

# 道坦图英国监护学生手册

## SMARTPATH UK GUARDIANSHIP

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# 1. 欢迎信 | WELCOME LETTER

亲爱的同学，欢迎加入道坦图英国监护 (SmartPath UK Guardianship)。

我们依据英国最新的《保护儿童安全教育 2024》(KCSIE 2024) 及《寄宿学校国家标准 2022》(NMS 2022)，为你提供全方位的支持，涵盖安全、健康、学业与文化适应。

Dear student, welcome to SmartPath UK Guardianship.

We work under the latest Keeping Children Safe in Education 2024 (KCSIE 2024) and National Minimum Standards for Boarding 2022 (NMS 2022) to provide you with comprehensive support in safety, health, academics, and cultural adaptation.

我们的团队由经验丰富的监护人、寄宿家庭及教育合作伙伴组成，致力于确保你在英国的学习与生活顺利、健康并充满收获。

Our team of experienced guardians, homestays, and partners is dedicated to ensuring that your life and studies in the UK are safe, successful, and enjoyable.

- 监护机构的角色 | Role of the Guardianship Organisation:

我们负责你的整体福祉，包括定期探访、与学校沟通、医疗陪同以及紧急情况处理。We oversee your overall welfare, including regular visits, school communication, medical support, and emergency response.

- 你的监护人 | Your Guardian:

你的监护人是你在英国最直接的联系人，他/她会经常和你联系，确保你适应学校和生活。Your guardian is your go-to person in the UK. They'll check in with you often to make sure you're settling into school and daily life.

- 寄宿家庭的角色 | Role of the Homestay:

在假期或周末，寄宿家庭会给你一个温暖、安全的家，就像家人一样关心和照顾你。During holidays or weekends, your homestay family will give you a safe, welcoming home and care for you like family.

- 学生的责任 | Student Responsibility:

作为学生，你需要遵守学校和道坦图的规范，并遵循《[学生行为守则](#)》。As a student, you must follow school and guardianship rules, and comply with the [Student Behaviour Code of Conduct](#).

## 2. 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 24hr
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 9 部分, 了解更详细的法律和法规。

Read section 9 for more detailed laws and legislations.

## 3. 英国生活习惯与安全 | UK LIVING & SAFETY

### 抵达英国程序 | ARRIVAL IN THE UK

- 随身携带护照、签证文件和电子签证 (eVisa)  
Carry your passport, visa documents, and eVisa
- 确保你的手机已充电并能使用, 建议开通国际漫游或准备英国 SIM 卡。  
Ensure your phone is fully charged and working, set up roaming or prepare a UK SIM card.
- 抵达机场后, 司机将在到达大厅举牌接你  
A driver will be waiting in the arrivals hall with a sign.
- 如果没找到司机, 请立刻拨打监护紧急热线  
If you cannot find your driver, call the SmartPath emergency number immediately.
- 紧急号码: 999; 非紧急警务: 101; 医疗建议: 111  
Emergency: dial 999; Non-emergency police: 101; NHS medical advice: 111

### 英国文化与礼仪 | BRITISH CUSTOMS & ETIQUETTE

- 见面礼仪 | Meeting People:
  - 英国人通常使用握手和称谓+姓氏来问候。Greet with a handshake and title + surname.
- 排队 | Queues:
  - 在商店、车站等要排队，插队是不礼貌的。Always queue in order; do not push in.
- 用语 | Politeness:
  - 日常可使用“请”、“谢谢”、“对不起”。Use ‘please,’ ‘thank you,’ and ‘sorry’ often.
- 用餐礼仪 | Mealtime Etiquette:
  - 等待所有人上菜后再开动；使用刀叉进餐；不要张口咀嚼或边吃边说话。Wait until everyone is served; eat with knife and fork; avoid chewing with your mouth open.

## 人身安全与贵重物品 | PERSONAL SAFETY & VALUABLES

- 外出时不要戴耳机，保持警觉
  - Avoid headphones outdoors to stay alert
- 保管好钱包和手机，放在拉链口袋或安全的包内
  - Keep wallet/phone in a zipped pocket or secure bag
- 不要在街上长时间使用手机
  - Limit phone use in the street to avoid distraction
- 如果银行卡丢失，立即联系银行冻结卡片
  - If your bank card is lost/stolen, contact your bank immediately

## 防护与反极端化 | PREVENT & ANTI-RADICALISATION

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.

## 网络安全与网络欺凌 | ONLINE SAFETY & BULLYING

- 使用密码保护手机，不要随意共享
  - Use passcodes on your phone and don't share them
- 不使用公共Wi-Fi登录重要账户
  - Avoid logging into accounts on public Wi-Fi
- 不与陌生人聊天或分享照片
  - Don't chat with strangers or share private images

- 如果遇到不当信息，立即报告可信赖成年人  
Report online abuse to a trusted adult

## 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/>

## 4. 寄宿家庭与日常实务 | HOMESTAY & DAILY LIFE

- **用餐 | Meals:** 早餐(麦片、吐司、鸡蛋)、午餐(三明治、沙拉)、晚餐(热食+甜点), 寄宿家庭会提供点心。Breakfast (cereal, toast, eggs), lunch (sandwich, salad), dinner (hot meal with dessert), with snacks available.
- **浴室 | Bathroom:** 保持浴室整洁, 淋浴时间不宜过长, 穿着得体往返浴室。Keep bathrooms tidy, limit shower time, wear appropriate clothing when moving to/from the bathroom.
- **洗衣 | Laundry:** 寄宿家庭会提供洗衣服务, 如需要自己洗, 请提前沟通。Hosts usually do laundry, but you may do it yourself if agreed.
- **插头 | Plugs & Adaptors:** 英国使用三孔方形插头。请提前准备好转换插头, 以便为电脑、手机等设备充电。The UK uses three-pin square plugs. Please bring a suitable adaptor for charging laptops, phones, and other devices.
- **电器 | Electrical Appliances:** 请尽量使用英国标准电器, 海外充电器可能存在火灾风险。Use UK-standard chargers; overseas ones may cause fire risks.
- **护照与签证 | Passport & Visa:** 护照与签证需妥善保管, 通常由学校或监护人代为保存; 如自行保管, 请放在安全位置, 避免遗失。Keep your passport and visa safe. They are usually held by your school or guardian; if you keep them yourself, store them securely to avoid loss.
- **衣物 | Clothing:** 英国气温一般在 0–25°C, 极端天气少。建议多带春秋装, 少带夏装和冬装。UK temperatures usually range from 0–25°C, with few extremes. Bring more spring/autumn clothing, and fewer summer or winter clothes.
- **宗教与礼拜 | Religion and Places of Worship:** 英国是一个多元化国家, 信仰自由受到尊重。如果你希望在英国期间参加宗教活动或前往礼拜场所, 请告诉我们, 我们将协助安排。The UK is a diverse country where freedom of religion is respected. If you wish to

attend religious services or access places of worship during your stay, please let us know, and we will help you make the necessary arrangements.

## 相处小贴士 | TIPS FOR LIVING TOGETHER

- 保持房间整洁, 别随意进别人房间。Keep your room tidy and respect privacy.
- 有饮食禁忌或过敏要提前说明。Tell your hosts about any dietary needs.
- 多说“please”和“thank you”, 有问题就开口沟通。Use “please” and “thank you”, and speak up if needed.
- 寄宿家庭可能会邀请你参加聚会或节日活动, 别害羞, 积极参与能更快融入。Families may invite you to join events or celebrations, joining in is a great way to feel at home.

## 5. 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
- 联系方式纸质+电子备份 Contact info (paper + digital).
- 文件拍照并云端备份 Photo & cloud back-up of documents.
- 英镑现金 £100-£200 GBP cash £100-200
- 英式三孔转换头 UK plug adaptor
- 如果你有处方药, 带上药品和英文说明。Bring any prescription medication with an English note.
- 手机充满电, 下载常用应用 (WhatsApp, Google Maps)。Phone charged; download apps (WhatsApp, Google Maps).

## 6. 入境常见问题 | IMMIGRATION Q & A

Q: 你来英国学什么?

A: 我将学习 A-Level/GCSE。

Q: What are you planning to study?

A: I'm going to study A-Level/GCSE.

Q: 为什么选择英国?

A: 英国教育世界领先, 安全多元。

Q: Why did you choose the UK?

A: The UK offers world-class education and a safe, multicultural environment.

Q: 谁是你的英国监护人？

A: 道坦图英国监护公司已为我指派监护人。

Q: Who is your UK guardian?

A: SmartPath UK Guardianship has appointed my guardian.

## 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 075 3333 9208	保持手机畅通	Emergencies	24/7 hotline 075 3333 9208	Keep phone on

## 8. 学习与生活支持 | STUDY & WELL-BEING SUPPORT

- ★ 学术 Academic: 可预约家教、参加图书馆晚自习。Book tutors or use supervised prep sessions.
- ★ 心理 Mental health: 学校辅导员 + 中文远程心理师。School counsellor plus Mandarin tele-therapy available.
- ★ 社交 Social: 俱乐部、DofE、Ten Tors、志愿项目。Clubs, DofE, Ten Tors, volunteering opportunities.

- ★ 网络安全 Online safety: 宿舍 Wi-Fi 夜间 22:00-06:30 关闭; 禁止使用VPN。  
Boarding Wi-Fi off 22:00-06:30; VPNs prohibited.

## 语言 | LANGUAGE

在寄宿家庭期间, 我们鼓励你尽量用英语交流。别担心, 如果你的英语不太流利, 他们仍能理解你, 你的英语也会进步很快。Your host family will encourage you to speak English when you are staying with them. Don't worry if your English isn't very good, your host family will be able to understand you and your English will improve.

## 着装礼仪 | DRESS

在寄宿家庭请穿着得体, 避免让他人感到尴尬。例如整天穿睡衣是不合适的。Dress appropriately in your host's home. Don't wear pyjamas all day, and avoid anything that might make others uncomfortable.

## 生日庆祝 | BIRTHDAYS

如果你希望在学校或寄宿家庭庆祝生日, 请告诉我们, 我们将尽力协助你安排。If you'd like to celebrate your birthday at school or with your host family, tell us in advance and we'll help arrange it.

## 熄灯时间 | BED TIMES

学校一般会规定就寝与熄灯时间。寄宿家庭时期, 时间可能稍微宽松, 但仍应根据年龄合理安排作息。Your school will set bed and lights-out times. During homestays, these rules may be more relaxed, depending on your age.

## 思乡情绪 | HOMESICKNESS

偶尔想家是正常的反应。你正在适应新语言、新文化和新环境。如你感到难过或不适, 请及时告知我们或学校老师, 我们会支持你。Feeling homesick is normal. You're adapting to a new language and culture. Speak to school staff or SmartPath if you feel low — we're here to support you.

## 外出活动 | EXCURSIONS

年纪较小的学生在寄宿家庭期间通常会与家庭成员一起参加郊游与活动。年长学生如有复习安排,可选择较安静的家庭。Younger students often join their host's family outings. Older students may prefer quieter homes to focus on revision or rest.

## 寄宿家庭 | HOST FAMILIES

寄宿家庭将在学校放假期间照顾你。请保持沟通、礼貌和尊重,享受你与他们的时光。Your host family looks after you during school breaks. Be polite, respectful, and enjoy the time with them.

## 钥匙与安全 | KEYS & SAFETY

寄宿家庭可能会给你一把房门或大门钥匙。请妥善保管,不要随意复制或借给他人。外出时记得锁门。Your host family may give you a key to the house. Keep it safe, never copy or lend it, and always lock up when leaving.

## 节日与文化体验 | FESTIVALS & CULTURAL EXPERIENCES

寄宿家庭可能会邀请你参加圣诞节、复活节或家庭聚会。这是体验英国文化的好机会,不妨积极参与。Your host family may invite you to join celebrations like Christmas, Easter, or family events. It's a great way to experience UK culture.

## 个人卫生 | PERSONAL HYGIENE

每天沐浴、勤换衣物和床单,注意口腔清洁。运动后更应洗澡并保持清爽。Shower daily, change into clean clothes and bedsheets regularly, and maintain dental hygiene. Always wash after sports.

## 日常作息 | ROUTINES

年幼学生需积极参与寄宿家庭生活;请每日整理床铺、保持房间整洁。Younger students should actively join in with host family life. Make your bed and keep your room tidy.

## 幸福与隐私 | WELLBEING & PRIVACY

道坦图重视你的幸福感与安全。你拥有卧室与卫浴隐私权,同时欢迎参与家庭活动。Your wellbeing and privacy matter. You'll have your own room/bathroom and are encouraged to interact with your host family.

## 心理健康 | MENTAL HEALTH

你可能会感到压力或情绪低落。请告诉我们你的状态，我们会安排辅导或陪伴。你的幸福感对我们很重要。You may experience low moods or stress. Please talk to us, and we can arrange support or therapy if needed. Your wellbeing is important to us.

## 交通与出行 | TRANSPORT & TRAVEL

在寄宿家庭生活期间，寄宿家庭会是你出行的好帮手，协助你熟悉本地公交、地铁等路线。请注意，任何外出都须提前告知，长途旅行更需获得许可并提供详细行程。You must tell your homestay and guardian before going out. Independent outings should be notified in advance, and longer journeys require permission with full details. Your homestay will guide you on local bus, underground, and train routes.

## 零花钱与购物 | POCKET MONEY & SHOPPING

建议不要携带过多现金，日常消费可使用银行卡或支付应用。购物时要注意预算与收据。Don't carry too much cash; use a bank card or payment app for daily spending. Keep track of your budget and receipts when shopping.

## 数码设备 | DEVICES & SCREEN TIME

学习与休息很重要，请合理使用手机和电脑，避免熬夜或沉迷网络。Balance study and rest. Use your phone or laptop sensibly and avoid late nights or excessive screen time.

英国道坦图教育

## 9. 行为守则与法律年龄 | CONDUCT & AGE RULES

### 行为规范 | BEHAVIOUR

请务必尊重他人、自身及财产。这样你将赢得他人尊重并展示良好品格。Always show respect for others, yourself, and property. Doing so reflects well on you and builds trust.

### 宵禁规定 | CURFEWS

在寄宿家庭期间，外出前请务必告知对方你的去向与同行人员。16岁以下学生需由大人陪同，16岁以上学生可独立出行但必须遵守回家时间。如遇特殊情况需延迟，请电话告知寄宿家庭。When staying with your host family, always tell them where you are going and with whom. Under 16s must be accompanied; 16+ students may go out independently. Respect the agreed curfew. If late, call your host to explain.

### 驾照与驾驶 | DRIVING

英国17岁起可学习驾驶。若学校允许，你可在上课时间安排驾校课程，道坦图亦可协助安排假期中的学习。You can learn to drive from age 17 in the UK. With school permission, SmartPath can help organise lessons during term or holiday.

### 酒精饮品 | ALCOHOL

在英国，18岁以下不得在公共场合饮酒；也不得被他人购买、提供或在餐厅、酒吧饮酒。尽管16或17岁在成人陪同下可在用餐时饮少量啤酒或葡萄酒，但道坦图建议18岁以下学生完全避免饮酒。18岁以上学生可在适当情况下适量饮用。In the UK, under-18s cannot buy or drink alcohol in public. Although 16–17 year-olds may have a small amount with a meal if with an adult, SmartPath advises all under-18s to avoid alcohol. Students aged 18+ may drink modestly on suitable occasions.

### 毒品与违禁物品 | DRUGS & SUBSTANCES

道坦图致力于保障学生健康与安全。任何毒品、迷幻药品的持有、使用或交易都属违法行为，学校与我们都严肃处理。SmartPath is committed to your health and safety. Possession, use or supply of controlled substances (including psychoactive ones) is illegal and strictly prohibited.

## 性行为法律 | SEXUAL ACTIVITY

英国法律禁止 16 岁以下的性行为。学校和道坦图均严肃对待一切不当性行为。 Sexual activity under 16 is illegal. SmartPath and schools treat any such behaviour seriously.

## 吸烟与电子烟 | SMOKING & VAPING

18 岁以下不得购买或使用烟草和电子烟。大多数学校和道坦图禁止任何年龄段吸烟。 You must be 18 to smoke or vape. SmartPath and most schools ban it for all students.

## 纹身法律 | TATTOOS AND BODY PIERCINGS

英国法律规定 18 岁以下不得纹身。身体穿刺在英国并无统一的最低年龄限制，但 16 岁以下不得进行生殖器或乳头穿刺。道坦图遵循此规定，并建议所有学生在未成年期间避免任何形式的穿刺。 It is illegal in the UK for anyone under 18 to have a tattoo. There is no fixed minimum age for body piercings, but under-16s cannot legally consent to genital or nipple piercings. SmartPath follows this law and advises all students to avoid any form of piercing until adulthood.

## 聚会参与 | PARTIES

若希望参加聚会，需提前报告并提供监护成人联系方式。未满 18 岁不得饮酒或服用违禁药品。 Parties require permission and adult supervision. No alcohol or drugs under 18.

## 防火安全 | FIRE SAFETY

无论在校或寄宿家庭，请勿点燃蜡烛、使用打火机或超负荷电源。笔记本、卷发棒等用电设备使用后务必关机。火警时立刻撤离并确保安全。 Do not light candles or overload sockets. Turn off laptops and hair tools after use. In case of fire, evacuate safely and alert others.

## 反欺凌与网络欺凌政策 | ANTI-BULLYING & CYBERBULLYING POLICY

霸凌是指某人或群体反复用身体或言语方式伤害他人；网络霸凌指通过手机、电脑等设备进行的霸凌行为。道坦图零容忍任何霸凌行为，鼓励所有学生如遭遇或目睹此类情况应立即报告。 Bullying is repeated behaviour intended to harm others physically or emotionally. Cyberbullying occurs through devices such as phones and computers. SmartPath has zero tolerance for all forms of bullying and urges students to speak up if they experience or witness it.

## 学校规则 | SCHOOL RULES

学校和寄宿家庭共同期望学生能遵守所告知的行为规范，这是学生愉快融入的基础。Your school will explain to you their rules and expectations of how you should behave. Please pay regard to these expectations when staying at your homestay as well.

## 10. 金钱与支付 | MONEY & PAYMENTS

### 电子支付、现金与银行卡 | CONTACTLESS PAYMENT, CASH & BANK CARDS

虽然大多数英国人使用苹果支付，但仍有部分商店与餐馆仅接受现金或银行卡。请确保外出时随身携带银行卡或部分现金。Most people in the UK use Apple Pay, but some shops and restaurants only accept bank cards or cash. Always carry a card and some small change with you when going out.

### 银行账户 | BANK ACCOUNTS

在学校支持下，道坦图可协助你开设英国银行账户并设置付款方式。With your school's support, SmartPath can help you open a UK bank account and set up payment methods.

## 11. 医疗与保险 | HEALTH & INSURANCE

- 抵英 10 天内完成 GP 注册并告知监护人。  
Register with a GP within 10 days, inform the guardians.
- 处方药须交医务室管理；中药需要提供英文说明。  
Register with a GP within 10 days, inform the guardians.
- 建议抵英后根据需要注册牙医。  
It may be advisable to register with a dentist, depending on the length of stay.
- 如有私人医疗保险，请将保险详情提供给监护人存档。  
If you have private medical insurance, please provide the details to your guardian for record keeping.
- 如感到不适，请立即告知寄宿家庭或监护人；在学校请报告 house parent、matron、nurse 或老师。  
If you feel unwell, please inform your homestay or guardian immediately; at school, inform your house parent, matron, nurse or teacher.

- **NHS 非紧急医疗咨询电话: 111**  
NHS non-emergency helpline: 111
- **紧急情况请拨打: 999 (救护车)**  
In an emergency, dial **999** for an ambulance.
- **学生、家长及学校可随时使用 SmartPath UK Guardianship 24/7 紧急联系电话。**  
Students, parents and schools may contact SmartPath UK Guardianship's **24/7 emergency line** at any time.

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

### 手机使用 | MOBILE PHONES

请在用餐及社交时避免使用手机。外出务必保持电量和信号通畅。请保存寄宿家庭与道坦图的联系方式。保护你的密码安全。 Avoid using your phone during meals or social time. When going out, keep your phone charged and on. Save contact numbers for your host family and SmartPath. Protect your passcode.

### 平板与电脑 | TABLETS & LAPTOPS

不得在用餐期间或深夜使用电子设备;使用时间应遵守家庭及学校规定。 No device use at mealtimes or late night. Follow family and school rules for screen time.

### 网络安全政策 | ONLINE SAFETY POLICY

社交隐私要设为“仅朋友可见”，不与陌生人聊天，不传播裸照或不当影像。18 岁以下访问或持有色情内容违法。 Set your social privacy settings to "friends only". Do not chat with strangers or share inappropriate images. It is a criminal offence in the UK for under-18s to view or possess pornography.

## 13. 出行与交通安全 | TRAVEL & TRANSPORT

### 公共交通 | PUBLIC TRANSPORT

如你 16 岁以上，我们可协助订票或安排司机。乘车注意安全，遵守交通规则。 If you are 16 or over, SmartPath can help book transport. Always follow traffic laws and stay safe.

## 交通安全 | TRAFFIC SAFETY

英国车辆靠左行驶, 过马路请看两侧; 12 岁以下或身高不足 135cm 儿童必须使用儿童安全座椅。UK vehicles drive on the left. Always look right before crossing. Under-12s or those <135cm must use child car seats.

## 出租车与司机 | TAXIS & DRIVERS

请提前告知坦图以协助安排司机或出租车。Uber Teen 可供 13 岁以上学生使用, 并自动通知监护人。Notify SmartPath in advance for driver bookings. Uber Teen (13+) is recommended for safer travel and alerts guardians.

## 到达与离境安排 | ARRIVALS & DEPARTURES

请勿忘记随身携带护照! 使用道坦图接送服务时, 司机将在到达口举牌等候。如找不到司机, 请拨打 +44 020 3880 8008 转 1。Always bring your passport! If SmartPath has arranged your pickup, your driver will wait at arrivals with a sign. If you cannot find them, call +44 020 3880 8008 ext. 1.

## 电子签证 | E-VISA

如你持 Tier 4 学生签证, 抵达英国后电子签证将自动激活。If you are studying on a Tier 4 visa, your e-visa activates upon arrival in the UK.

## 14. 指定学生安全负责人联系方式 | DESIGNATED SAFEGUARDING CONTACTS (DSL/DDSL)

安全保护相关 | Safeguarding Concerns:

- DSL | 指定安全保护负责人: Victoria Chang                      +44 077 7645 1714  
[guardian@daotantu.com](mailto:guardian@daotantu.com)
- DDSL | 副负责人: Kamila Zhao                                      +44 075 9111 1759  
[kamila@hamptoneducation.org](mailto: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.

## 15. 联系方式与保持沟通 | CONTACT DETAILS & KEEPING IN TOUCH

你可能需要在不同情况下联系道坦图 | You may need to contact SmartPath in different situations:

- **一般咨询 | General Enquiries:**
  - 办公时间电话 | Office hours phone: +44 020 3880 8808
  - 邮箱 | Email: [guardian@daotantu.com](mailto:guardian@daotantu.com)
- **紧急情况 (24/7) | Emergencies (24/7):**
  - 紧急电话 | Emergency phone: +44 078 4711 4034

任意时间发现安全隐患可直接联系以上号码, 我们也会定期与你保持联系, 确保你在学校和寄宿家庭中一切顺利; 若有任何问题或疑虑, 请立即告诉我们。Contact these numbers for any safeguarding concerns; we will also keep in touch to ensure you are safe and happy at school and with your homestay.

## 16. 投诉与反馈 | COMPLAINTS & FEEDBACK

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

Step 1: Email [guardian@daotantu.com](mailto:guardian@daotantu.com) (reply within 48 hrs)

第二步: 若无结果, 可向学校投诉

Step 2: If unresolved, escalate to school

## 17. 紧急号码 | EMERGENCY NUMBERS

- 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
- 中国大使馆24小时热线: +44 020-74368294

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.