

UK School Immersion & Exchange Programme

Student Handbook 2025

Email:

hello@school.exchange

Emergency Number:

+44(0) 7854 309235

Emergency We Chat QR:



Welcome to the UK!

Dear students,

We are really excited to welcome you to the UK. Following the many students who have previously participated in our Immersive School Programmes, I am confident that you will have an excellent time experiencing a British school and making lifelong friends!

Our team of highly experienced, friendly and qualified teachers and staff are here to support you during your stay here. You will have the opportunity to meet with British people and to learn from our approach to education. Likewise, we are eager to learn more about your rich culture.

You will soon meet your appointed British host family and school buddy, who will help introduce you to life in the UK. This is a fantastic opportunity for you to develop and practise your English language skills, while gaining insight into British culture in a welcoming, educational environment. At school, be prepared for immersive classes – we believe that active participation in various activities will enhance your learning experience!

Please carefully read this handbook. The information will help you to prepare for your programme and how to stay safe during your time in the UK.

If you have any further questions then I warmly welcome you to contact us:
hello@school.exchange

With best wishes,



Thomas George Saunders
Director, Global School Exchanges



What do we expect from you? 学生守则

We have a simple behaviour policy whereby we expect you to treat all members of staff, fellow students, and homestay hosts with respect, and we expect you to always follow the instructions of an adult.

以下是在游学期间的行为准则，我们希望你尊重工作人员，你的同学及寄宿家庭，我们希望你能时刻听从领队及成人老师的指示。

- Add the contact for your programme leader on your phone in case of any emergencies. 添加领队老师的联系方式，有紧急情况随时联系领队老师；
- Always wear your lanyard for identification and safety purposes. 为了安全，请随时佩戴自己的学员名牌；
- Be polite and respectful at all times; you are representing your school. 时刻谨记你代表的是你的学校，时刻保持礼貌并尊重他人；
- Listen to your programme leader and ask if you have any questions. 服从领队老师的安排，如果有问题，随时和领队老师沟通；
- Listen to your teacher when they are talking and raise your hand if you have any questions. 遵守课堂纪律：上课期间认真听课，不要交头接耳，有问题请随时举手提问；
- Respect the school rules, and our behaviour guidelines. Do not use your mobile phone while at school. It may be taken from you if you break this rule. 遵守学校纪律，规范自己行为；在学校期间禁止使用手机，一经发现，会暂时没收，交由老师保管；
- Be punctual and do not be late for the meeting times. 请守时及时刻注意集合时间；
- You are responsible for keeping your own possessions, phone and money safe. It may not be possible to get back any items that you lose, so make sure you do not leave them anywhere. 在英国游览及学习期间，看管好自己的财务，随身携带，不得随意放置，尤其是手机，钱等贵重物品；丢失之后不易找回，需要自行承担损失；
- Please keep all supplies and home areas clean, tidy and organised. 请保持房间及所有物品整齐有序；
- Treat other students and staff with respect by speaking kindly to and about them. 尊重所有工作人员及同学，不得辱骂他人；
- If behaviour is deemed to be unacceptable at any time - an adult will give you a warning in the first instance, if this continues - as well as notifying parents:

the matter will be passed to your accompanying teacher, or a teacher of the school you are working within, to deal with behaviour in line with their behaviour policies. 如果在任何时候有不可接受的行为，第一次你会收到警告；如果这类现象持续发生，我们将通知你的家长及同行老师，以你在读学校的政策来处理；

- In extreme cases - homestay accommodation can be moved to accommodation with a visiting adult, and students can also be removed from lessons within schools. Global School Exchanges provides 1:1 resources for students to work with if they are unable to behave within the classroom. 如果出现极端情况，我们会将你移至跟随行老师一起住宿，学校有权取消学生上课的资格；如果在课堂上表现不佳，GSE提供1对1的课程；
- When staying in a hotel, do not go outside in the evening without group leaders. 酒店住宿期间，夜晚不得单独外出；
- Do not damage the hotel facilities, do not use the hotel or room phone to call your family, or you will need to pay yourself. 不得损坏酒店任何设施，不得使用酒店或房间的电话，否则电话费将由本人承担。



Homestay Accommodation & Guidance 寄宿家庭住宿指南

Staying with a host family is a fantastic way to experience British Culture, and improve your English skills. You will experience life in a typical UK home, eat English food, and learn more about the culture in the country.

寄宿家庭住宿体验是一种非常棒的感受英国文化及提升英语技能的方式。大家将会住在典型的英国当地家庭，吃地道的英国食物及深入了解这个国家的文化。

Our host families are welcoming and friendly. They will do all they can to make your stay with them as comfortable as possible. Check out our greetings guide to introduce yourself and express your personality!

我们的寄宿家庭友好及热情，他们会尽力保证你在家庭住的舒适自如；在问候指导中去学习怎么介绍自己以及展示自己的个性。

The UK is a multicultural society, with people from many different countries and ethnicities. All hosts are British, but come from a wide variety of ethnic backgrounds.

英国是一个多元化及包容性的国家，有很多来自其他国家和种族的移民。我们所有的寄宿家庭都是英国人，但是可能会有不同的种族背景。在英国，种族歧视属于违法行为。

All homes in the UK are different, and vary in size and character. You may be staying in a house, bungalow or apartment.

在英国，所有的家庭都是不同的，有大有小，各有特色。你在的寄宿家庭可能是独栋房子、平房或者是公寓。

If you have any questions then you should ask – your host family is there to help you. Please be polite and respectful to your host family. Please ensure you understand how your host's appliances work (shower, washing machine, etc.) and their rules for how to use them. Make sure you communicate regularly with your host family so they can provide assistance when needed.

如果在住宿期间有任何问题，寄宿家庭的成员都会帮助大家解答。请大家礼貌且尊重你的寄宿家庭，请详细了解家庭各类设施的用法（如淋浴，洗衣机等）。请确保定期与寄宿家庭沟通以便在需要时他们能提供帮助。

Homestay Rules 寄宿家庭守则

- Be polite, kind and respectful at all times. 任何时候都要礼貌、友善及尊重他人；
- Remember to say 'please' and 'thank you'; 时刻记得说“please”和“Thank you”；
- Keep to the host's home rules. They will explain these rules to you on your first day. Become a member of the family, rather than act like a hotel guest. 抵达寄宿家庭第一天，家庭会讲述家庭习惯守则，请认真遵守；请把自己当作寄宿家庭的一员，而非寄宿家庭的客人，深入体验英国当地人的生活；
- You must keep your room clean and tidy. Be polite, respectful and tidy when at home within homestay accommodation. 在寄宿家庭期间，要礼貌、尊重寄宿家庭的成员，保持自己房间的整洁；
- Do not leave wet towels on the floor. 请不要把湿毛巾扔到地板上，以免破坏木质地板；
- 1 load of washing allowed per week. Your host will show you how to use the washing machine. Do not wash clothes, underwear or socks in the sink. 寄宿



家庭每周会安排一次洗衣，他们会告诉你如何使用洗衣机；请不要在洗手池或浴室洗衣物包括不限于内衣、袜子等；

- No phone calls or watching TV loudly after 11pm at night, or before 7am in the morning. 早上7点之前，晚上11点之后，请不要大声打电话或看电视，以免影响他人休息；
- Go to bed on time, and set an alarm in order to get up on time. 早睡早起，定好闹钟，早上不要迟到；
- Do not eat in your bedroom, unless the host says it is OK. 未经寄宿家庭允许，请不要在自己的卧室吃东西；
- You are not allowed to go out at night without your host. 晚上不可独自外出；
- Be respectful of your host's home and take care not to damage anything. In the event of any accidental damage, please 1) inform your host immediately and apologise and 2) inform your Teacher. You will be responsible for paying the cost of any damage you cause. 对寄宿家庭及其设施尊重并爱护，不得损坏其物品。如有意外损坏，1) 请立即告知家庭并道歉；2) 告知你的老师，并有义务赔偿家庭损失；
- You are responsible for your own possessions, phone and money, and should keep these items safe at all times. 请务必保管好自己的随身财物，如果丢失，需要自己负责。

Everyone is here to make sure you have an enjoyable stay in the UK. So if you have any feedback, please tell us!

24小时紧急联系电话，如有任何问题，请随时联系我们。

Greetings & Conversations Guide! 问候及对话指南

Daily greetings/日常问候:

- Hi, I'm (name). It's lovely to meet you (introduction = first meeting)
- Good morning / afternoon / evening
- Hey (name), how are you? (friendly daily greeting)

Host Parent: "Good morning! How did you sleep?"

Student: "Good morning! I slept well, thank you. How about you?"

Host Parent: "I slept well too, thank you. Are you ready for breakfast?"

Student: "Yes, I am. Thank you!"



Get to know your host family/更好地了解你的寄宿家庭:

- What do you usually do in the evenings? 您晚上通常有什么活动?
- What do you do for a living? 请问您的工作是?
- Do you have any routines or traditions you like to follow? 请问您有什么传统和惯例我需要遵循吗?
- Do you have any pets? 您有宠物吗?
- What does XYZ mean? 这个是什么意思?
- Can I ask you something? 我可以问一下?
- How do I use the XYZ? 请问我怎么使用...?

Student: "Hi, can I ask you something?"

Host Parent: "Sure, what do you need?"

Student: "How do I use the shower?"

Host Parent: "Oh, it's easy. Just turn this knob to the right for hot water and to the left for cold water. Adjust it to find the temperature you like."

Student: "Got it. And to turn it off?"

Host Parent: "Just turn the knob back to the centre until the water stops."

Student: "Thank you so much!"

Host Parent: "No problem at all! Let me know if you need anything else."



Making Friends with British Buddies 交朋友

Get to know your British friends/了解你的英国朋友:

- What do you like to do in your free time? 请问在空闲时你喜欢做什么?
- Do you play any musical instruments? 你会什么乐器?
- What is your favourite subject at school? 在学校你最喜欢的科目是?
- Which sports do you like to play? 你最喜欢的运动是?
- Do you have brothers or sisters? 请问你有兄弟姐妹吗?
- What do you usually do at lunchtime? 在午餐时间你通常干什么?



Buddy: What do you like to do in your free time?

Student: I love playing the piano. Do you play any musical instruments?

Buddy: No, but I enjoy listening to music. What is your favourite subject at school?

Student: I really like history. How about you?

Buddy: I enjoy maths the most. Do you have brothers or sisters?

Student: Yeah, I have a younger brother. What do you usually do at lunchtime?

Buddy: I usually hang out with my friends in the cafeteria. What about you?



Asking questions for help at school/在学校期间请求帮助:

- Could you help me with this, please? 请问你可以帮我一下吗?
- Can I ask you a question? 我可以问一个问题吗?
- I need some help with [subject/assignment/task]. 在.....我需要帮助。
- Could you show me how to do this? 你可以展示一下怎么做吗?
- I'm not sure what to do. Please can you help me? 我不确定怎么做, 请问你可以帮助我



Student: *Hey Layla, please could you help me? I'm not sure what she means by 'analysing the character's motivations'.*

Buddy: *That means you need to think about why the character is acting the way they do in the story. What drives their actions and decisions.*

Student: *Oh, I see. Could you give me an example?*

Buddy: *Sure! Let's look at the main character in the story we're reading. Why do you think they made that important decision in chapter three?*

Student: *I think they did it because they wanted to protect their friend.*

Buddy: *Exactly! That's analysing the character's motivations. You're looking at their reasons for doing things.*

Student: *Got it. Thanks so much for explaining!*



First Day at School 在学校的的第一天

Upon your arrival at school, you'll be warmly welcomed with a welcome presentation, introducing you to key staff members, your teachers, students, and your designated 'buddies' who are a similar age. You will join your British 'buddy's' lessons throughout the week and they will help you to settle in. This is an excellent opportunity to make a life-long friend and become truly immersed in the English language.

当你抵达学校，学校会热烈欢迎大家，会介绍学校的主要工作人员，老师，同学及你的学习伙伴；随后你会根据学习伙伴一起到课堂里上课，这是一个很好的机会来交朋友及深度体验原汁原味的英式课堂。



During the presentation, you'll receive an overview of school rules and the timetable, followed by a school campus tour. This tour will familiarise you with the lunch canteen, toilets, nurse's office, classrooms, and the school reception. Additionally, you'll be shown the designated classroom where your group can gather in the morning and end of day, and relax during breaks and lunchtimes. 在欢迎仪式期间，你会收到学校的学生守则及课程安排，随后会安排校园参观来帮助熟悉校内设施，如食堂，卫生间，医务室，教室及招待处等等。此外还有专供团组使用的休息室。



EXAMPLE DAILY UK SCHOOL TIMETABLE

8:40-9:00	Registration
9:00-9:40	Maths
9:40-10:20	Biology
10:20-10:40	Break time (snacks)
10:40-12:00	Double History
12:00-12:40	French
12:40-13:30	Lunch (main meal)
13:45-14:25	English Literature
14:25-15:05	Religion & Ethics
15:05-16:50	After-school activities

*Note that all schools follow a different timetable, so this is an example only.
具体课程请以具体学校为准。*

Staying Safe During Day Trips 游览期间安全指南

Some of our programmes involve day trips, which is a wonderful opportunity to explore more of the UK! To ensure a safe and enjoyable day trip, please review the following rules in detail: 我们部分的项目包含外出游览，对大家来说一个深度探索英国的好机会！为了保证游览期间的安全，请大家仔细浏览以下事项：



- Always wear your lanyard for identification and safety purposes. The emergency contact number for Global School Exchanges can also be found on your lanyard. **为了安全起见，请随时佩戴含有GSE联系方式的学员名牌。**
- Listen to your programme leader and ask if you have any questions. **服从领队老师的安排，有问题随时提出；**
- Ensure that you always wear your seatbelt on the coach and in the car. It is illegal to not wear a seatbelt. **在大巴车及车内务必系安全带；**
- Unfortunately, stolen wallets and mobile phones are quite commonplace in the UK. Keep sight of your valuables (wallet, mobile phone) at all times, ensuring they are securely attached to you. Do not visibly show your money and only take a limited amount with you for day trips - most people only carry £20 notes and less. **不幸的是，偷钱包及手机在英国比较常见，当随身携带贵重物品（钱包，手机）时，请务必保管好，不要钱财外露；建议外出游览期间每天只带少量的现金（20英镑或更少）**
- During trips, stay with your Programme Leader & group and do not separate, unless you are given permission. Do not walk around alone and make sure you are with one other student at all times during our day trips. **外出游览期间，时刻和领队老师及团队在一起，未经允许，不得单独行动。自由活动期间禁止单独活动，至少保证两人及以上同行；**
- When you are walking outside, walk in a single file on busy roads and wait for the 'green man' to show when crossing the road. Do not walk around whilst looking at your phone **在外参观期间，时刻保持队形，在路上保持一条纵队，遵守交通规则，过马路时注意红绿灯，不得在过马路时玩手机；**



Our Staff 我们的团队

Throughout your stay in the UK, you will be accompanied by a friendly, experienced programme leader. The programme leader will serve as your key representative for the British school to ensure a safe, educational and enjoyable stay. They will also lead excursions, after-school activities and academic programmes.

在英国参访学习期间，每个团队将会配备一位热情友好，经验丰富的项目领队。项目领队将对作为团组在英国期间的主要联系人来确保你在英国期间的安全，并保证学习及各项体验顺利及愉快地进行。他们还会带领团组进行外出游览，校外活动及学术课程。

Our dedicated team understands the challenges young people face when staying in a different country away from their parents for the first time. Our programme leader is available every day to discuss any issues you may have, and you are encouraged to provide feedback to them, ensuring we continually improve your experience.

我们专业的团队非常理解大家在异国他乡所面临的挑战，尤其是第一次离开父母的你；我们的项目领队任何时候都欢迎大家提出问题，并非常乐意帮大家解决问题，以确保我们来不断改善，从而提升你的体验。

Contact Details 联系方式

Please contact us at any time if you have any questions regarding our programmes, accommodation or your time within school:

关于我们的项目，住宿，课程等有任何问题，请随时联系我们：

Email/邮件: hello@school.exchange

24 hour emergency telephone number/24小时紧急联系电话: +44 (0) 7854 309235

24 hour Emergency WeChat QR/24小时微信:



Chinese Staff WeChat ID manned 5am- 2pm UK time/中方微信联系人:



Useful telephone numbers 常用电话

Emergency Services – police/ fire/ ambulance: 999. Telephone calls to this number can be made free of charge.

紧急联系-报警/火警/救护车免费电话：999

NHS Urgent Healthcare: 111

NHS紧急医疗保健电话：111

Safeguarding 安全指南

All students should feel safe, and be able to trust the adults providing care to them. If at any time you do not feel safe or are worried, or feel that the behaviour of any adult or child is not appropriate - please contact any adult.

所有学生都应该感到安全，并且能够信任为他们提供照顾的成人。如果在任何时候你感到不安全或担心，或觉得任何成人或学生的行为是不适当的—请随时联系任何成人。

You can also directly contact our designated Safeguarding Lead: Tom Saunders - 24 hour number: on: **+44 (0) 7854 309235**

你可以直接联系我们的安全管理负责人：Tom Saunders- 24小时电话：**+44 (0) 7854 309235**

Global School Exchanges's full safeguarding policy can be provided and read on request - ask any member of our staff, or email: tom@school.exchange

Mobile phone guidelines 手机使用守则

- Mobile phones will be switched off and remain with the student, in their bag or their pocket, throughout lessons during the school day. If the mobile phone is used within lesson times, without the express permission of a teacher, we reserve the right to remove the mobile phone from you for the duration of one full day. **在学校上课期间，你需要关机并把手机放到包里或口袋里。**如果上课期间，未经老师的允许使用手机，我们有权没收你的手机；

- Homestay parents may ask for your mobile phones to be handed in at night before you go to sleep. You will then be able to access your mobile phone again the next morning. 你的寄宿家庭可能会要求你晚上睡觉前上交手机，第二天早上会还给你；
- Global School Exchanges cannot be held responsible for any damage or loss of mobile phones - it is your responsibility to keep your phone safe and secure, and complying with the mobile phone guidelines will help this. 保管好自己的手机是每个学生自己的责任，手机使用手册会帮助你保管好自己的手机。请保管好自己的手机，如果手机损坏或丢失，全球学校交流项目不对此负责。

Photo guidelines 拍照准则

- UK schools have their own photo policies that we must respect, as there may be students that do not want to / do not have permission for having their photos taken. 英国学校有自己的拍照政策，我们必须尊重遵守这些政策。因为有的英国学生不想被拍或者需要先征求他们的允许后才能拍照；
- Often schools will provide specific occasions throughout the week for photographs - and you should not take photographs within schools outside of these times and occasions. 通常学校会在一周之内安排特定的拍照场合—除了这些时间和场合外，你不能在学校内拍照。你应该把手机放到口袋和包里；
- Any photography / filming that takes place commissioned by Global School Exchanges, is for the purpose of: publicising school exchanges in marketing brochures, testimonials, and website and social media use. We can share these resources with you and your parents, through the visiting teachers and group leaders. We will store and process your photograph or the film in which you appear in accordance with the General Data Protection Regulation 2018 and it will be associated with your school name. 任何受全球学校交流项目委托拍摄的照片/摄像会用在营销手册、案例分享、网站和社交媒体中使用。我们可以把这些资源可以通过带队老师和领队分享给你和你的父母。我们将按照《2018年通用数据保护条例》存储和处理你的照片或有你的视频，这些会标注你学校的名字。

Sickness guidelines 生病处理指南

- If you feel unwell at school - you should tell your teacher, or the member of staff visiting with your group. Our school premises have medical rooms and members of staff available to help you. 在学校感觉不舒服时—应该告诉你的老师或

者你团里的其他工作人员。我们的学校有医务室和医护人员可以帮助你；生病期间团组老师需要在旁陪同生病的学生；

- If you feel unwell at your homestay accommodation - you should tell your homestay provider. Your homestay provider will notify us, and it may be that you will be moved to a member of our homestay team who is able to stay behind with ill students so you do not have to go to school / go on a trip one day. 在寄宿家庭感到不舒服时—应该告知你的寄宿家庭，你的家庭会通知我们，我们有可能需要把你交给我们寄宿家庭团队，她们会照顾生病的学生，你这天不需要去学校/参加游览；
- If you feel unwell on a trip - you should tell your teacher. Our member of staff will have access to first aid equipment, and we will also be able to enable you to have 1:1 care with a visiting teacher, as there will always be a member of staff available to stay with you on the coach for example. 在游览途中感觉不舒服—应该告知你的老师。我们的工作人员有急救设备，领队及团组随行老师也会单独照顾你。例如，我们需要有成人陪你呆在大巴车上；
- **Any medical emergencies will be dealt with by calling an 999 and referring you to the health services in the UK. Parents will be notified immediately.** 在英国，任何紧急医疗情况都可以拨打999，并将你转交给英国的医疗服务部门，我们也会马上通知父母。

What if I have a complaint? 投诉方式

We are committed to doing everything we can to make your programme as enjoyable as possible. Our policy is to listen to students and to be approachable and supportive at all times. We are always pleased to hear any suggestions or feedback you have, however if you wish to make a complaint the procedure is as follows:

我们承诺会竭尽所能让你可以享受整个项目。我们的政策是耐心倾听学生的意见和建议，时刻为学生提供支持。我们非常乐意倾听你的建议和反馈，当然如果你想要投诉的话，下面是投诉流程：

- You will have the opportunity to talk to your Programme Leader during allocated times at the beginning, throughout and at the end of each day. You may discuss any problem or complaint you have. 从项目开始到项目结束，你都可以和你的项目领队沟通，可以讨论你遇到的问题或着投诉；

- We will record your complaint in the Complaint Log Book and will look into your problem immediately, within 24 hours. 我们会把你的投诉记录在投诉簿中并且会立即（24小时内）调查你所提出的问题；
- If you cannot speak about your problem, you can put your problem in writing and give the letter to any member of staff you trust. You can also email us at hello@school.exchange If you are still not happy, you can speak with or email our Director within 2 weeks of the programme end: tom@school.exchange We will then arrange for you to meet in person with our Director to discuss your complaint. 如果你不能口头讲述你遇到的问题，可以将问题写下来并交给你相信的工作人员。你也可以发邮件到hello@school.exchange进行投诉。如果你还是不满意的话，可以在项目结束后2星期内和我们的负责人沟通或给负责人发邮件，邮箱：tom@school.exchange。之后我们会安排我们的负责人直接讨论你的诉求；
- If you are still unhappy, you can also contact the BAC within 6 months by taking the following steps: 如果你仍然不满意，你可以在6个月内联系BAC
 1. A detailed letter of complaint, including a full description of the cause for complaint and the circumstances in which it arose. 详细的投诉信包括：投诉的原因以及投诉的事件
 2. Copies of all supporting documentation relating to the complaint. A complaints pack with more detail is available to download from the BAC website. 提供与投诉相关的证明。可以从BAC网站下载更详细的投诉包。
 3. Please send to: British Accreditation Council, Ground Floor, 14 Devonshire Square, London, EC2M 4YT 请邮寄到：British Accreditation Council, Ground Floor, 14 Devonshire Square, London, EC2M 4YT
 4. BAC phone number: 0300 330 1400, email: info@the-bac.org
BAC电话：0300 330 1400, 邮箱：info@the-bac.org

I have read, understood, and agree to the guidance of the student handbook and what is expected of me during my programme in the UK.
我已经阅读、理解且同意学员手册的规定，并且保证在英国期间认真遵守学员手册。

Signed (签字) :

Date (日期) :

Emergency We Chat QR:

