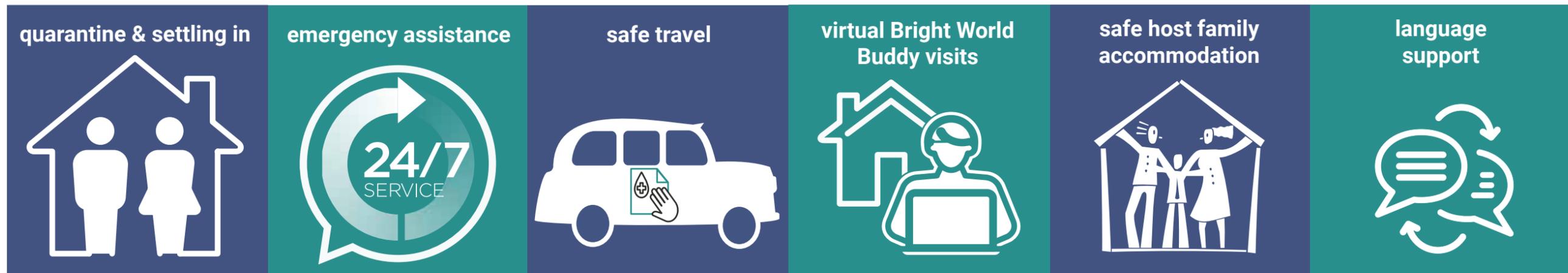
We are delighted to be part of a forward-thinking consortium of schools and guardians called Safe Schools UK.

The objectives of the Initiative are to join as one to ensure students can safely return to UK boarding school in September 2020. Schools join up to the #safeschools scheme and Boarding Schools Association Covid-19 Charter, to ensure consistency in quality and care for the Autumn term and beyond.



# 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 start to the 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 14 days may be required on arrival in the UK. We have a programme ready if you need it.

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



At the time of writing this leaflet, it is unsure if quarantine measures and rules will still be in place in August and September 2020. Our research shows that in most cases boarding schools are offering their own facility at school by opening 14 days before the official start of term. For those schools who are not doing this, Bright World has arranged our own Quarantine and Settling-in programme in Cambridge.

## 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. If the UK government's 14 day quarantine rules are still in place then we are ready to help. 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.

## English language tuition option

For students wanting extra tuition in English and possibly in specific subjects, this option is available on request at time of booking and subject to availability.

[READ MORE ON OUR WEBSITE](#)

# 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

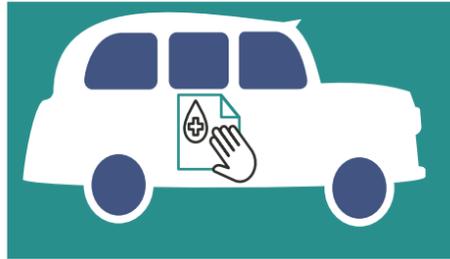
With visa offices now opening around the world but with delays expected, you may need our visa support letter quickly. Simply get in touch with your Guardianship Care Manager and we will issue a support letter straight away - (provided you have paid your guardianship fees for the year).

## 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 - a member of the Bright World team will be available 24/7 to take any of your emergency calls throughout August, as we are anticipating arrivals being earlier this year than usual. It is likely that you may require the name of the driver collecting your child to put on a form for the flight. We understand this requirement and will obtain his or her name for you as soon as possible. Read about our safe Driver and Passenger Charter later in this booklet.

## throughout the year

As soon as the academic year is under way, 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 arrival of our students in August and September and for as long as is necessary, 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. We pledge to improve on this target for the September 2020 start and aim to give you the details you need the same day that you request it.

Journeys need to be direct from airport to school to minimise risk and this will be clearly explained to our drivers.

## 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

- 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, will now be emailed prior to or shortly after arrival. The Bright World Buddy will go through these documents with students during their arrival Zoom meetings. All documentation will also be made available to you on our parent portal, Blink.

# 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.

## Christmas and Easter if you need it

Most students will not be asked to leave their boarding schools for exehats or half term in the first term of the year, although 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.

## 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.

# enrol, defer, cancel policy

During what is a very unsettled, unsure and troubling time for us all, at Bright World we want our customers to feel that we are responding with sensitivity and understanding. With this in mind, we are trying to cover all possibilities and eventualities, by adapting our Terms and Conditions for the September 2020 start as follows:

* Price Freeze			* Flexibility	
* 20% discount for term 1 for returning customers			* payment required prior to arrival	
* no cancellation fees defer until January				
<p style="text-align: center;"><b>£620 per term = £1,860 per year inc VAT</b></p> <p style="text-align: center;"><i>full programme fee payable in advance (no termly payments)</i></p> <ul style="list-style-type: none"> <li>✓ Head Office services</li> <li>✓ Host Family allocation service</li> <li>✓ Travel services</li> <li>✓ 2 visits per year from Bright World Buddy</li> <li>✓ 24/7 emergency assistance</li> </ul>	<p><b>expenses deposit (optional) for extra services</b> to cover host family stay, extra visits and travel services if required</p> <p style="font-size: 1.2em;"><b>£1,500 per year / £500 per term</b></p> <p style="font-size: 0.8em;"><i>Any of the deposit not used for extra services is fully refundable at the end of the programme If the services used cost more than the deposit there will be an additional charge</i></p> <p style="text-align: center;"><b>costs of extra services</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>■ Host Family accommodation = £45 per night full board plus 45p/mile for pick up and drop off</li> <li>■ Extra visits from your Local Coordinator (2 per year included). = £20 per hour plus travel at 45p/mile</li> <li>■ Landside Airport meet or escort to boarding = £85</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>■ Additional parents' evening = £50 plus travel at 45p/mile</li> <li>■ Travel at cost plus £5 administration fee per taxi journey</li> <li>■ Mandarin counselling service £300 per annum</li> <li>■ Russian counselling service £300 per annum</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>■ Host Family accommodation = £45 per night full board plus 45p/mile for pick up and drop off</li> <li>■ Extra visits from your Local Coordinator (2 per year included). = £20 per hour plus travel at 45p/mile</li> <li>■ Landside Airport meet or escort to boarding = £85</li> </ul>	<ul style="list-style-type: none"> <li>■ Additional parents' evening = £50 plus travel at 45p/mile</li> <li>■ Travel at cost plus £5 administration fee per taxi journey</li> <li>■ Mandarin counselling service £300 per annum</li> <li>■ Russian counselling service £300 per annum</li> </ul>	<ul style="list-style-type: none"> <li>Easy online application form</li> <li>Online and credit card payment</li> <li>Easy top-up of expenses deposit account online</li> <li>Early booking recommended for host family availability</li> <li>Visa Support letter available on payment</li> </ul> <p style="font-size: 0.8em;">If you require Christmas or Easter host family stay or Relax &amp; Revise Programme an extra payment will need to have been received before we will confirm your place. This will be required if your disbursements balance will not be sufficient.</p>
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summary of fees due for 1 academic year (three terms) to include homestay and travel and VAT				
service fees <b>£1,860</b>	+	expenses deposit <b>£1,500</b>	= total: <b>£3,360</b>	

# feedback during the Coronavirus crisis

“

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.

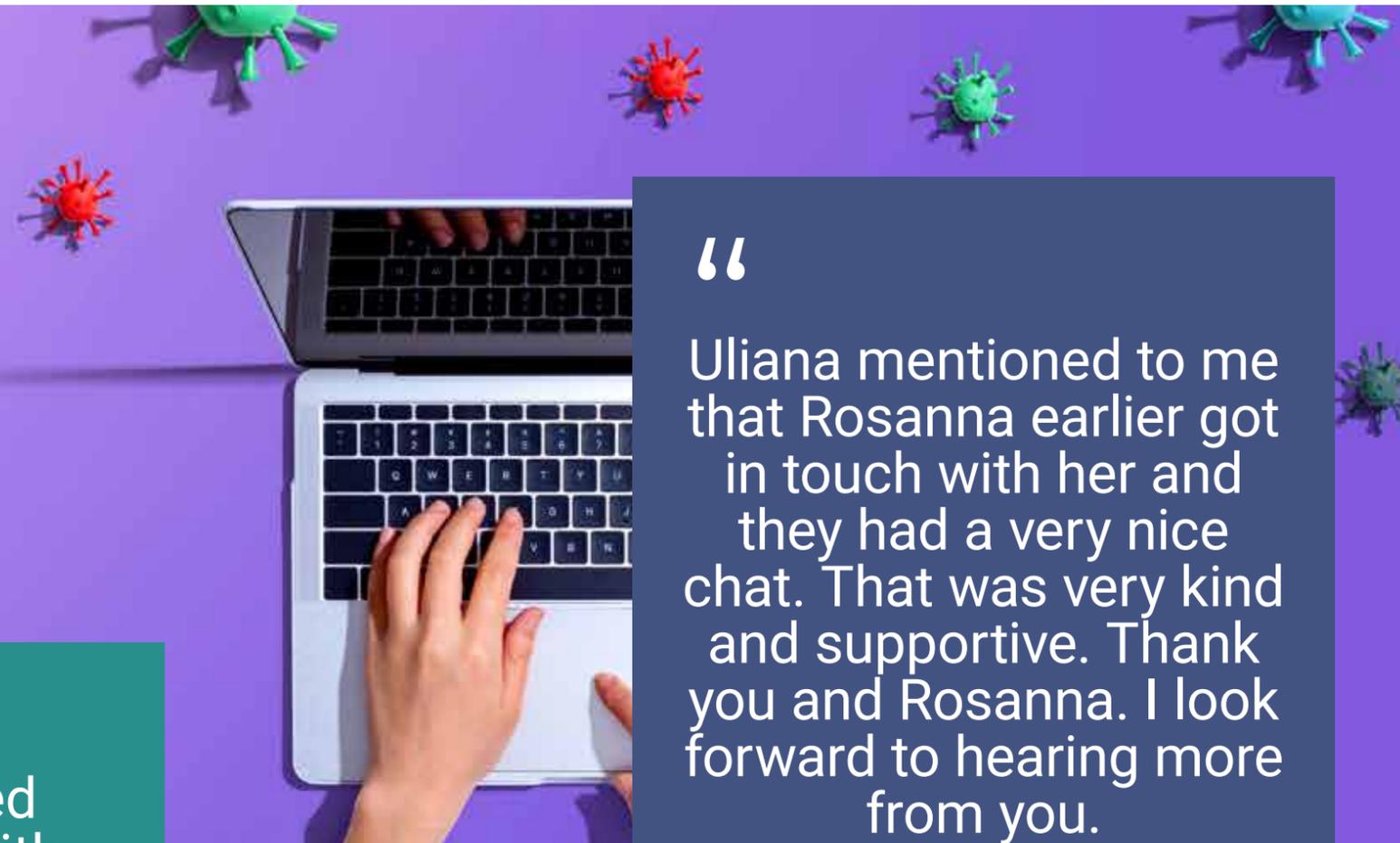
“

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

“

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

“

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

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[www.brightworldguardianships.com](http://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.