

监护服务选择计划

Guardianship Service Options

	无忧计划 Carefree	标准计划 Standard
适宜人群 Target Group	所有学生 All Students	所有学生 All Students
中文交流服务 Chinese Speaking Communicator	中文 Chinese	中文 Chinese
责任与服务 Responsibilities and Services	标准服务条款 Standard Guardianship Service	标准服务条款 + 学业追踪服务 Standard Guardianship + Academic Progress Tracking Service
服务时间 Service Period	在英期间，由 2020 年 9 月 1 日或者新学期开学之日，为您的孩子履行之后 12 个月的监护人义务（履行合同约定签署的内容） One Whole Academic Year	在英期间，由 2020 年 9 月 1 日或者新学期开学之日起，为您的孩子履行之后 12 个月的监护人义务（履行合同约定签署的内容）， 附加学业情况追踪服务 One Whole Academic Year
与校方联系及学生报告 Contact with school and student report	每学年访问 1 次学校， 提供学生在校生活及学业情况报告 One school visit each academic year with a report in the aspects of social fitness and academic progress	每学期访问 1 次学校， 提供学生在校生活及学业情况报告 One school visit each term with a report in the aspects of social fitness and academic progress
机场接送服务 Airport Transfer Arrangement	免费安排接、送机服务。实际产生的费用自理，或者从 储蓄押金 中扣除 Free Arrangement of airport transfer, the cost to be deducted from the Expense Deposit	免费安排接、送机服务。实际产生的费用自理，或者从 储蓄押金 中扣除。 Free Arrangement of airport transfer, the actual cost to be deducted from the Expense Deposit

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英国手机卡 Sim Card Arrangement	协助英国当地手机卡 Free Arrangement of a pay-as-you-go SIM card	赠送英国当地手机卡 Free Arrangement of a pay-as-you-go SIM card
寄宿家庭安排 (期中假和长周末) Host Family Arrangement (Half terms and Exeats)	免费安排寄宿家庭住宿和接送。但是实际交通+住宿(含每日三餐)产生的费用会从押金中扣除。 Free Arrangement of a host family and transfer, the actual cost to be deducted from Expense Deposit	免费安排寄宿家庭住宿和接送。但是实际交通+住宿(含每日三餐)产生的费用会从押金中扣除。 Free Arrangement of a host family and transfer, the actual cost to be deducted from Expense Deposit
16岁以下学生的机场陪同服务 Unaccompanied Minor (UM) flight escort service	无 No	免费安排接送, 陪同服务的实际花费从 储蓄押金 中扣除(如交通, 人力) Free Arrangement of airport transfer, the actual cost to be deducted from Expense Deposit
监护人无犯罪记录审核 DBS Criminal Check	必备文件 Required documents	必备文件 Required documents
24/7 紧急联系 24/7 Emergency Support	提供一天 24 小时, 一周七天紧急联络电话服务 24/7 Emergency Service	提供一天 24 小时, 一周七天紧急联络电话服务 24/7 Emergency Service
家长会 Parent's Meetings	一学年一次 Once a year	至少一学年一次 At least once a year
学业情况追踪 Academic Progress Tracking	无	√ 第一学期的第 3 周, 与校方沟通学生社交, 心理, 学习三方面状况。At 3rd week of the first term, will contact schools to obtain student settling status and academic progress. √ 向家长提供学生社交, 心理及学习的适应情况报告 Provide report of student's social and emotion and academic progress report

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学生适应情况及各方面需求及疑惑追踪 Student Settling Status Requirement and Enquiries Tracking	无	✓ 第一学期的第 2 周，与学生沟通适应情况，及所需要的生活方面或科目帮助。At 2nd week of the first term, will contact the child to obtain student settling status and any enquiries from the student of life and work at school. ✓ 向家长提供学生适应情况和需求及解决方案报告 Provide report of student's settling status and possible solutions to the students' enquiries.
学业导师规划及指导 Academic Mentorship	无	第 1 学期根据学生需求，讨论学业问题，提出解决方法及建议。（30 分钟）
专业课程线上辅导 Academic Online Lessons	无	无
圣诞节 / 复活节留英安排 Surcharge for Christmas/Easter	免费安排 Free arrangement	免费安排 Free arrangement

Fafa Services 是英国监护人服务公司，致力为即将留学英国的 18 岁以下海外学生提供完整的英国监护人及成长情况追踪服务。我们能够覆盖绝大部分英格兰地区的学校，在提供高质量的服务同时保证价格优势。我们期望协同父母照顾远在海外的孩子在英生活，起居，成长中所需要的扶持及关注。

Fafa Services is an UK based guardian company in the pursue of providing a comprehensive guardianship service along with student mentorship and settling tracking services to international students who are under the age of 18 to have a UK based guardian whilst they complete their studies in the UK. We oversee the student's work development of the student and report back to the students' parents overseas.

额外服务费用参考价格 Extra Fees (for reference only)

交通费是确切，实际的收费，没有加成（或附加其它费用），将有家长支付

监护人服务细节 Guardianship Service Details

监护人照顾 Pastoral Care

- 与学生，家长和学校沟通（电话，微信，QQ 和 Email）
Liaise with the students, parents and the schools
- 如学生或家长有任何疑问，监护人需提供建议及帮助
Advice and support to you and your parents on any concerns
- 帮助完成登陆警局注册
Assist on Police Registration
- 帮助安排家长访问
Arrange family visit for parents
- 安排银行开户，购买电话卡，充值（实际花费会从寄存押金中扣除）协助购买个人所需物品（如校服，文具，生活用品等）
Arrange opening a personal bank account, mobile sim-card and top-ups
- 向父母汇报学生的各个方面的情况
Inform parents about all aspects of the child's life
- 帮助安排社交活动（如生日会，郊游等）
Assist with arrangements on social events
- 与家长沟通确认学生需要参加的在校活动及学校收费账单
Discuss the student activities options, enrolment and school invoices

学业追踪 / 访问 Academic Tracking/Visit

- 参加家长会 / 学校报告会 (取决于选择的监护人计划，额外的访校安排会产生额外费用，但我们会尽量控制成本)
Attend parent's meetings/school events (depend on package, extra visit might incur extra cost, but we will keep the cost minimal)
- 与学校老师沟通了解学生情况向家长汇报
Liaise with the teachers and report to the parents about the child
- 专业选课咨询，CV 及自我推荐信建议
Professional advice on CV and personal statement
- 如需额外的英文及其他科目辅导，安排一对一课程（额外按需要小时收费）
Extra English tutorials or private tuition in any other subjects are available upon request (charged separately on hourly basis)

紧急情况访问（住家/机场/医院） Emergency Visit (Accommodation/Airport/Hospital)

- 白天访问最多 4 小时时间
Day time visit up to 4 hours stay per visit
 - 夜晚访问最多 4 小时时间—21:00 - 07:00
Night time visit up to 4 hours stay per visit from 9:00pm - 7:00am
- 如一下情况发生，我们会安排监护人紧急情况访问：
- 严重病情 Serious illness
 - 需要到医院就诊 Hospital arrangement
 - 学生自己安排的交通行程出现问题 Failure of the student own transport arrangements
 - 学生自己安排的住宿出现问题 Failure of the student own accommodation arrangements
 - 误机 / 航班取消 Missed/cancelled flight
 - 突发医疗状况 Medical crisis

	<ul style="list-style-type: none"> 被学校停学或者短期间内被要求离校 Suspension/Exclusion from school 签证或护照出现问题（例如：护照或 BRP 卡被盗或遗失）
在校安顿访问 Settling-In Visit	帮助孩子入学安顿(第一学期尤其重要) Settling in visit to help student settle down at school (especially important for the first term)
沟通与联络 Contact	提供英文 中文服务 English Chinese service 作为学生在英的合法监护人 Acting on behalf of the parents as legal guardian for the student 监护人及当地协调人员作为主要与学校，家长，学生的联络人员 Liaise with the student, parents and the school
机场接送 Airport Transfer	交通安排（如送往住宿家庭，学校，机场等）所有产生的费用将从寄存押金中扣除。需要陪伴前往登记口的陪同人员可另外安排。 Arrange for airport pick-ups(to and from homestay, school, airport) Cost will be charged from the Expense Deposit. If the student requires an adult accompany, the service will be arranged upon request.
储蓄押金 Expense Deposit	储蓄押金 需要保持在£500 以上，所以一旦金额低于£500 以下，我们将要求家长充值 Expense Deposit should be maintained at £500 or above, invoice will be sent to the parents when it is below this range

如何终止监护服务? **How to terminate the guardianship service?**

家长可以在任何时候要求终止监护服务，请您以书面方式给我们一整个学期时间 (one term) 的通知。如果您需要立即终止服务，我们将会多收取一个学期的费用作为通知期的补偿。

The parents should give us a signed written notice one full term in advance. If you want to stop the service immediately, one term's guardian fee will be charged.

退款须知 **Refund policy**

在 Fafa 服务的终止通知期满后，我们将会退还剩余的学生开支存款至您指定的银行账户（可能会扣除银行的中转费），或者是以支票方式，将余额（英镑）邮寄到您指定的地址。

After the termination of the guardianship service with Fafa Services, we will refund the rest of the money from the student's personal **Expense Deposit** account with us, to your assigned bank account (might incur extra bank charges). The refund could also be paid in cheques, and being sent to your assigned address.

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