



Homestay Handbook

*Guide and Conditions for homestay families providing accommodation
for international students attending English Language Courses.*

(Valid from 24th September 2019 until further notice)

Canterbury

Faversham

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At LanguageUK we value a positive and personalised learning environment where the teachers will get to know all the students. The educational facilities provided by LanguageUK are of the highest standard, and the inclusion of a homestay family's name in its register is recognition of the homestay family's ability and willingness to provide and maintain a similarly high standard of accommodation.

At LanguageUK students will be made to feel very welcome from the first day onwards and our **homestay hosts play a key part in it.**

The school operates year-round for students 16 and above. We also take closed groups of teenagers during the year and run summer courses for students age 11 to 17. Most teenage students stay for short periods 1-3 weeks, however some of our individual students can stay up to 11 months. We also offer family programmes so you may be asked to host parent(s) with a child/children as well.



All bookings are made in accordance with the conditions in this guide, together with any additional arrangements specified in writing by LanguageUK. Failure to comply with the Homestay conditions, will result in LanguageUK removing a student from a homestay without notice and payment will cease immediately with their departure. Under these circumstances, LanguageUK is under no obligation to find a replacement student or to pay a notice period.

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What is a Homestay?

Being a Homestay for a language school is different to advertising a room privately, because you do not meet the student before he/she arrives. But the student already has a relationship with the school, which means we have access to their family or agent in the event of any problems arising. Once the student leaves the school, this association ends.

Being a Homestay provider is incredibly rewarding. Meeting students from so many different cultures and learning about their countries, customs and family lives are just some of the reasons it can be such an enriching experience – not to mention the opportunity to make lifelong friends from hugely interesting destinations! Being able to share our culture with our students is also extremely valuable to them; it helps provide them with a genuine understanding of how we live in the UK. It's this, rather than the obvious financial benefits, that is our focus.

Definition of a Homestay student

A Homestay student is not a boarder, but should rather be regarded as a welcome guest, who will become temporarily part of the family. This means that Homestay assume certain responsibilities and, in turn, receive the privilege of hosting a student from another country.

Your role as a Homestay family

At LanguageUK, our primary concern is that the student's Homestay in Canterbury, Broadstairs and Faversham is a happy experience. We pride ourselves on our high standards and our Homestay families are a part of this too, representing LanguageUK.

The details of Homestay families accepted by LanguageUK are included in the Homestay Accommodation Register. All rooms in the Homestay, be it at the initial registration visit and at review, must be seen by a LanguageUK Accommodation Officer.

We expect our Homestay families to:

- Provide a safe and welcoming environment;
- Support and make the student feel like part of the family;
- Ensure that the student understands important information such as normal household routines, meal and curfew times, nearest bus stop and times of the buses and the fire escape plan for the home. Do not hesitate to ask the student to repeat information back and encourage the student to ask for clarification;
- Provide a quiet place in the home with a desk or table where the student may study;
- Voice any concerns and questions regarding the student to the Accommodation Officer or Welfare Team;
- Teach the student about British culture and learn about the student's culture;

Speak clearly, slowly and be patient, giving plenty of opportunities for conversation.

Standard and Premier Homestay

We offer two types of Homestay to students: Standard Homestay and Premier Homestay winter only. Our homestay accommodation is half board (breakfast + dinner) unless the students come from a group pack lunches maybe required. You will be notified of this at booking. Premier Homestay offers everything mentioned in this guide as Standard Homestay, but it is accommodation that has been assessed by the Accommodation Officer to provide a high level of comfort and furnished to a high standard. Premier Accommodation provides the sole use of a bathroom on the same floor, or as an en-suite. We would also suggest that it is appropriate to offer an alcoholic drink with the evening meal to create a relaxed atmosphere.

Access to the House

The students must be allowed reasonable access to all communal areas of the house in the same way as any household member. Please ensure that these areas are always clean and tidy while hosting a student or students.

The Student's Room

We visit all our homestays regularly and will approve the rooms to be used as suitable accommodation for our students. Rooms that have not been specifically approved by LanguageUK cannot be used and failure to comply with this could result in the student being moved from the homestay with immediate effect.

The room must be in a good state of cleanliness and repair and have adequate heating and ventilation. The room should be sufficiently spacious with natural light (windowless rooms are not acceptable), equipped with a standard sized bed and mattress (camp beds, futons, sofa beds are not allowed. Bunk beds are allowed for U14 only) and adequate hanging and drawer space for clothes. The room should also have a desk, study lamp for individual students or a place where they can study. The room must allow for the student to keep their possessions within easy access and, while some storage of the homestay's possessions is acceptable, students should feel like the room belongs to them.

Students are expected to keep their room tidy, but they are not expected to clean it as the room should be cleaned once a week by the host. Bed linen and towels must be provided and changed at least once every week and there must be a suitable supply of duvets and blankets available. In specified cases, twin or triple rooms may also be required for groups of young students if you wish to accept this type of student. In addition, the student must not be asked by the homestay to share a room with another student from LanguageUK unless agreed or with another student from another school or with another member of the homestay family, unless this has been agreed in advance by LanguageUK.

Rooms for Young Learners

It is our policy that all students who are under 16 years old share Homestay with at least one other student who is following the same programme, so that they can travel home together after activities. For juniors following a group package, potentially at any time of year, we allow students from the same group to share Homestay either in pairs or in groups of three. During our set periods for junior packages in summer when we accept individual students as well as groups, we will pair individuals together in Homestay.

Students' privacy must be respected, and the Homestay should not enter a student's room except to clean it. Children or pets should never be allowed to enter a student's room. Students are advised not to leave valuables or money in their room, and it would be appreciated if you would advise them of a safe place in your home where valuables can be stored.

Some students may not be accustomed to tidying their own clothes or making their own beds. Please explain to them that they must do these jobs for themselves, so that the room can be cleaned properly.

Meals

All students are expected to eat the same meals as other members of the family and at the same times, unless timing issues occasionally prevent this. If the student is due to arrive later than the scheduled mealtime, then the food needs to be saved so that the student can eat later.

Please refrain from serving microwave or frozen meals for students. The student's food likes, and dislikes should be considered when the Homestay families prepare meals, but the student is generally expected to fit in with the family's usual diet. If you are stuck and need some suggestions, please contact our Accommodation team.

Our Young Learners who arrive in groups often require a packed lunch, in which case you will be informed beforehand and it will be clearly noted on the itinerary. It is always a good idea to discuss preferences with the student(s) when they arrive. Please also note the times of the evening activities on the itinerary and cook dinner accordingly.

The fees paid to the Homestay family include meals. The meals will be provided as agreed and will offer a varied and well-balanced diet, considering any reasonable dietary requirements expressed by the student. However, Homestay families are not expected to provide special dietary requirements (e.g. vegetarian, halal or gluten free meals) unless agreed and confirmed at the time of the booking, for an extra supplement per week.

Half board accommodation (breakfast and evening meal only) is required for all over 18 and for individual students age 16 to 18.

Young learners

Please note that students who are studying as part of a group will follow a busy timetable which features tuition plus afternoon and evening activities, so evening mealtimes may need to be adjusted. This will be confirmed prior to the student's arrival.

Many of our Young Learners come to Canterbury/ Faversham on a package deal which includes tuition and social programme activities. Homestays will be emailed a weekly timetable which will help with planning meals, etc. These students may have Sunday as a rest day, which they can use to spend time with you and your family.

All our Young Learners travelling in groups will arrive into Canterbury/Faversham via coach and all Homestays will be notified of arrival times and any delays. Pick up on arrival and drop off at the end of their stay is required and the timetable will let you know the times.

Showers/Baths

The students should have free access to the bathroom/shower, however, where several people might need to use it at the same time, it is reasonable to work out a bathroom rota. Students will expect a 10-minute shower per day. Some students may not be accustomed to western baths and toilets, so it is a good idea to explain how to use the shower, and to remind them to put toilet paper in the Loo! Please also try to make sure the younger learners are washing regularly.

Students are not expected to clean the bathroom but should leave the bathroom clean and tidy after use. If you host female students, you may need to explain the arrangements for the disposal of sanitary towels, as sometimes they are too shy or lack sufficient vocabulary to ask. Please be aware that general plumbing and sewage systems vary from country to country, so it may be worthwhile explaining what the norms are in the UK; e.g. what can be flushed and what can't. Please make sure students understand exactly how to use all the facilities. Providing an instruction sheet could be useful. Remember medicines and o/or chemicals must not be stored unlocked in bathrooms students use.

Heating

Adequate heating should be provided in the student's room and throughout the home (at no extra charge to the student). Many students who come from warmer climates are particularly sensitive to the cold and are not used to the heating being switched off during the night. You may need to offer the student an extra blanket or duvet.

Under no circumstances should a student be asked to pay additional heating charges.

Laundry

Please provide bed linen and towels for students and wash them regularly, at least every week.

Laundry services are included in the Homestay accommodation fees. Standard and Premier Homestay families provide a laundry service for one light load of washing per week. A small weekly charge may then be agreed directly with the student, if additional laundry is required.

The students are responsible for their own ironing and need to be shown where they can wash and dry any handwashing they might have. Girls are often very shy about their personal things and will want to wash things themselves.

Young Learners - we would prefer that you do their laundry for them if required.

Telephone calls

Nearly all students will have a mobile phone so will not require access to the telephone. Students cannot use the landline telephone unless this has been discussed with their Homestay and have an international phone card. They may alternatively ask the Homestay's permission to make a reverse-charge phone call to phone home on their arrival. Please note that the school cannot be held responsible for calls made by students.

Internet

Please ensure that your Internet is available for students to use when they need it. If you have a monthly data allowance limit, please communicate this to the student at the start of their stay in your home. Under no circumstances must an additional charge be made to the student for the use of an existing Internet connection.

If the homestay has any concerns about the students' internet usage for any safeguarding reasons or under the PREVENT strategy, then it is their duty to inform the schools welfare team and ask for further advice.

Keys

All students age 18 years and over must be provided with their own keys to allow them free access to the homestay at any given time. It is at the discretion of the homestay to provide keys for U18's, but if a key is not given, hosts should make suitable arrangements to ensure someone is home when the student arrives. Please note our young learners that are travelling with a group do not get a key.

LanguageUK cannot accept any liability for any charges incurred by the homestay for replacing keys or changing door locks, if the student should lose, or fail to return keys on their departure. It is the responsibility of the homestay to make arrangements with the student for the safe return of keys.

Money and Personal Documents

We advise students not to carry large sums of money or personal documents such as their passport or ID with them so we recommend that homestays offer a secure place where students can leave their valuables.

Smoking

Students must not smoke in their Homestay. It is illegal in the UK for anyone under the age of 18 to buy cigarettes. Please ensure that students are aware of this policy and contact the school if rules on this are being ignored.

Alcohol and drugs

Students are warned that minimum legal age for drinking alcohol in the UK is 18 years old. They are also told that no illegal drugs may be brought into their Homestay. If the student is found in possession of illegal drugs, their parents and the police will be contacted.

Religion

Please be aware that for some students, religion dictates their way of life. We can help you to provide information about local community groups if students wish to practise their religion.

Responsibilities of the Homestay Family

The student is entitled to exclusive use of their bedroom at the homestay accommodation and access for the host is not normally permitted, unless previously agreed by the student or for the purposes of cleaning and changing linen.

Privacy and communication with the student

As part of our confirmation process students will receive your profile with your email and contact number. We encourage individual students to get in touch with you before their arrival and introduce themselves. If you receive an email from the student or the students' parents/guardians for U18 individual students, every effort should be made by you to reply.

Our Young Learners groups in Canterbury and Faversham receive a very small profile of the Homestay, which does not include your email or telephone number. We do not encourage any correspondence before the groups arrive as this has been found to be too intrusive for the Homestays.

Family Life and Guests

The student is asked to do all that he/she can to conform to the customs and routines of the household. Similarly, the Homestay family is asked to ensure that the student is welcomed as a member of the home, and that the differences in his/her background are carefully considered. Attention should be paid to the requirements of his/her religious faith, social customs and attitudes to help make the transition into a new culture as smooth as possible. Students are keen to show their Homestay family their culture and way of life as a means of reciprocation for what they have learned from their Homestay family. The Homestay family must help and encourage the student to converse in English as much as possible to improve his/her understanding of the language and assist him/her to adapt to the English way of life.

It is at the discretion of the Homestay family if students wish to bring guests to visit or, in the case of students over the age of 18, to stay overnight at the family home. Students should be made aware that, in all circumstances, guests are only ever allowed with the express permission of the Homestay family and there is a charge of £30 per night for having a friend to stay.

It is important that you let us know if you are accepting other students or have other paying guests that are not part of your immediate family. We like to avoid students of the same mother tongue staying in the same house as this reduces their need to speak English.

Insurance

The homestay should accept that there will be a certain amount of wear and tear and accidental damage to their home when hosting students. The homestay should ensure that their household insurance provides adequate cover. Homestays are advised that LanguageUK cannot accept liability for any claim in respect of damage caused by students, whether by accident, negligence or design. In addition, a personal Liability Insurance policy would protect the homestay against any claim which a student might make against any member of the family.

Right to rent

The Right to Rent legislation puts the onus on landlords, agents and people sub-letting property to ensure that only people with permission to live in the UK are able to rent property. In the case of homestay accommodation, the educational institution is responsible for checking this.

Students in homestay for under three months do not fall within the Right to rent scheme and no checks are necessary.

For students studying for longer than three months, LanguageUK will carry out the required checks on the student's visa status and eligibility to study/live in the UK.

British Council ruling and other students in the Home

Homestay families must strictly adhere to the British Council's ruling of a maximum of 4 adult students per household. This also includes students who are hosted through other local organisations.

In the case of students who are under 18, there must be no other student in the house who is over 18 at the same time. If a Homestay family is hosting from another organisation, they must disclose this to LanguageUK so that the student can be placed with a suitable Homestay family. This is in accordance with safeguarding regulations.

For homestay hosts who take students under the age of 18, all family members over the age of 16 must be DBS checked. This includes all regular visitors to the house and children visiting from University.

Except at the specific request of our clients, it is the school's policy not to place students in homes where there are others with the same mother-tongue. In addition, a student may wish to be the only one of their native language accommodated with the family. LanguageUK must therefore be kept informed of the presence of other students in the home, either from other organisations or booked privately.

Private Fostering

Students who are under the age of 16 (or 18 if disabled) and stay in a homestay for longer than 4 weeks must be cared for by a homestay under a private fostering arrangement. Whilst this is not a difficult process, it does involve a visit to the property and discussion with the host by Social Services.

Driving students

If Homestays are likely to be transporting students in their car, they must provide the school with their full driving license and car insurance document. It is a requirement that Homestays notify the school if their circumstances change (driving ban, points on their licence, failed MOT, lapsed insurance, etc)

If Homestays are advising the best route for students to travel to school, please consider the safety of the route and the time of day the student will be travelling. Avoid using poorly lit lanes and parks at night. Please ensure students are aware of evening curfew times and if a U18 student is going out in the evening you must find out where they are going and with whom.

Student Safety

Group students are not allowed out in the evening unless they are on an activity or out with their leader, Homestays will be informed if there are any changes.

Supervision and curfew times for groups

Young Learners' groups in Canterbury/ Faversham walk to and from school unsupervised and to their evening activities or catch a bus. A walking taxi will be provided if required by the leaders and you will be notified. We will provide a taxi service for our young learners who are 30 minutes away for the evening activities there and back for Canterbury only.

Please note Emergency numbers are for what they say: EMERGENCY ONLY. THESE NUMBERS ARE NOT TO BE USED FOR GENERAL INFORMATION.

You can contact the office during office hours from Monday to Friday from 08:30-17:00 on 01227455556 or email on info@languageuk.co.uk

Supervision and curfew times

A certain measure of tactful supervision is advisable for students between 16 and 17 years of age. As a guide, it is suggested that students of this age should return to the Homestay no later than 22.30 during the week. A slightly later curfew time may be negotiated at the weekend. Students aged 18 and over should not have a curfew time imposed on them. Please make any underage students aware of laws for drinking and smoking in this country and that, even if they are over the age of 18, then photo identification will be required. It is advisable that you make a note of the mobile number of your student so that you can make direct contact with them if they are out later than expected. If they are over 30 minutes late please contact LanguageUK

- on **07541362663** Emergency Phone in Faversham.

- on **07767601210** Emergency Phone in Canterbury.

If there is any cause for concern regarding a student's behaviour, the Homestay family should inform LanguageUK

Parental Consent

Before arrival at LanguageUK, we require parents/guardians of students aged under 18 to sign and send a "Parental Agreement". This is to confirm that they understand the systems and rules we have in place for the welfare of under 18s and the level of supervision we provide. For all groups, this is brought to us in hard copy format by the leaders.

You will be sent a copy of the agreement if you are hosting any U18's in Canterbury, Faversham and Broadstairs.

Attendance

LanguageUK insists on punctual and regular attendance at school, and absence is permitted only for legitimate reasons such as illness. Students who are absent without an acceptable excuse, are warned by the school that irregular attendance will be recorded and, if it is continued, may lead to expulsion or, in the case of visa students, course termination and the requirement to leave the country. Homestay families are asked to ensure that the school is informed if their students are unable to attend for any reason. When students under the age of 18 are absent from school, the Homestay will be contacted to ascertain why the student is not at school and their whereabouts.

Arrivals and departures

We ask students to contact you directly to let you know the day and the time they will arrive. However, we are aware this does not always happen so our Accommodation Team will also confirm their arrival via email, text or phone. If you have not heard by the Wednesday before their arrival, please contact the school.

Health and safety precautions

Safety is one of our major concerns and all our Homestays are required to adhere to the following safety rules which are routinely checked.

Fire escape plan

Homestay families should ensure that they have a fire escape plan in place for their home and, as best policy, explain the plan to everyone in their household including the students that are staying with them, so that everybody knows what to do in the event of a fire. The Homestay family will also need to ensure that smoke alarms are provided and maintained.

The Accommodation Officer is on hand to advise in the event of any questions.

Kent Fire & Rescue offer Home safety checks. These assessments are performed by operational fire crews, are completely free and may entitle you to installation of free smoke alarms. You will not be sold anything.

<https://www.kent.fire-uk.org/your-safety/home-safety/>

Gas Safety Certificates and Carbon Monoxide alarm

All Homestay providers are classified as landlords under the Gas Safety (Installation and Use) Regulations 1998. Consequently, in providing a room for an international student, you are agreeing to abide by our Terms and Conditions and this booking is subject to you accepting full responsibility for arranging maintenance by a Gas Safe Registered engineer for all work carried out on boilers, gas appliances and flues including arranging a documented annual gas safety check. Without a valid Gas Safety Certificate, you are breaking the law and are therefore liable to prosecution. LanguageUK reserves the right to request to see a valid gas safety certificate for any Homestay to ensure that the property has been inspected and passed by a Gas Safe Registered engineer.

New legislation concerning landlords of residential premises came into force on 1 October 2015 which requires them to install working smoke and carbon monoxide alarms in their properties.

DBS checks and references

All Homestay providers will need to have an enhanced DBS check (Disclosure and Barring Service) that allows him/her to work with children and be able to host students under 18. Also, all family members over the age of 16 and all visitors including grown-up children visiting from university must, without exception be DBS checked. We can provide an on-line service for you and all documents can be verified in Canterbury at the school. Please see our Accommodation department for advice and help.

If you already have a DBS, we will need to see a copy.

LanguageUK will also require two references from you: one personal (not family) and one professional.

Illness or Accident

Students from the European Union and the EEA are covered by the National Health Service for medical care, if they have their EHIC card, although please note that students may have to pay for some services like prescriptions. This will be clearly outlined at the point of delivery.

Non-EU students can receive emergency medical treatment at an Accident and Emergency department or walk in centre. More information can be found on the NHS website: <https://www.nhs.uk/using-the-nhs/nhs-services/visiting-or-moving-to-england/>

A student staying for 6 months or more may qualify for some free NHS treatment as a temporary resident. The student may require help from you to register with your family GP. Students should register with a doctor as soon as they begin their studies in the UK and not wait until they are unwell, as it may prove difficult to receive immediate treatment if registration has not taken place.

If a student is ill or has an accident, the Homestay family is asked to help arrange the necessary treatment - take them to Accident and Emergency or call an ambulance - and to notify LanguageUK immediately, using the emergency mobile number if outside of office hours.

In an emergency, all our Broadstairs-based students should go immediately to casualty at the QEQM in Margate, while our Canterbury and Faversham students should attend the Kent & Canterbury Hospital A&E department in Canterbury.

The K&C A&E is a 24-hour emergency care centre. The centre treats adult patients with acute medical illness (such as heart attack, stroke and pneumonia). The hospital also has a 24-hour minor injuries service to treat fractures and sprains in all age groups, including children.

If a student needs any medical attention while surgeries are closed, please call the NHS out-of-hours service on 111. The recorded message will give you a number to call for medical help. Alternatively, visit a chemist and speak to a pharmacist.

Call the NHS helpline 111 any time of the day or night if you need to speak to a trained medical practitioner for advice. If necessary, a translation service is available, so the student can discuss their problem in their own language. <https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-out-of-hours-services/>

For all students who are in groups the, group leaders should be notified of a child's illness; the Welfare Officer and the course co-ordinator should also be notified.

Safeguarding guidelines

The Homestay family has a duty of care to all students who are staying in their home to ensure that they are safe and are not exposed to abuse while in their care, either from family members in the home or visitors to the home. The Homestay family should, with the guidelines below, have enough information to be equipped to deal with any disclosed situation in a sensitive manner. The purpose of the following guidelines is to raise awareness of safeguarding issues that may arise within a Homestay family setting and to ensure that you know what you must do if a disclosure of abuse is made, or if you suspect abuse or neglect. These guidelines refer to any student under the age of 18 or an 'Adult at Risk'. An 'Adult at Risk' is a student who is 18+ and is receiving health care or has a disability and who is, or who may be unable to, take care or protect themselves against harm or exploitation.

Safeguarding issues usually cover four main forms of abuse:

- Emotional – this includes the inappropriate use of criticism, isolation, threats as well as verbal or cyberbullying. A person can be abused by anyone in their life, at any time of their life and could be a close family member, partner, family friend, teacher or an adult related to their activities and hobbies.
- Physical – physical abuse can sometimes be difficult to spot as the victim is often embarrassed of any bruising/marks/scars on their body or frequent accidents and may seek to hide these signs. Giving children alcohol or inappropriate drugs is also termed as physical abuse.
- Sexual – this is the most recognised category and it also covers any pornographic-related offences along with grooming. Homestay families should also be aware of the dangers of social-networking sites on the Internet.
- Neglect – this involves a failure to provide warmth, food, clothing, appropriate medical care and protection from physical harm.

If a student discloses to you that they are or have been abused, you must remember that you now have a legal duty to pass this information on and that in these circumstances, you cannot be bound by confidentiality. Action must always be taken in these circumstances. Listen carefully to what the student is saying and stay calm. Only ask questions to clarify what is being said. Tell the student that they are doing the right thing and reassure them that this information will only be passed on to people that need to know and inform them that you now need to contact LanguageUK.

If this occurs during office hours (Monday to Friday 08.30 to 17.00 hours), then please contact our Accommodation Officer or ask to speak to a member of the Welfare Team if they are not in the office on the emergency line **07767601210**. If the incident happens outside office hours, please contact the Emergency Line for advice. Write a short report on the main points - this should include details of the incident, using (as far as possible) the student's own words and information on dates, times and places.

If a crime or serious accident has occurred – for example in the event of a mugging, then the police or an ambulance should be called first and then LanguageUK to assist where they can. **We require all Homestay families to take this short online course in Basic safeguarding and pass a copy of your certificate to the Accommodation Team once completed:**

https://accreditation-uk.english.britishcouncil.org/?_ga=2.19450302.786658922.1570090001-1837349170.1568878874

We do not carry out a DBS or any background check on our students, so you are accepting them at your own risk.

We would advise the following:

- Always have an adult present in the home
- Never leave the children alone with the student
- Tell the children they are not to enter the student's bedroom and they need to know it's not ok for the students to go into their room also
- Use supervised communal areas for the children to be with the students.

A full copy of the safeguarding policy is on our website including vulnerable adults.

Please liaise closely with the school if you have any concerns or worries, no matter how small about your student(s).

The school ethos is to promote a positive, supportive and secure environment.

Welfare and Duty of Care

Our Welfare team are available from 8.30am to 4.30pm, Mon-Fri on the school main number 01227 455556. You can talk to them in confidence.

Homestays play a vital role in the student's welfare. Please remember that students will have a lot of adjusting to do, as well as trying to improve their English. Students often don't understand the social or behavioural signals in their surroundings, which makes them vulnerable.

Teenagers and young adults are particularly vulnerable because they assume that they will have the same freedoms allowed at home. Homestays can help students by explaining things they don't understand and assisting them to make sensible decisions by setting safe and clear boundaries.

If there is an issue, respond and react; don't ignore it. Be interested and responsible and be a good role model. Show that you care and always be alert to situations which might not be straightforward. Please ensure you behave and dress appropriately when students are present.

You can download further information on THE LAW AND THE HOST from:

http://www.englishuk.com/uploads/assets/The_law_and_the_host-FINAL-WEB.pdf

Please contact us if you would like a hard copy.

If a student has a personal problem during their stay, our qualified Welfare Team are here to help them. Our Welfare Team offer a professional and completely confidential service to the students. They will also be your first point of contact.

Emergency Telephone

In the event of a serious emergency arising outside of office hours, the homestay should first try to telephone the school, as members of staff may still be in the office. If necessary, a member of staff on duty at this time can be contacted by dialling the Emergency number **07767601210 Canterbury, 07541362663 Emergency Phone in Faversham PLEASE NOTE THESE TELEPHONE NUMBERS SHOULD ONLY BE USED IN THE MOST SERIOUS OF EMERGENCY SITUATIONS.**

Missing student procedure

If a student goes missing and you are worried about their whereabouts:

- Contact anyone you think may know their whereabouts.
- Contact their leaders if they are in a group
- Contact LanguageUK Emergency Number Canterbury or Faversham
- If you are still concerned, contact your local police station
- You don't have to wait 24 hours before contacting the police.

When all the checks have been made and the students' whereabouts still not discovered the Welfare office or Director would inform the parents or guardian with the hour that a search was being taken and the police are involved.

Kent Police

01622 690690

<https://www.police.uk/kent/>

Emergency calls 999

Non-emergency calls 101

You should use these non-emergency numbers to:

Report a crime not currently in progress - for example a stolen car, burglary, or damaged property.

Give information to the police about crime in your area.

Speak to the police about a general enquiry.

Contact a specific police officer or member of staff



Accommodation team and Safeguarding

Verity Sessions

Safeguarding lead and

Mental Health First Aid

07470639721

Liane Jago Faversham

Accommodation/Welfare

Safeguarding Level 2

07541362663

Joanna Galek Canterbury

Accommodation/Welfare

Safeguarding Level 1

07470639721

Prevent

Exposure to extremist materials and influences can lead to poor outcomes for students, even if they do not appear to be easily influenced. Schools and childcare providers can also help build pupils' resilience to radicalisation by promoting fundamental British values like tolerance and free speech and enabling them to challenge extremist views for themselves.

It is important to emphasise that the Prevent duty is not intended to stop pupils debating controversial issues. Extremism comes in many forms and includes left wing, right wing, religious, nationalist or animal rights, etc. Should you have any concerns regarding a student's behaviour or internet activity you should report your concerns, suspicions or uneasiness as soon as you are able to the school's Principle or Welfare Team.

We do require our homestay hosts to take a short e-learning course in Prevent.

<https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html#>

Booking procedures and Payments

An accommodation week consist of 7 nights, students typically arriving and departing either on a Saturday or Sunday. This may not always be the case due to the length of stay of the student, particularly when they arrive in school groups which can often be 6 nights

Bookings are agreed verbally with the homestay and then confirmed by the Accommodation team. We will then send you the acceptance of the student with all their details, email confirmation of acceptance of the student would be appreciated. For school groups you will receive the accommodation list and timetable only with the arrival and departure details on it.

Accommodation fees are paid by BACS (direct debit) weekly, in arrears. We recommend that the Homestay family should maintain a record, for tax purposes, of all payments received.

Collection of students

If the students you are expecting are part of a group, then homestay families are required to collect their students on arrival from the designated pick up and drop off point and also drop them off when they depart. Full details will be given to you on the itinerary.

Student's Arrival

Our accommodation team aim to get all the relevant information regarding arrival of the individual students to the homestay host along with cc emails to both the homestay and the student. If there is nobody at home when the student arrives then it will be necessary to place him/her in alternative accommodation. In this event, no payment will be made to the homestay.

Cancellation of a booking by a Homestay

When accepting a booking, please be aware that while it is understood that occasionally Homestays must cancel due to family emergencies, we do not expect our Homestay families to cancel - even with several weeks' notice - unless it is unavoidable. A cancellation not only involves extensive administration for us, but it damages the school's reputation with the agent and the student. It can also cause anxiety for a student who has mentally prepared themselves for their new family away from home. Records are kept when Homestay families cancel their student, and this will have a bearing on future bookings.

Cancellation of a booking by a student individual only

If the student's booking is to be cancelled, they must let LanguageUK know immediately so we can inform you. If the cancellation is made without enough notice (1 week or less prior to arrival), the student will be liable to pay a one-week accommodation cancellation fee.

If an adult student has not arrived by the Monday following the date of the reservation, the Homestay family is asked to notify LanguageUK without delay.

Homestay families are not entitled to receive compensation payments when a student cancels or delays their course start date more than 1 week prior to the course start. Where this occurs, the Homestay family will be placed on a priority list to ensure that they are offered the next suitable student.

Change of dates

If a student wishes to curtail or prolong his/her stay, LanguageUK will notify the Homestay family and will confirm by email the reservation of accommodation in accordance with the revised dates.

Early arrival or departure

You will be paid a fee for an arrival after 23.30 at night and early departure between 02.00 to 05.00. We encourage students to arrive on a Saturday/Sunday and leave on a Saturday/Sunday to facilitate the turnover. However, this is often not possible because of difficulties with flight arrangements.

Change of accommodation

If a student requests to move from their accommodation, then in normal circumstances, 48 hours' notice will be given to the Homestay family. However, if it is deemed necessary by LanguageUK, because the situation that has arisen relates in a detrimental way to the well-being of the student or there has been a complaint made by the student or the Homestay, then the student may be moved either immediately, or within one or two days - in this case the school may not be able to give 48 hours' notice. Payment will cease with the departure of the student.

Your own holiday arrangements and absences

If you wish to go away overnight, for the weekend or longer, please let the school know. This is most important because, sometimes, depending on the student, they can be left alone. Please note that this is not applicable in Faversham where students usually stay for a short term from 1 to 3 weeks maximum during the summer programme. Every case is different, so please let us know.

Under 18s – LanguageUK requires that there will always be a responsible adult at home overnight.

Force Majeure

It shall be fundamental condition of the contract between LanguageUK and the homestay that LanguageUK shall not in any way be liable to the homestay family in the event of late arrival, non-arrival or early departure of a student by reason of industrial dispute or other Cause outside the control of LanguageUK.

Review of Accommodation

LanguageUK reserves the right to review the homestay Accommodation Register and to re-inspect all our homestay hosts. You will normally be reviewed every year by the Accommodation Team. We reserve the right, if such action is deemed necessary to remove a homestay from our Register at any time and shall not be obliged to discuss the reasons for any such decision.

LanguageUK reserve the rights to spot checks if we feel that this is required. If homestay host refuse to co-operate with our staff when trying to arrange a review or spot check, then it will be necessary to remove the homestay from our register. Any students will be removed from the homestay host without notice and payment will cease immediately with the departure of the students.

Student Feedback

Every student is asked for feedback at the end of their stay and this is constantly monitored by the accommodation and welfare Team. If problems are identified, we will contact you to discuss them.

Complaints from students

We have relatively few complaints from hosts or students. If you have a problem with a student, please contact the Accommodation and Welfare team who will aim to resolve the situation



Top 10 Tips for Successful Hosting

1

Many students like to get to know their Homestay family before their arrival and will like to get in touch by phone, Skype or e-mail. Please make every effort to respond to these communications in a timely manner to start the relationship off on the best footing.

2

Please take your students mobile number and give them yours on arrival so you can both contact one another in the event of an emergency.

3

- Show concern for the welfare, safety and security of the student.

4

Please inform your student(s) of the best way to get to the school. They may also wish to travel independently at the weekend, if they are over 18, and would welcome your advice on travel arrangements and places to visit.

5

Register your student with your family GP when they first arrive, as it may prove difficult to receive immediate treatment if registration has not taken place.

6

Treat your student as you would like your own family to be treated if they were travelling overseas.

7

- Students really do enjoy the time that you spend with them, especially if you can involve them in British customs such as having a cup of tea. A chat at some point during the day is always really appreciated. We do expect our families to eat with and spend time with their student(s) in the evenings and at weekends as much as possible. Some students require more attention than others, so please do be mindful of this

8

- Inform us of any changes concerning people living in your home or any structural changes that you are planning.

9

Be prepared, as there will inevitably be changes and cancellations to your bookings due to circumstances beyond our control!

10

- Communication is very important in understanding everyone's expectations, so don't be afraid to discuss any areas that may cause friction or resentment, in order to resolve everything quickly.

LanguageUK
contact information

Office hours: 08:30 – 17:00 Monday to Friday

012274545556

9 St Georges Place.

info@languageuk.co.uk

Canterbury

CT1 1Ut

Accommodation/Welfare officer

Liane Jago 07541362663

Emergency contact

Faversham

Accommodation/Welfare officer

Joanna Galek 07470639721

Canterbury

Accommodation Team Manager/ Safeguarding lead/Mental Health First
Aider

Verity Sessions

01227455556

Mon- Friday 08.30am – 4.30pm

07470639721

24-Hours Emergency Line

07767601210