

道坦图英国监护家长手册



SMARTPATH UK GUARDIANSHIP PARENT HANDBOOK

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英國道坦圖教育

1. 欢迎与介绍 | WELCOME & INTRODUCTION

道坦图英国监护团队欢迎您加入。我们是一家英国注册、总部设立的教育监护机构，服务网络覆盖全国主要寄宿学校和大学，并与多所学校保持紧密联系。Welcome to SmartPath UK Guardianship. We are a UK registered guardianship provider based in the UK, working closely with leading boarding schools and universities nationwide.

我们的团队由监护顾问、寄宿家庭协调员、交通负责人和安全保护专员组成，专业服务于国际中小学生、预科及本科新生。我们提供监护、安全住宿、后勤支持、医疗陪伴及签证协助等服务，确保学生在学业和生活上都得到悉心照料。Our team includes specialists in guardianship, homestay coordination, transport, and safeguarding. We provide international pupils, foundation, and university students with accommodation, travel, medical, and visa support; offering complete care for their studies and wellbeing.

欢迎信 | WELCOME LETTER

尊敬的家长，

欢迎加入道坦图英国监护服务。在您孩子留学英国期间，我们将全力保障他们的安全、健康和学业发展。我们依据最新的《儿童安全教育条例》(KCSIE 2024)及《寄宿学校国家标准》(NMS 2022)为学生提供专业守护。Welcome to SmartPath UK Guardianship. We are delighted to support your child throughout their education journey in the UK. Our work follows the latest *Keeping Children Safe in Education (KCSIE 2024)* and the *National Minimum Standards for Boarding (NMS 2022)*, so you can be assured of your child's safety, wellbeing, and academic development.

本手册为家长量身定制，详细介绍了我们的服务范围、沟通方式、费用政策及您在学生事务中的参与方式。该手册须配合《学生手册》一同阅读，其中包含额外的家长须知及具体操作细则。This handbook is designed to help you, as parents or guardians, understand our policies, services, and ways of communication. It complements the SmartPath Student Handbook and provides additional guidance for parents, including information on fees, special arrangements, and your role in supporting your child's journey.

我们的承诺 | OUR COMMITMENT

- 学生安全 | Student Safety:
我们始终将学生的生命安全与精神健康置于首位。We always put student's safety and wellbeing first.
- 及时沟通 | Timely Communication:
与家长、学校和学生保持双向、透明的沟通渠道。We keep clear and open communication with parents, schools, and students.
- 紧急响应 | Emergency Response:
遇突发情况(如医疗、纪律、签证等)快速行动并及时报告。We act quickly and update you right away if there is an emergency (medical, disciplinary, visa-related, etc.).
- 文化尊重 | Cultural Respect:
尊重文化差异, 帮助学生适应并融入新环境。We respect cultural differences and help students adjust to life in the UK.

角色分工 | ROLES

- 监护机构 | The Guardianship Organisation:
统筹学生安全、学业沟通、健康照顾与应急处理。Oversees student welfare, academic communication, health support, and emergency arrangements.
- 监护人 | The Guardian:
作为家长的在英代表, 直接负责学生的日常监护与汇报。Acts as your representative in the UK, responsible for your child's daily care and reporting.
- 学校 | The School:
负责学生的学业与住宿管理, 并设有专门的安全保护负责人(DSL), 保障学生在校期间的身心安全。Provides academic teaching and boarding support, with a Designated Safeguarding Lead (DSL) to ensure students' safety and wellbeing on campus.
- 寄宿家庭 | The Homestay:
在假期或周末为学生提供安全温暖的家庭环境。Provides a safe and caring family environment during weekends and school holidays.

2. 英国生活与安全 | UK LIVING & SAFETY

行前 CHECKLIST | PRE-DEPARTURE CHECKLIST

- 护照 (≥ 18 个月有效) Passport (≥ 18 months validity)

- 签证函 Visa letter
- 监护授权信与学校录取信 Guardianship letter & school offer
- 英镑现金 £100–£200 GBP cash £100-200
- 处方药英文说明 Prescription medication with English note
- 英式三孔转换头 UK plug adaptor
- 云端备份所有文件 Cloud back-ups of all documents

英国文化常识 | LIFE IN THE UK

英国人注重礼貌与个人空间 | British culture values politeness and personal space:

- 初次见面通常握手，称呼姓氏。First meetings usually involve a handshake and use of surnames.
- 排队等候，不可插队。People queue patiently and expect others to do the same.
- **用语 | Politeness:** 日常可使用“请”、“谢谢”、“对不起”。Use “please,” “thank you,” and “sorry” often.
- 用餐时等待所有人上菜后再开始，避免满嘴食物说话。wait until everyone has been served, avoid talking with your mouth full.

责任声明 | LIABILITY

寄宿家庭及道坦图监护机构不对学生自身行为造成的损害负责，英国法律禁止免责的情况除外。SmartPath and the homestay provider are not liable for damage caused by student conduct, except where prohibited by UK law.

疫情期间的责任 | RESPONSIBILITIES DURING A PANDEMIC

道坦图将在公共卫生事件中遵循英国政府、UKHSA、WHO 与 AEGIS 指导，并协助学生留校、返国或隔离学习。During public health events, SmartPath follows UK Government, UKHSA, WHO, and AEGIS guidance, supporting students to stay at school, return home, or study in quarantine.

3. 服务详情 | SERVICE DETAILS

监护人 | GUARDIANS

道坦图严格遵守《儿童安全教育条例》(KCSIE 2024), 并设立专门的 DSL(指定安全保护负责人) 和 DDSL(副负责人)。我们有全面的政策, 涵盖: SmartPath fully complies with *Keeping Children Safe in Education (KCSIE 2024)*, with a designated DSL and DDSL.

Our safeguarding policies cover:

- 儿童保护与防护 | Child protection and welfare
- 反极端化 (Prevent) | Prevent and anti-radicalisation
- 低层级关切 (Low-level Concerns) | Low-level concerns and whistleblowing
- 投诉与反霸凌 | Complaints and anti-bullying
- 学生失联处理程序 | Missing student procedures
- 网络安全与数据保护 | Online safety and data protection

请阅读第 5 部分, 了解更详细的法律和法规。完整政策请点击链接查看:

<https://smartpathuk.com/手册與政策/>

Read section 5 for more detailed laws and legislations. For the full list of policies, please click the link here: <https://smartpathuk.com/手册與政策/>

抵英拜访 | ARRIVAL VISIT

监护人可在孩子抵达英国后几日内进行首次拜访, 帮助他们安顿、熟悉环境, 并提供生活指导。有此服务需求的家长可提前至少两周告知道坦图, 以方便道坦图安排拜访。The Guardian can visit within a few days of arrival to support settling in, offer guidance, and help familiarise your child with their new surroundings. Parents should request a visit from SmartPath at least two weeks prior to the first visit, so that SmartPath can better arrange this.

常规巡访与反馈 | REGULAR VISIT & FEEDBACK

监护人将定期与学生见面、沟通, 并向家长提供书面/口头反馈。同上, 如若需要面访, 请至少提前两周预约。Regular meetings and communications are held, and feedback is provided to parents in written or verbal form. Same as abovementioned, if in-person meeting is required, please make the request at least two weeks in advance.

参与生活活动 | PARTICIPATION IN STUDENT LIFE

可陪同孩子出席家长会、课外活动、比赛、演出, 并处理生活事务。同上。Guardians can attend parent meetings, extracurricular activities, sports events, performances, and assist with daily life needs. As abovementioned.

关切于投诉 | CONCERNS & COMPLAINTS

无论您或孩子提出任何关切，我们都将严肃对待并依据程序处理。家长也可选择直接向学校 DSL 或当地儿童保护机构报告。Any concern raised by you or your child will be taken seriously and handled according to our policies. Parents may also contact the school DSL or local safeguarding authority directly.

寄宿家庭 | HOST FAMILIES

申请与变更 | REQUESTS & CHANGES

- 寄宿家庭申请需至少提前 2 周提交。Homestay requests must be submitted at least 2 weeks in advance.
- 若需取消或变更(如假期临时回国或改住他处)，请至少提前 18 天通知。If cancelling or changing a confirmed homestay, parents must notify SmartPath at least 18 days in advance.
- 临时变更可能导致无法继续安排原寄宿家庭，且可能产生额外费用。Late changes may result in a different homestay being arranged and may incur additional costs.

家庭筛选与审查 | SCREENING & VETTING

所有寄宿家庭均需通过完整背景调查(含 DBS 审查)及实地考察，以确保安全与合规。All host families undergo comprehensive background checks (including DBS) and home inspections to ensure safety and compliance.

住宿条件 | ACCOMMODATION STANDARDS

寄宿家庭提供独立单人房、三餐、洗衣服务、学习空间及网络，保障学生生活与学习需求。Students are provided with a private bedroom, full-board meals, laundry, study space, and Wi-Fi.

家庭匹配 | MATCHING PROCESS

我们会根据学生的文化背景、饮食习惯和兴趣偏好进行匹配，并尽可能确保长期由同一寄宿家庭接待。Host families are matched according to cultural, dietary, and interest preferences, with priority given to long-term consistency.

应急寄宿安排 | EMERGENCY HOMESTAY PLACEMENT

如遇停学、生病或其他突发情况，我们将在 24 小时内安排临时寄宿，确保学生得到及时照顾。 In cases of exclusion, illness, or other emergencies, a temporary homestay placement will be arranged within 24 hours to ensure student welfare.

接送与交通 | TRANSPORT & TRANSFERS

学期开始/结束、半学期、外出时：家长须至少提前 2 周 向道坦图提交行程信息。 For the start and end of term, half-term breaks, and short Exeat holidays, parents must provide full travel details to SmartPath at least two weeks in advance.

- 机场接送 | Airport Transfers
我们安排经过审核的英国司机提供机场接送服务，并在航前提供司机姓名、联系方式和接机标识牌。 We arrange UK drivers for airport pickups/drop-offs and provide the driver's name, contact details, and name board in advance.
- 急变更行程 | Last Minute Change:
请尽快通知我们，如少于 48 小时，将收取额外费用。 Last-minute changes (<48h) may incur additional fees.
- 校内/家庭交通 | Local Transport
学期中半假接送、家访等服务均可提前预订。 Transfers to and from school, host families, or activities can be scheduled in advance.
- 交通安全 | Transport Safety
所有司机经过审核，符合安全用人标准。 All drivers are vetted and meet UK safer recruitment standards.

学校沟通与支持 | SCHOOL LIAISON & SUPPORT

我们每学期向家长提供书面报告，涵盖学生的学习进展、生活适应与健康状况。如有重大事件（健康、纪律、紧急情况），我们会立即通知。 Each term, SmartPath provides parents with a written report on your child's academic progress, wellbeing, and adjustment. For any significant event (health, disciplinary, emergency), we will inform you immediately.

报告与反馈 | REPORTING & UPDATES

- 定期报告
每学期生成学期报告，涵盖学习、生活和健康状况。 Termly reports summarise academic progress, wellbeing, and general adjustment.

- **即时沟通**

如遇紧急事件或重大变动，立即与家长联系并提供应对方案。Parents are informed immediately of emergencies or significant changes, along with recommended actions

- **定期沟通渠道 | Regular Communication**

我们保持多渠道沟通(微信、邮件、电话)，确保家长能随时了解情况。We use multiple channels (WeChat, email, phone) to keep parents informed at all times.

学业与生活反馈 | UPDATES ON STUDENT PROGRESS

- **代为联络学校**

代表家长参与请假、就医、纪律等事务沟通。We act on behalf of parents for absences, appointments, disciplinary and routine school matters.

- **家长会**

可代表家长出席家长会，并提供双语会议报告。We can attend parent consultations with teachers and provide bilingual summaries afterward.

- **学习支持 | Academic Support**

如学生遇到学习困难，我们可协助申请额外辅导或学习支持服务。If a student struggles academically, we can help arrange extra tuition or school learning support.

4. 费用与收费 | FEES & CHARGES

套餐费用 PACKAGES

套餐	注册费	服务费(含 VAT)	备用金 Deposit
大学 University	£200 (首年)	£1,030/年	£1,500
关爱 Nurture	£200 (首年)	£3,780/年	£1,500
全面 Nurture Premium	£200 (首年)	£5,720/年	£1,500

First-year registration fee applies once. Deposits are required prior to starting, and balance (minus expenses) is returned after contract ends.

接送与寄宿费用 | TRANSPORT & HOMESTAY

- **寄宿家庭(学期中)**

伦敦: £95-135/晚, 其他地区: £65-125/晚

- **寄宿家庭(假期)**
伦敦:£70–135/晚, 其他地区:£60–125/晚
- **机场接送**
伦敦地区:£130 起; 其他地区:£100 起; 超出距离加里程费 (£3/mile)
- **区域接送(5 英里内)**
£30; 超出后每英里 £3

Other service-specific, emergency and booking fees are detailed in the Price List.

附加服务 | ADDITIONAL SERVICES

- **监护陪同(家长会、活动)**
包括日间/夜间及旅行开销, 收费依据套餐区分。
- **紧急预定**
<1 周内:£240; < 48 小时:£500
- **行前与文件支持**
邮件提醒、翻译、行前培训等, 详细收费请参见价目表。

支付与退款政策 | PAYMENT & REFUND

- 每年开具发票
- Invoices issued annually
- 签证信函一经发出, 不予退款
- Non-refundable once Visa letter is issued
- 合同签订后30天内退还押金(扣除相关费用)
- Deposit refunded within 30 days of contract conclusion (less deducted fees)
- 取消需提前一个学期通知, 否则收取学期费用
- Cancellation requires one-term notice; otherwise, term fee charged

5. 应急与保护政策 | EMERGENCY & SAFEGUARDING

附录 A: SAFEGUARDING POLICY

在道坦图我们严格遵守《教育中儿童安全条例》(KCSIE 2024), 把学生的安全放在首位。所有和学生有接触的监护人、寄宿家庭和工作人员都必须通过 DBS 背景审查。SmartPath UK fully complies with Keeping Children Safe in Education (KCSIE 2024). Student safety always

comes first. Everyone who works with our students including guardians, homestay families, and staff must complete DBS checks.

- 培训 | Training:
所有员工都会接受基础儿童保护和 Prevent 培训; DSL(指定安全负责人)和 DDSL(副负责人)会接受更高级别的培训。
- 联系人 | Contacts:
我们设有 DSL 和 DDSL, 专门负责学生安全事务。The DSL and DDSL are responsible for all safeguarding matters.
- 报告流程 | Reporting:
一旦出现任何疑虑或担忧, 必须立即报告给 DSL/DDSL, 并按程序记录和跟进。Any concern must be reported straight away to the DSL/DDSL and will be properly recorded and followed up.
- 合作 | Partnerships: 我们与学校的 DSL 以及地方儿童保护机构保持密切沟通, 共同保障学生的福祉。We work closely with school DSLs and local safeguarding bodies to keep every student safe and supported.

附录 B: MISSING STUDENT PROCEDURE

如果学生暂时失联, 我们会立刻启动应急措施:

1. 先联系学校宿舍或寄宿家庭确认情况。
Contact the school boarding house or homestay first.
2. 在校内和常去的地方寻找
Check the school grounds and usual places the student may go.
3. 同时通知家长、学校 DSL 和当地警方
Inform parents, the school DSL, and local police straight away.
4. 如有需要, 会通过社交渠道协助定位
Use social networks if needed to help locate the student.
5. 整个过程由 DSL/DDSL 全程负责, 直到确认学生安全
The DSL/DDSL will oversee the case and keep records until the student is found safe.

附录 C: PREVENT DUTY POLICY

保护学生免受极端主义和激进化影响。极端化的迹象包括孤立、愤怒、受压迫感或网上接触仇恨团体。若发现自己或他人有类似情况, 请立刻告知坦图或拨打 ChildLine 0800 1111。Signs of radicalisation include isolation, anger, feeling oppressed, or exposure to extremist groups

online. If you notice these in yourself or others, report immediately to SmartPath or call ChildLine at 0800 1111.

To protect students from extremism and radicalisation.

执行措施

- 所有员工和寄宿家庭接受 Prevent 培训, 识别风险迹象
Work with parents, schools, and local authorities to support students
- 定期进行 风险评估, 确保学生环境安全
Regular risk assessments to keep environments safe
- 建立 汇报机制, 疑虑立即上报 DSL
A clear reporting system where concerns go straight to the DSL
- 与 家长、学校、当地机构 合作, 确保学生获得正确支持
Work with parents, schools, and local authorities to support students

附录 D: 学生申请表 & 监护协议 STUDENT APPLICATION & GUARDIANSHIP AGREEMENT

- 学生基本信息 & 医疗信息
Student details & medical information
- 家长同意声明
Parent consent declaration
- SmartPath 服务条款
SmartPath service terms
- 紧急授权书
Emergency authorisation form
- 签名页(家长、学生、监护方)
Signature pages (parent, student, and guardianship provider)

扩展安全资源 | EXTENDED SAFETY RESOURCES

- 儿童委员会 | Children's Commissioner: 020 7783 8330
- 当地儿童保护合作组织 (LSP) | Local Safeguarding Partnership:
<https://www.londonscb.gov.uk/london-scb-contacts/>

政策与流程 | POLICIES AND PROCEDURES

我们的所有政策与流程已发布在我们的网站上，提供中文与英文双语版本，方便学生、家长和寄宿家庭查阅。All of our policies and procedures are published on our website in both Chinese and English, for easy access by students, parents, and homestays.

以下政策可在网页上查看：<https://smartpathuk.com/手册>

The following policies can be found on our website: <https://smartpathuk.com/手册>

保障与儿童保护政策	Safeguarding and Child Protection Policy
反霸凌政策	Anti-Bullying Policy
反极端化政策	Anti-Radicalisation Policy
网络安全政策	Online Safety Policy
紧急应对流程	Emergency Procedure
失踪学生应对流程	Missing Student Procedure
福利、健康与安全声明	Welfare Health and Safety Statement

6. 关键法规速览 | KEY REGULATIONS OVERVIEW

法规	要点	Regulation	Essentials
KCSIE 2024	必设 DSL 与 DDSL; 任何疑似虐待 24 小时内处理	KCSIE 2024	DSL & DDSL mandatory; all concerns acted on within 24 h
NMS 2022	监护人需 24/7 可达, 距学生 ≤ 300 英里或 4 小时	NMS 2022	Guardian reachable 24/7, ≤ 300 miles/4 h from student

性犯罪法 2003	英国性同意年龄 16 岁	Sexual Offences Act 2003	UK age of consent 16
中国刑法	中国性同意年龄 14 岁	PRC Criminal Law	CN age of consent 14
刑事责任	英国 10 岁, 中国通常 16 岁	Criminal Liability	UK from 10, China generally 16

请阅读第 8 部分, 了解更详细的法律和法规。

Read section seven for more detailed laws and legislation.

7. 监护服务范围 | SCOPE OF GUARDIANSHIP

场景	我们提供	你需配合	Scenario	We provide	You do
学期内	周访视、学习与心理辅导、医务陪同	主动沟通需求	Term time	Weekly visits, academic & mental-health support, medical escort	Communicate needs
Half-Term/ Exeat	DBS 审核寄宿家庭、交通接送	Orah 系统提前 15 天申请	Half-Term/ Exeat	DBS-checked host family & transport	Apply on Orah 15 days ahead
紧急事件	24/7 热线 020 3880 8808	保持手机畅通	Emergencies	24/7 hotline 020 3880 8008	Keep phone on

8. 行为守则与法律年龄 | CONDUCT & AGE RULES

行为规范 | BEHAVIOUR

我们鼓励贵子女在英国学习期间始终尊重他人、自身及其所处环境。这不仅体现良好教养，也有助于赢得老师、同学与寄宿家庭的信任与尊重。We encourage your child to always show respect for others, themselves, and their surroundings. This reflects good character and helps them build trust with teachers, peers, and host families.

宵禁规定 | CURFEWS

为了安全，学生在寄宿家庭期间如外出，必须提前告知寄宿家长去向与同行人员。16岁以下学生必须由成人陪同外出；16岁以上可独立外出，但需遵守设定的回家时间。如有延迟，务必致电说明。For their safety, students must inform host families of their whereabouts and companions when going out. Students under 16 must be accompanied by an adult. Those aged 16 and over may go out independently but must respect agreed curfews. If delayed, they should phone the host family.

驾照与驾驶 | DRIVING

在英国，17岁起可开始学习驾驶。若学校同意，道坦图可协助学生在假期或课余时间安排驾驶课程。In the UK, driving lessons can begin at age 17. With school approval, SmartPath can assist in organising lessons during holidays or outside of school hours.

酒精饮品 | ALCOHOL

根据英国法律，18岁以下不得在公共场合饮酒、购买或被他人提供酒精饮料，也不得在餐厅或酒吧饮酒。虽然16-17岁在成人陪同下可于用餐时饮少量酒精，但我们强烈建议18岁以下学生完全避免饮酒。18岁以上的学生则应适度饮用。UK law prohibits under-18s from drinking, buying, or being served alcohol in public, including in restaurants or pubs. While 16-17-year-olds may legally drink a small amount with a meal when accompanied by an adult, SmartPath strongly advises against alcohol consumption for students under 18. Students aged 18+ should drink responsibly.

毒品与违禁物品 | DRUGS & SUBSTANCES

我们严肃对待学生的健康与安全。任何毒品、违禁品或迷幻药物的持有、使用或交易均属违法行为，学校与道坦图都将严肃处理。We take the health and safety of your child seriously. The

possession, use, or distribution of drugs, including psychoactive substances, is illegal and will be dealt with strictly by both SmartPath and the school.

性行为法律 | SEXUAL ACTIVITY

英国法律规定，16 岁以下不得发生任何性行为。学校与道坦图会对任何不当行为采取严肃态度并及时处理。By UK law, sexual activity under the age of 16 is illegal. Both the school and SmartPath take such matters very seriously and will act appropriately.

吸烟与电子烟 | SMOKING & VAPING

18 岁以下的青少年不得购买或使用香烟与电子烟。多数英国学校以及道坦图全面禁止学生吸烟。It is illegal for those under 18 to buy or use tobacco or e-cigarettes. Most schools in the UK, along with SmartPath, ban smoking altogether for all students.

纹身法律 | TATTOOS

英国法律禁止 18 岁以下进行纹身。道坦图严格遵守该法律。UK law prohibits tattoos for anyone under 18. SmartPath enforces this regulation without exception.

聚会参与 | PARTIES

参加聚会前请先征得同意，并告诉我们或寄宿家庭有哪位成年人在场。未满 18 岁的同学请避免饮酒或接触违禁品。Before going to a party, please get permission and share the contact of a responsible adult. If you're under 18, avoid alcohol and stay away from illegal substances.

防火安全 | FIRE SAFETY

别点蜡烛或让插座超负荷，用完电器记得关掉。火警响起就马上撤离并通知别人。Don't use candles or overload sockets, and switch off devices after use. If the fire alarm goes off, leave quickly and let someone know.

反霸凌与网络欺凌政策 | ANTI-BULLYING & CYBERBULLYING POLICY

霸凌指以语言或行为持续伤害他人，网络欺凌则多发生于手机或社交媒体平台。道坦图坚持零容忍政策，鼓励学生如遇欺凌或目睹他人被欺负，务必及时报告。Bullying includes repeated verbal or physical harm to others, and cyberbullying involves harassment via digital platforms. SmartPath has a zero-tolerance policy and urges all students to report any incidents they experience or witness.

9. 金钱与支付 | MONEY & PAYMENTS

电子支付、现金与银行卡 | CONTACTLESS PAYMENTS, CASH AND CARD

虽然英国人普遍使用 Apple Pay 等电子支付，但仍有部分商店和餐馆仅接受现金或银行卡。建议学生外出时随身携带银行卡和少量现金。While most people in the UK use Apple Pay, some shops and restaurants only accept cash or bank cards. We advise your child to carry a card and some cash when going out.

学生财务 | STUDENT FINANCES

我们可协助学生开设英国银行账户并安排信用卡(如有需要)。零花钱可由家长直接打入学生账户或由学校统一管理。SmartPath assists with setting up a UK bank account and credit card if required. Pocket money may be transferred directly by parents or managed via the school.

10. 医疗与保险 | HEALTH & INSURANCE

抵达英国后 10 天内，学生需完成全科医生(GP)注册，并告知我们。所有处方药须交由校医或宿舍保管；若携带中药，需附上英文成分说明。Your child must register with a local GP within 10 days of arrival and inform us. All prescription medications must be handed to the school nurse or medical office. If they bring traditional Chinese medicine, it must be labelled with an English translation.

11. 电子设备与网络安全 | DEVICES & ONLINE SAFETY

手机使用 | MOBILE PHONES

请督促子女在用餐或社交时间避免使用手机。外出时确保手机有电并保持信号畅通。务必保存寄宿家庭与道坦图联系方式，妥善保护密码安全。Please encourage your child not to use their phone during meals or social events. When going out, they should keep their phone charged and reachable. They should save emergency contacts and protect their device passwords.

平板与电脑 | TABLETS & LAPTOPS

学生不得在用餐时或深夜使用电子设备，使用时间应遵守寄宿家庭与学校的相关规定。Students should not use devices during meals or late at night. Usage must follow the house and school rules.

网络安全政策 | ONLINE SAFETY POLICY

社交软件请设为“仅好友可见”，不要与陌生人聊天，不发送或接收不当照片或视频。18 岁以下学生不得观看或储存色情内容。Privacy settings on social apps should be “friends only”.

Students must not chat with strangers or share inappropriate content. Viewing or possessing pornographic material is a criminal offence for anyone under 18.

12. 出行与交通安全 | TRAVEL & TRANSPORT

公共交通 | PUBLIC TRANSPORT

对于年满 16 岁的学生，道坦图可协助他们购买火车票、巴士票，或在需要时安排专车接送。我们将确保学生熟悉安全乘车方式，并遵守交通规则。For students aged 16 and over, SmartPath can assist with booking train or bus tickets or arranging private transport when necessary. We ensure students understand how to travel safely and follow local transport laws.

交通安全 | TRAFFIC SAFETY

英国车辆靠左行驶，学生过马路时应特别注意左右来车。12 岁以下或身高不足 135cm 的儿童必须在车内使用合规的儿童安全座椅。我们会提醒学生严格遵守道路安全规范。Vehicles in the UK drive on the left side. Students must be vigilant when crossing roads and look both ways. Children under 12 or under 135cm in height must use an appropriate child car seat. We regularly remind students of road safety expectations.

出租车与司机 | TAXIS & DRIVERS

如需安排出租车或司机，道坦图建议家长或学生提前告知我们，以便我们为学生预订可信赖的交通服务。13 岁及以上学生可使用 Uber Teen 账号，系统将自动通知监护人行程信息，提升安全性。If taxi or private transport is required, we recommend that parents or students notify SmartPath in advance. For students aged 13 and above, we suggest using Uber Teen, which provides guardians with trip details and increases travel safety.

到达与离境安排 | ARRIVALS & DEPARTURES

学生在抵达英国或离境返国时，如使用道坦图安排的接送服务，我们的司机将在机场到达口举牌迎接学生。我们也会在每次行程前与家长确认细节。请务必提醒学生随身携带护照和签证文件。如在机场未能找到司机，可立即拨打 +44 020 3880 8008 转 1 紧急联络电话。For students

arriving in or departing from the UK, SmartPath drivers will be waiting at the airport arrivals hall with a sign. We always confirm travel details with families in advance. Please remind your child to keep their passport and visa documents on them at all times. If they cannot find their driver, they should call our emergency number at +44 020 3880 8008 immediately.

电子签证 | E-VISA ACTIVATION

如果学生持有 Tier 4 (学生) 签证, 其电子签证将在首次入境英国时自动激活。我们会协助学生确认签证状态, 并保存签证文件的备份以备不时之需。

For students holding a Tier 4 (Student) visa, the e-visa will automatically activate upon first entry into the UK. We assist students in confirming visa activation and keeping backup copies of their visa documentation for safety.

13. DSL/DDSL 联系方式 | DSL / DDSL CONTACTS

DSL: Victoria Chang +44 020 3880 8008 guardian@daotantu.com

DDSL: Kamila Zhao +44 020 3880 8008 kamila@hamptoneducation.org

任意时间发现安全隐患可直接联系以上号码。Contact these numbers any time you have a safeguarding concern.

14. 投诉与反馈 | COMPLAINTS & FEEDBACK

第一步: 电邮 guardian@daotantu.com (48 小时内答复)

Step 1: Email guardian@daotantu.com (reply within 48 h)

第二步: 若无结果, 可向学校投诉

Step 2: If unresolved, escalate to the school.

14. 紧急情况 | EMERGENCY

遇到医疗、纪律或停学等情况, 道坦图将立即提供应急支持和住宿。通常我们会优先安排原寄宿家庭; 如不可行, 将安排其他已审核的寄宿家庭。In the event of illness, disciplinary action, or exclusion, SmartPath will arrange emergency support and accommodation. Wherever possible, we will place your child with their usual homestay, otherwise with another DBS-checked homestay family.

紧急电话 | EMERGENCY CONTACT

- 999: 报警 / 急救 / 火警 Police / Ambulance / Fire
- Childline 0800 1111: 未成年人求助热线 Free helpline for children
- 24/7 监护热线 +44 078 4711 4034 SmartPath 24/7 Hotline
- 中国使馆热线 24小时热线 +44 020 7299 4049

本手册需与学校《Boarders' Handbook》同时遵守; 两者条款冲突时, 以学校手册为准。This handbook must be read alongside your school's Boarders' Handbook. Where the two differ, the school handbook prevails.

