



PARENT AND GUARDIAN RELATIONSHIP POLICY

COVERING BOTH SCHOOLS
INCLUDING EYFS AND BOARDING

Committee normally reviewing:	Senior Leadership Team
Date last formally approved :	Autumn Term 2024
Date policy became effective :	February 2011

Period of Review:	Three years
Next Review Date :	Autumn Term 2027

Person responsible for implementation and monitoring :	Head (Prep) Senior Deputy Head International Admissions Registrar
Other relevant policies :	<ul style="list-style-type: none">● Felsted School Parent Agreement● School Aims and Ethos● Admissions Policy● Safeguarding (Child Protection) Policy● Staff Behaviour Policy● Promoting the Welfare of Boarders Policy● Complaints Policy and Procedure● Parent Terms and Conditions● Crisis Management Plan

The following Policy encompasses the Aims and Ethos of the Preparatory School and the Senior School

[Aims and Ethos](#)

SAFEGUARDING STATEMENT

Felsted is committed to maintaining a safe and secure environment for all pupils and a 'culture of vigilance' to safeguard and protect all in its care, and to all aspects of its 'Safeguarding (Child Protection and Staff Behaviour) Policy'.

EQUAL OPPORTUNITIES STATEMENT

The aims of the School and the principles of excellent pastoral care will be applied to all children irrespective of their race, sex, disability, religion or belief, sexual orientation, gender reassignment or pregnancy or maternity; equally these characteristics will be recognised and respected, and the School will aim to provide a positive culture of tolerance, equality and mutual respect.

PARENT AND GUARDIAN RELATIONSHIP POLICY

1. INTRODUCTION

This policy sets out some general principles but does not alter the parent/guardian terms and conditions which form the basis of the parent contract with the School. In particular, it seeks to define the spirit of the relationship between the School and parents or guardians, within the appropriate framework as defined by all other of the School's policies.

Felsted is committed to working in partnership with parents and pupils to safeguard and promote the welfare of all pupils and to further their academic progress and overall development. This requires effective and where appropriate rapid communication at all times. The main point of contact for any student's parent or guardian is the Head of Phase (Prep) or HM (Senior) who has overall pastoral responsibility for the pupils in their phase/house. If parents or guardians have a major issue they should direct their enquiry to the appropriate member of the Prep Leadership Team/Senior Leadership Team.

2. PARENTS

Communication

- All parents are asked to communicate in a timely fashion with the school over any matter relating to the welfare and security of their son or daughter.
- Parents are asked to provide up to date information for all aspects of the school record for their child including any known medical conditions, which must be disclosed according to school procedures, and any other matters that may be relevant for staff in whose care their child resides. This information **MUST** be provided to the Head of Phase/HM (Prep) or the HM and copied to reception@felsted.org (Senior).
- Parents are encouraged to attend events at the School involving their son or daughter as much as possible, and to play a key role in the dialogue at parents' meetings, as well as responding to any issues raised in their son's or daughter's report if necessary. Parents are asked to respond to the class teacher/Tutor or Head of Phase in the Prep School or Tutor or the Assistant Head (Academic) and copy in the HM in the Senior School, over any major issue relating to academic progress.
- Parents are encouraged to read the e-newsletter and access the School website for up to date information. They are asked to note dates in the termly calendar and any issues raised in the Head's mailings.
- Felsted undertakes to communicate any concerns about a student's progress or welfare to the parent or guardian in a timely and professional manner.

Concerns or Complaints

- If parents have a concern they should act under the Felsted Complaints Policy and Procedure and raise the issue with the appropriate member of staff, which

may be the Head of Phase/HM, a member of the Prep or Senior Leadership Team or the Head, as soon as possible.

3. REQUIREMENTS RELATING TO GUARDIANS

3.1 At least one responsible person over the age of 25 permanently resident in the UK must be appointed as guardian for the following pupils:

3.1.1 Pupils whose parents do not reside in the European Economic Area (EEA)

- All pupils whose parents reside outside of the EEA must have a guardian for the duration of their time at the School.

3.1.2 Pupils whose parents do not reside in the United Kingdom but are within the European Economic Area (EEA)

3.1.2.1: All pupils in year groups up to and including Year 11 and any sixth form pupils under the age of 16 must have an appointed guardian (including all of the responsibilities listed in section 3.4 of this policy).

3.1.2.2: For pupils joining the School in the school year 2024/25 and for the period of time they remain at the School, sixth form pupils over the age of 16 whose parents reside in the EEA are required to have guardianship that as a minimum provides the following:

- a 24-hour emergency point of contact throughout the school term;
- to be able to accommodate the Pupil in an emergency or if the Pupil is for any reason required to be away from School or unable to be in School during term time;
- to arrange (via the School if appropriate) travel to and from School in the event of an emergency and if parents are unable to do so.

For pupils joining in the school year 2025/26, section 3.1.2.1 will apply.

3.2 Any guardian appointed must be:

- accredited by AEGIS (The Association for the Education and Guardianship of International Students) as an AEGIS Gold Standard Guardian.; or
- a guardian who is accredited by AEGIS under AEGIS Accreditation. AEGIS Accreditation is valid for two years. After this period, we expect guardians to move to Gold Standard accreditation. Guardians who remain under AEGIS Accreditation after the initial two year period will only be able to remain as Felsted guardians in exceptional circumstances and with the agreement of the Head; or
- accredited by BSA (Boarding Schools' Association) as a BSA Certified Guardian; or
- an immediate family member or family friend that meets the School's guidelines. Please note, a guardian who is a family friend may only act as a guardian for one family;
- meet any other guidelines as specified in the National Boarding Standards;

3.3 As per UK Home Office regulations we require guardians to submit a Letter of Undertaking when agreeing to become a guardian. The letter requires guardians to confirm their agreement to the role of a guardian as well as confirming their

home address and living arrangements. As part of the due diligence checks on guardians the school also requires a copy of this letter and may be required to provide this to the Home Office during an inspection.

3.4 Where the pupil has English as a Second Language and the parents may not speak English it is expected that the guardian will act as translator and be able to speak on their behalf, or it is the parents' responsibility to provide someone else who can undertake this role.

3.5 Guardians appointed must be authorised by the appointing parents to discharge the following responsibilities:

- To be a 24-hour point of contact in addition to the parents throughout the school term
- to be a person with whom the School liaises on matters relating to the Pupil
- to be able to accommodate the Pupil in an emergency or if the Pupil is for any reason required to be away from School or unable to be in School during term time
- to arrange (via the School if appropriate) travel to and from School at beginnings and ends of terms, at half terms and for exeats
- to arrange proper care and supervised accommodation for holidays, half term holidays and exeats if the Pupil will not be with their parents
- to ensure the Pupil does not stay at a hotel during exeats or half terms unless supervised by a responsible adult (over 25)
- to ensure that arrival and departure times comply with the school's published term dates and times
- to communicate travel arrangements to the school at least two weeks before the Pupil leaves or returns to school, giving exact travel and accommodation details
- to have the ability to make all decisions (including decisions relating to medical care and curriculum choices) in relation to the Pupil that a parent could or should make, including the signing of consent forms as necessary
- to give permission for other arrangements where the Pupil will be away from school, for example school trips or visits to friends
- to give permission for the Pupil to participate in activities for which extra charges may be payable, for example music lessons
- to support the pupil in their academic progress, including attending parents' meetings
- to communicate with the School regarding the Pupils welfare and wellbeing, including any medical matters that have occurred during their stay away from school
- to appoint another responsible person to act temporarily as guardian during absences on holiday or in the event of the guardian being indisposed

In the event of an emergency situation that prevents an international pupil from being able to travel as originally planned, the School will put in place appropriate provision and will work with parents / guardians in making alternative arrangements.

3.6 It is expected that guardians will provide accommodation that meets AEGIS requirements, including appropriate levels of privacy and access to bathroom facilities.

The guardian is expected to provide a safe home environment for the child and be sensitive to the challenges that an overseas student faces, especially when they first arrive and may suffer from homesickness.

Guardians are expected to behave sympathetically towards the student at all times; where an issue arises that cannot be resolved easily by the guardian, the child's Houseparent's/Housemaster/Housemistress should be contacted immediately. Where a guardianship agency is involved, the agency's regional co-ordinator should also be informed.

- 3.7** In order to confirm a guardian's identity and proof of address; guardians are expected to provide a copy of their passport ID page together with proof of permanent UK status (if applicable) and a utility bill dated within the last 3 months.

AEGIS and BSA accredited guardians are not required to provide additional identity and address documents.

- 3.8** If in the School's reasonable discretion the appointed guardian does not discharge his or her functions in the best interests of the Pupil, the School may take such steps as may be reasonable to safeguard the Pupil.

4. RESIDENCE AT SCHOOL AND TRAVELLING ARRANGEMENTS

It is expected that all students will be at school throughout the whole of each term either as a day student or as a boarder, conforming to the following requirements:

4.1 Exeats

- Exeat weekends at Felsted School are designated weekends when students are allowed to leave the school campus, usually to spend time with their families and or guardians.
- Pupils (both overseas and UK pupils) who will not be in school on an Exeat weekend will need to make arrangements to stay with their parents, guardian, or with parental permission, staying with a UK family friend during Exeats. However, all boarders are permitted to stay at the school over the Exeat weekends where a boarding house, or houses, will remain open.

4.2 In Weekends (Senior School)

- It is expected that all boarding students will be staying in school on every defined "in weekend" in the calendar.

4.3 Normal Weekends

- On other weekends (ie a "normal weekend") it is expected that UK students who are contemporary or weekly boarders will go home on a Saturday and UK full boarders and overseas students will be in school throughout the weekend. Parents or Guardians should notify the HM in good time should boarding students wish to change this arrangement.

4.4 Permission to be absent from school at other times

- Pupils can only be absent from school for exceptional reasons with express permission granted by the Head of Phase/HM or Headmaster in response to a written request from the parent or guardian in good time (i.e. at least one week unless circumstances are unforeseen).
- Pupils cannot stay at school during the holidays unless they have express permission for a defined activity managed by staff, such as LEAP week, sports camps etc.

4.5 Responsibility for Travelling Arrangements

- Felsted will assume in all cases that pupils within reasonable travelling distance of the school will be travelling home directly for example, at Exeat weekends, on other appropriate weekends, at Half Term holidays, and at the end of a Term.
- The parent or guardian is responsible for the pupils' welfare while they are travelling to and from school at the beginning or end of any term, Exeat weekends or half term.
- Parents or guardians are responsible for the student's welfare while they are travelling at any time to and from school, on any day during term time, including if they are an occasional boarder going home on particular nights during the week or at the weekend.
- Felsted cannot provide staff to accompany any student travelling on any journey to and from school at any time, but will exercise a duty of care in ensuring as far as possible that safe arrangements are made for a student to travel. However, parents or guardians are responsible for booking flights and making travel arrangements. Felsted can assist in making arrangements for taxis or local transport to an airport, with the prior agreement and knowledge of parents or guardians.

4.6 Responsibility in Severe Weather or Emergency

- In the event of severe weather the School's severe weather procedures will apply.

4.7 Responsibility for Day Students (Senior School)

- Parents of day students are welcome to make arrangements for their son or daughter to stay at school for evening events, but must ensure the HM is informed at least on the morning of the day concerned and preferably with at least 24 hours' notice. Parents or guardians are responsible for ensuring that their son or daughter is collected from school at a later time safely.

5. REVIEW

This policy will be subject to regular review by the Senior Leadership Team at least every three years and more frequently as required.