

Agreement for
HOST FAMILIES
in home stay
accommodation

HOST FAMILIES HOME STAY AGREEMENT

A REFERENCE GUIDE FOR HOME STAY PROVIDERS



The Language Training co. dorset

BRANDON & CLIFTON HOUSE, ST PETER'S RD, BOURNEMOUTH BH1 2LT | 01202 772030

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Introduction

Each year more and more foreign students come to study in this country. The student-guest arrangement involves privileges and obligations on both sides and will only be successful if both host family and student adopt a responsible attitude to the needs and expectations of the others. Since our company was founded, many students have been placed for varying periods of time in family accommodation, and we are proud to say that an overwhelming majority of both families and students have been extremely happy together.

We select our host families not only for the quality of the accommodation itself, but for the family's interest in their student's progress and general welfare. Therefore, treating your student as a member of the family and conversing with them is an important part of their learning process.

This handbook has been specially compiled as a guide for you, our Host Families, and we hope that the information it contains will help to establish a friendly relationship between you, your student guests and ourselves. Students are placed in private British homes rather than hotels or boarding houses so that they will also have a greater opportunity to learn new customs and the way of life of a British family. They will also get the invaluable chance of practising their English with native speakers (which, of course forms a very important part of their studies) if they are in close daily contact with British people.

Please note, in arranging the provision of accommodation, The Language Training Co. acts as an agent only between the student and the host family. All students receive a copy of the conditions relevant to their stay in a host family.

This handbook is designed to give you as much information and to answer as many of your questions as possible. We would like you to read this booklet very carefully to make sure that both, you as a family and our students have a good understanding of expectations on both sides.

In THE EVENT OF A PROBLEM OR EMERGENCY, please contact our office via email or telephone provided below. We are here to guide you through anything you may be uncertain of about hosting your student/s.

Address

Brandon & Clifton House, 44-46 St. Peter's Road, Bournemouth, Dorset, BH1 2LT
Tel: +44 1202 77 20 30 (out of hours EMERGENCY mobile: +44 7833 818 716)

General Email: info@thelanguagetrainingco.co.uk
Accommodation Email: accommodation@thelanguagetrainingco.co.uk
Website: www.thelanguagetrainingco.com

Office Hours

Monday – Thursday	9.00am – 5.00pm
Friday	9.00am – 5.00pm

Who Is Who

Managing Director:	Maribel Morgan
Accommodation Assistant:	Aranzazu Torres
Principal	Alan Martins
Safeguarding Lead:	Tamara Leacy

OUR STUDENTS

Our students are usually between 11 and 17 years of age. The majority of the students come from Spain, Italy, Brazil, Turkey, Germany, Poland, China, Mexico, Saudi Arabia and many more. It is very important to maintain an English atmosphere at all times, with either the host or hostess being a native English speaker. Please spend sufficient time to converse with your student on a daily basis.

IMPORTANT

Our students cannot stay in the same house with another student of the same nationality or mother tongue without the school's agreement unless they request otherwise. Maximum of 4 foreign guests are allowed in your home. You must not leave your student alone in your home overnight. SHOULD THIS OCCUR WE RESERVE THE RIGHT TO REMOVE A STUDENT WITHOUT NOTICE.

We arrange accommodation for students coming for different kinds of programmes and for different periods:

- **Summer Gold Junior Programme** – this is an all-inclusive programme providing English lessons, daily afternoon and evening activities, as well as weekend excursions. This programme runs for 2 -4 weeks between June and August.
- **Mini Stays** – this is an all-inclusive programme providing English lessons, daily afternoon and evening activities, as well as full day excursions. These students usually stay for 1 – 2 weeks between September and June.
- **State School Programme** – this is a programme where the students attend local secondary schools mixing with British children. They usually come for 3 – 12 months. There are normally no activities or excursions included. The programme runs during school term time only.
- **School Integration Programme** – this is a programme where the students attend local secondary schools mixing with British children. They usually come for 1 week – 10 months. There might be some activities or excursions included. The programme runs during school term time only.
- **General English Courses for Adults** – this is a programme of English lessons only. The students attend school daily. There are activities or excursions included. However, as these are adult students they may occasionally arrange the sightseeing excursions for themselves, which they will inform you of.

FIRST IMPRESSIONS AND CULTURE SHOCK.

Before a student arrives in the UK, we ask them to contact you, just to say hello and arrange a convenient arrival time. If students are part of a group, we handle the arrival details and will probably ask you to collect your student(s) from the school. If students are booking individually, we will organize for a taxi to drop them at your home. Its important that you read the details of the booking and have your home ready to welcome your new guests at the time stipulated on the booking. Of course, we hope that all students contact you before they arrive but not all do. If you have not heard from them, please, feel free to contact the school and we will do our best to find out more. We can then provide you with their contact details so you can get in touch and introduce

yourselves. This way the times of arrival will be more accurate and they can inform you of any delays. Exchange numbers at this point and you can send text messages to each other. If we can't reach the student and you don't know what time they will arrive, please carry on your life as normal; don't feel you need to stay in all day.

When they arrive, please take the time to introduce them to all members of your household and, if you have another student studying with us at the same time, please encourage them to travel to school together on the Monday morning. It is important that you also give them a tour around your house, so they feel comfortable. Never welcome a student and leave them alone in the house.

Remember to speak carefully until you can be sure how easily they understand you. It doesn't matter how much a student has studied in their own country; they will find it quite a shock to hear real English. Think about the language you use: most students will not understand "settle in" but will more easily understand "unpack your luggage".

The first time you meet your new house guest can be both stressful and exciting. Just remember to be yourself and that the student will be more nervous than you are. Students are here to practice their English and their main reason for choosing homestay accommodation is because they want the warm welcome and real language that a home environment offers.

A really important part of the student's first day is to understand where everything is, and your house rules. If you want students to take their shoes off at the front door, you will need to tell them (and probably show them) when they arrive. Please also be aware and understanding of the fact that international students may not be used to pets living in the home. It can be a good idea to initially keep any dogs shut in one room and introduce them slowly. Even the friendliest and loving of dogs can terrify a student who has never come face-to-face with a domestic animal.

Make sure you explain any house rules clearly and demonstrate anything that you want the student to do, such as how to lock the front door and how to switch off the lights. Students may be used to lights that turn off automatically, or doors that are always locked from the outside, so don't assume anything.

We give every student information about how to get to school from your home. Where appropriate this will include an idea of the best bus route from your home to the school, but it would be really helpful if you could show each student where the relevant bus stop is. Some students ask us to organise a travel card in advance, in which case we will send it to you in the post. Please give this to the student when they arrive so that they can use it on their first morning at school.

Don't be surprised if your new student arrives with a small gift from their home country; it's absolutely fine to accept what is offered and you should not feel obliged to offer anything in return.

A successful host, and guest, has the ability to respect other people's beliefs and way of life, to understand that cultural and linguistic differences will occur, and to laugh together when things go wrong or get misunderstood.

Tips to ease your student into the British lifestyle, culture and habits

- England can be a very strange place indeed. We eat too early in the evening, especially for our Latin guests, and the French will no doubt moan about the lack of shutters on our windows... Arabic students will complain at how cold it is while we are sweating in shorts and t-shirts and the Swiss will laugh at the chaos that follows the smallest snowfall. Sometimes even before a student arrives, they have been warned off English food and told to say goodbye to the sun and prepare themselves for nothing but rain.
- Encourage your students to try everything while they are here – to get a taste of real English life. They can then make a decision about how true these stereotypes are. You could make it your mission to show every student that English people can cook... although we can't do much about the weather. Try a few British classics, such as toad in the hole, to give your students a true taste of England.

- For many international students, religion is more than a belief or a guide: it is a way of life. We encourage all of our students to embrace an English existence, but not to the detriment of their personal beliefs. As you host more and more students, you will get to know their different beliefs and traits. If you're not sure about something, please call the school and we will be able to help you.
- You can guarantee to get it wrong more than once – the number of kisses for a French person is different to an Italian, and don't be surprised if a male student tries to kiss a male host on the cheek. On the other hand, some students may not be culturally able to shake a woman's hand.
- You should respect a student's set of beliefs and way of life (in the same way that every student must respect yours) but remember that they are in England to learn about the culture as much as the language. You can help them discover a new way of life and show them that they do not need to lose sight of what is important to them.
- Sometimes students get homesick. Please comfort them and explain that this is a great opportunity they have been given. Even for students from our nearest neighbours, the cultural differences can be great, and the feeling of loneliness quite intense. Remember that your student will probably feel isolated initially and like a fish out of water. Please pay special attention to younger, more dependent students and always keep a close eye on juniors.
- Being so far away from home and having to use a foreign language at all times, can be exhausting. This country is home for us but may seem very strange to a foreigner. Although it is ok to leave your 12/13 year old in the house by themselves, it is not ok for foreign students as they are not in their home or country, and they are unfamiliar with the environment.

Courtesy and British manners

Please encourage your students to speak to you as much as possible, and make time to speak to them as well. Mealtimes are the perfect time to share your culture with your students.

Although it may seem rude to correct someone's English, students are used to it. One good way of doing this is by repeating what they have said incorrectly in a correct way.

Don't be offended if a student appears rude at times: "*What?*" is a regular substitute for "*pardon*" and, in many cultures, pleasantries such as "*please*" and "*thank you*" are less often used than here. If a student tells you to do something, this is probably a direct translation from their language and is meant as a request not a command. "*You do my washing!*" actually means "*Can you do my washing?*". Correct your student and encourage them to use English properly, but don't be upset if they get it wrong. Please encourage and teach them to use Please and Thank you.

Take special care with junior students.

STUDENTS ROOM





How To Become A Host Family - How to apply?

If you would like to become a host family for our students, please contact our Accommodation Team on 01202 77 20 30 or email accommodation@thelanguagetrainingco.co.uk so we can visit your house and answer any questions you may have.

Host Family Visit

We pay an initial visit to each household in order to explain how our school works and what we expect from our host families. During this first visit, we will need to see each room in the house the student would have access to. You will be required to fill out an application form with the Accommodation Officer, which we will carefully review so we can match students and host families as best as possible. Existing host families will be responsible for updating the Administration Officer of all the changes to their details that may arise.

There are some important points we should mention to comply with the **Children Act 1989**, which clearly states that you must be able to confirm that no person in your household has ever:

-  Been convicted of any offence against a child;
-  Had a child removed from their care by order of a court;
-  Had their parental right removed;
-  Had an order made against them refusing or cancelling Registration under the Nurseries and Child Minders Registration Act 1948.

PLEASE NOTE: All families must provide an enhanced DBS check for each member of the household aged over 16 and above. For the families accepting students for a period longer than 27 nights (or 26 days), we will be advising Social Services that you are accommodating our students. These will fall under private Fostering Regulations and our Accommodation Officer will explain the details procedure in such cases.

Hosting Step by Step

The Accommodation Officer will contact you to discuss your availabilities and match them to specific stays. Once you agree to a stay you will receive a booking confirmation with the dates and number of that you will be hosting. Details of the student students (name, age, nationality, allergies, medical conditions, or special requirements if applicable) selected to occupy the accommodation will be offered by phone and known preferences of both the student and the host family will be taken into consideration and complied with whenever possible. When accepted, a letter confirming the student's name age name, sex nationality, accommodation basis and dates will be sent to you. All of our agents will only send us students under the strict condition that there will be no other students of the same nationality in the host family. Please, inform us of any other students you may have from other schools so we can ensure that we meet these conditions.

Cancellation Protocol

We understand that due to unforeseen family circumstances you may need to cancel your booking. If you do have to cancel your student, please let us know **as soon as possible**. It is not acceptable to cancel several stays at very short notice in order to work with other organizations. Should this happen due to exceptional circumstances on your part (e.g. Illness, Death in the family, or any other events beyond your control), we will

be able to offer you students again during the season. If you cancel for any other reasons, we are not willing to send you anymore students. Unfortunately, we also may occasionally have to cancel students already booked with you, due to circumstances beyond our control, but please remember that this may happen at short notice for example due to student's illness. We will do our very best not to let you down and we hope you will do the same for us.

Complaints Procedure

The Language Training Co. takes complaints extremely seriously. If you have a complaint about your student or a member of our staff please tell us as soon as possible. We have our complaints procedure in place concerning all parties and apply the same procedure to all complaints from the students about their host families. All complaints will be thoroughly investigated, and it is our aim to resolve any problems as quickly and effectively as possible. We keep a written record of all complaints, which are overseen by the director to ensure procedures are followed and that your complaint will always be dealt with confidentiality and professionally. Your feedback is always welcome.

Before Arrival

You will receive either a phone call or a text message 48 to 24 hours before the arrival to confirm the time and location for your student/s collection. **Picking Up** your students on the arrival and departure date is a **mandatory responsibility** for every Host Family. As you receive the arrival date on your confirmation letter, please guarantee your availability on those dates. We always advise our students as well as their parents that we choose the best families to host them and they are all happy to pick them up on arrival day which is great for customer services. We hope you understand that this creates a good impression on us as well as yourself.

Welcoming the Student

As a host family you will be providing the student with the best possible experience of true English life. Their time with you and your family will become a lifelong memory and encourage them to continue with their English studies.

During their Stay

When the students first arrive to your house, they may be tired, nervous and possibly a little homesick, so do not worry if they are quiet at first. This should improve as they begin to feel more familiar and become involved in family routine. If you have any concerns about your student(s), then please do not hesitate to contact us. We will speak to the leader who will resolve any issues that may arise. We will, of course, keep you informed. Please ensure that your student is always at the relevant school 15 minutes before their lesson times. Students will not normally be allowed to enter a class once it has begun and may also be expelled for continued lateness. The host family should ensure that the students leave in sufficient time to reach the school before the first lesson. Please help your student by pointing out the bus stops, bus routes and giving information about bus times for travelling to and from the school. A student is not allowed to be absent from lessons for any reason, which is not authorized by the Language Training Co. A student visa depends on his/her attendance at school, and the school may expel a student for unauthorized absence. Only absence due to illness or exceptional circumstances can be excused. We would ask that you inform the School's Accommodation Department if your student is unable to attend the school for any reason.

Time with the Student

Host Families are expected to welcome students into their regular family life. Busy host families are fine; however, it is a good idea to remember that your student's needs should be considered. They will expect to:

- Share a dinner with family every night of the week
- Have casual conversations with the family on a regular basis
- Spend some time with their Host Families and even be included in some family outings.

Please remember:

- Treat your student as a member of your family not a guest
- Treat them as you would wish your own children to be treated in another country
- Your student is here to learn English. Have conversations with them about what they have learnt in a class or what places they have visited that day.

Programme of Activities

We will also send you a programme of activities specifying meeting times, pick up and drop off points, meals required and details of the group's daily activities (a good conversation topic for time shared with students). You should be able to plan meals and family activities around this programme. The day normally starts between 8.00am and 9.00am and finish around 5pm. Please check the information on the programme carefully. If you have any problems with pick-ups or drop-offs, please contact our office as soon as possible.

Coming Home and Going Out

Our students have the following curfew times:

- Under 13's – 8.00pm
- 13 – 16's – 9.00pm
- 17s – 10.00pm
- 18 + – at Host Families discretion.

Your booking form will state your students' curfew time. If you are unsure about it, then please check with us first. Students must give the Host Family reasonable notice if they are not coming home for dinner as planned.

Accommodation

Every student must have their own comfortable full size single or double bed and their own clothes storage (wardrobe and/or chest of drawers). The room should not contain sofa beds; fold up beds or futons (unless approved by us in advance). If a desk or a table is not available in the student's room, the host family should make one available elsewhere in the house. This could be the table in a dining room or the kitchen table, as appropriate. Students must also have daily access to bathroom facilities.

Meals

Our students are either on a half board (breakfast and dinner) or full board basis (breakfast, packed lunch and dinner). We ask that breakfasts and dinners are eaten as a family together with the students. Following the arrival, please advise your students of your mealtimes.

Packed Lunches

When a student is placed on a full board basis, please provide a packed lunch that you would want to eat yourself. To stop any misunderstanding regarding packed lunches and to avoid them being thrown away, please find below an example of what we suggest including in your packed lunches. Students usually do not like corned beef, marmite, sandwich spreads or pastes in their sandwiches. Please do not give students money to buy their own lunches. A standard packed lunch should have:

- 2 sandwiches, rolls, baguettes or baps (cheese, ham, cold meat, tuna, egg, salad)
- 1 packet of plain crisps or cereal/chocolate bar
- 1 piece of fruit
- 1 bottled water (please, no cartons or fizzy drinks)

Bathroom

It is very important that all students have free access to the bathroom, which must be lockable. Please explain to them that you expect them to tidy up after themselves. We ask you to provide towels for home use. Kindly make sure that there are disposals for sanitary towels and tampons and show the students where these are placed.

Laundry

A reasonable amount of light laundry is to be included in your service to the student at least once a week. Please do not ask your student/s to do their own washing or drying.

The student's bed linen and towels should be changed, and washed, weekly. In addition, your student will expect free access to washing facilities once a week; some hosts wash their student's clothes for them, others simply show them where the washing machine is; we are happy for you to find a system that suits you. In the case of junior students, it is expected that you will do their washing for them.

If your student needs more than one load of washing each week, you are entitled to claim for an extra payment. However, this must be discussed and agreed with the school in advance; any extra laundry services provided without prior agreement with the school will not be paid for.

You can expect your student to keep their room tidy and not leave the house deliberately messy; you are quite within your rights to expect your student to maintain normal standards of cleanliness and hygiene. However, don't be surprised if a student does not know what to expect: some cultures have different standards, and some students will come from a background where they are not expected to do any chores themselves.

Personal Hygiene

If you are concerned with your student's personal hygiene, especially in the case of junior students, please discuss this with us so that we can offer help and guidance as appropriate

Transport

- Pick up students from arrival point on first day.
- Please kindly show them how to get to the bus stop on the first day so that they can get familiar with the area. It would be very helpful if you could jump on the bus with the student/s to show them the way to the school and back.
- Drop off student/s at their departure point on the last morning.

Travelling to and from the school

Most students will be given bus passes. Please do not transport your student/s around in your car and ask for money afterwards. However, if you are travelling the same route, it would be very kind of you if you could give your student(s) a free lift.

Truancy

It is your responsibility to ensure that the student leaves for school every day at the appropriate time. Any non-attendance must be reported immediately to the Relevant Local Activity Leader, or alternatively to the school office on 01202 77 20 30. Truancy can lead to a student being removed from the programme and being returned to his/her home country.

Illness

All visa students are entitled to free medical treatment in the UK if they are studying here for more than 6 months. If you are hosting a visa student, please kindly register them with your family doctor. If the student is unwell, please make an appointment for them to see the doctor, as you are caring for the child this becomes your responsibility. Kindly inform the LTC Leader immediately, as well as the school office on 01202 77 20 30. If the student is unwell whilst staying with you, please call your family doctor, who will treat them as a visitor to your home. If the student is in contact with any infectious illness whilst staying with you, it is essential that you inform the LTC Leader before they return to school.

Dentist/Optician

The students will have to pay for part of this treatment, and they have been advised of this in their own handbook. However, if this service is required, please kindly assist them to make an appointment. Ask for the cost involved wherever possible and make sure your student understands that they have to pay.

Communication

Most foreign students arrive with their mobile phones. However, please talk to your students about the use of your house telephone and explain that they must ask permission before using it and even pay for their own calls. Suggest to them to make reverse calls home to their parents, and then purchase a telephone card to use outside the house. Please check that the students contact parents on a regular basis, especially straight after arrival, as their parents will be waiting anxiously for this call following their arrival.

Insurance

It is essential that you advise your household insurance company that you will be having a student living in your home as this may form part of the conditions of your policy. Breakages and damages must be claimed from your insurance company. It is essential that you advise your car insurance company of the use of possible transportation of your student. Breakages and damages must be claimed from your home insurance company. Please, under no circumstances let your student/s to drive your vehicle.

Safety

Please explain to your students details of any special safety rules you have in your household. Use of electrical equipment and any room heaters should be explained carefully, as should fire precautions. We recommend the installation of smoke alarms if you do not already have them.

Gas Safety Regulations

Under new regulations, host families will need to arrange for an annual gas safety check to obtain a certificate issued by a Gas-Safe registered professional. Hosts providing accommodation to students are classified a landlord/landlady under the Gas Safety Regulations (installation and use) 1994 and Amendments 1996. Consequently, providing a room for a student means that you must conform to the Regulations by ensuring all gas appliances (including boilers and central heating systems) are completely safe. This involves obtaining a Gas Safety Certificate through inspection by an installer approved by Gas Safe. This must be shown to The Language Training Co. on request.

CCTV

GDPR covers many aspects of data capture, retention and use in a range of situation connected to safety of under 18s, e.g. personal details of under 18s, use of images on organisation websites or ID cards, and use of CCTV cameras in schools and homestays. It is host family responsibility to inform the Language Training Co. if the household has got CCTV as we need to notify the students before arrival.

General

All our students will also be given a Handbook where we explain all the points we have mentioned in the Host Family Handbook. They are expected to live as part of the family, make their own bed and keep their room tidy at all times, help clear the table etc. which all leads to a give and take relationship.

Family Outings

Students cannot be expected to pay for any additional trips or food whilst staying with you. If you decide to go on a family day trip whilst you are hosting students, you will have to take junior students along as they cannot be left unsupervised. If the trip costs money, you will need to cover the expense for the student. The same applies to going out for food or ordering take away. It is not acceptable to make the student pay.

Students Money

Students will handle their own pocket money with certain exceptions. We do not hold any funds for these students. Please do not lend or borrow money from students under any circumstances. If you feel that they are in financial problems, please let us know. You can either advise the leader of this or the office on 01202 70 20 30. Many visa students like to open a bank account in the UK. Please assist them to do this. It is useful for parents abroad to be able to transfer money to their children.

Friends

Some students may request to invite their friends to their English home. Please discuss this with your students, as we know that some families are happy to have their friends around, but not all families feel the same.

Students' Families

Please do not encourage your students to have their families to stay. We know from experience this can cause problems, especially over payment, and we cannot take any responsibility for such a situation. However, do assist by recommending local accommodation within their budget.

Animals

Some cultures are rather surprised to see animals in almost every English home and especially when they are allowed all over the house, so it may take some time for student to accept this. However, the majority of our students are fine with animals. Please inform LTC if you are intending to buy a family pet or if you no longer have any animals in the house.

Smoking

Our students are instructed before their departure that, whilst attending our programmes in the UK, they are not permitted to smoke, and also that it is illegal for anyone under the age of 18 to purchase tobacco.

LTC Activity Leaders

All our leaders are carefully chosen and we spend a lot of time training them to ensure that they are all very efficient in their positions. You will of course meet our LTC Leader when you pick your student up on the arrival day. Therefore, please do feel free to contact them if you have a query or problem, however small as they will be able to help you. You will be given their contact telephone number. Alternatively, you can also contact our main office on 01202 77 20 30. A small problem can easily be solved before it becomes a big one.

Computers and Internet Usage

Most family homes have computers/networks and WIFI these days, and some kindly allow the student to use them. However, we have had problems with the cost of the Internet, stationary, and students using their own games. May we ask you to talk to the students about this and please advise them what they can and cannot do. It is also imperative that you have sufficient filtering and protection on your devices to prevent unwanted material being viewed or downloaded. Please ensure that any personal or private information or material of your own is well secured. LTC cannot pay out for cost directly relating to hardware or peripherals or from their use. Any damage must be claimed from your house insurance. It may be the case that the students bring their own computer or laptop. If so, please ensure that any members of your family do not use it. With regards to students sharing your Internet connection, please be advised that you must provide the password to access the Internet. This allows our students to mainly contact their parents in their countries.

Keys

Please provide all students aged 16 or over with a key to the house; they should be allowed to come and go at will, although you should naturally expect them to do so with respect for you, any other members of your household, and your neighbours.

Junior students must abide by a specified curfew time. This will be included in the Booking Confirmation that you receive. Please do telephone us if you are not sure which curfew time is correct.

If your student is not at home before their allocated curfew time, you must follow this procedure:

1. Telephone the student immediately; if you are confident that the student will be home within half an hour of the allocated curfew time, you can wait until 30 minutes has passed.

If the student does arrive within this 30-minute extension, you must still telephone the school within normal working hours on the next working day.

2. If you cannot reach the student, if you are not confident that they will be home within half an hour, or if they do not turn up within the 30-minute extension, you must telephone the school number immediately. This will divert to a personal mobile phone so that you can speak to one of the school's directors.

For the safety of the student, and also to avoid unnecessary disruption late at night, please do not hesitate or delay when implementing this policy.

Adults, those aged 18 years or over, are not expected to abide by a curfew time unless specifically instructed by the school. However, if an adult student appears to have been missing for more than 24 hours with no prior discussion, please contact the school immediately.

Departure

You will receive either a phone call or a text message 48 to 24 hours before the departure to confirm the time and location for your student(s) Drop off. **Dropping Off** your students on the departure date is a **mandatory responsibility** for every Host Family. As you receive the departure date on your confirmation letter, please guarantee your availability on that date. There is no alternative option unless you are happy to send a taxi and pay for the taxi fare. We always advise our students as well as their parents that we choose the best families to host them, and they are all happy to drop them off on departure which is great for customer services. We hope you understand that this creates a good impression on us as well as yourself.

After Departure

Once a student has left, please feel free to contact us should you have any feedback regarding the stay. From time to time the students would visit us again on different stays and request to stay with the same family as they previously stayed with. In cases where the student has forgotten an item, please kindly return it to us, so we can send it back to them. If something has been damaged in your house by a student, please advise us of this before the student's departure.

REFERRAL - We operate a bonus scheme system where if you refer a friend or a neighbour to host students for us, we will give you £50 referral fee as long as the recommended family is approved by The Language Training Co. and has hosted successfully for us. You will be paid by the BACS system directly into your own bank. This is the only system we can use; please ensure you provide your bank details in the relevant form.

IMPORTANT:

- 1 This depends on the length of the student's stay and the programme:
 - a. Any stay or programme less than 4 weeks, you will get paid in full at the end of their student's stay.
 - b. If you student stays longer than 4 weeks (e.g. State School Programme), you will get paid on a 4-weekly basis from the day of arrival in arrears.
- 2 The transaction can take up to 3 working days. The payments might not go into your account on the same day they are processed. E.g. Monday payments might take until Wednesday to appear in your account. Please contact us as soon as you change your bank details.
- 3 Please note that in case of overpayment, we have the right to ask you to refund the money back to us.
- 4 Please do not discuss any finance with your student as this often leads to misunderstandings. All finances are between yourselves and LTC.

Respecting the Guidelines

We have various conditions to hosting students to ensure the smooth running of the service for all parties. Any breach of the guidelines in this booklet may result in the removal of the student from your house. The Language Training Co. reserves the right to move a student for any reason we deem necessary. Please note that movement of the student does not mean the termination of the Host Family Agreement for future placements. Hence, we have to remove a student from your house, we will do our best to replace that student with another one. However, please be advised that in the high season (June – August) all our students are allocated to their families in advance and sometimes it may be very difficult to find a replacement in such short notice. Termination of the Host Family Agreement may occur if the host family is in serious breach of the guidelines and / or negates their responsibilities.

FAQ

- **How many students can I host at once?**

You can host a maximum of 4 students at one time.

- **Can my students share a bedroom?**

They may share a bedroom with another young person of the same sex and similar age (family member or another foreign student).

- **Do I have to provide a key?**

You have to provide your student with a door key if they are above the age of 16; however they must be able to get into the house when they get back from school or activities in the afternoon as well as in the evening. In event that your student has lost the key, it is reasonable to ask your student to pay for a replacement key. (Obviously it is not sensible for you to attach your key to a key ring showing your address).

- **Do I have to let my students use the phone?**

Students will naturally want to use the phone to call their parents. We would highly suggest that you set up a protective code on your home phone so that international calls are not made without your permission or knowledge. Please note that the school will not take any responsibility for call charges on your phone account.

- **Do I need to provide Internet Access?**

Yes, you do need to provide Internet access to the students.

- **What should I do if my student is not home after his/her curfew time?**

If a student is not home by their stated curfew time, call us immediately on the emergency number, and we will call the group leader. If the group is going to be back late and we have prior knowledge of this, we will let you know of the changes.

- **What should I do if my student is ill?**

If your student becomes ill, please call our 24-hour emergency number and let us know straight away. In the event of emergency, take your student to A&E or call an ambulance. In addition, if your student should be involved in any way with the police or other emergency services, you must advise the Welfare Department as soon as possible so that all relevant responsibility civility will pass to The Language Training Co.

Safeguarding & Child Protection Policies

Language Training Co. has a duty of care to safeguard all children and vulnerable adults in its care. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. Language Training Co. will ensure the safety and protection of all children and vulnerable adults enrolled on its programmes through adherence to the Safeguarding guidelines that we have adopted. A child is defined as a person under the age of 18 (The Children Act 1989). We will endeavour to ensure that children are protected from harm whilst visiting our centres.

Please contact our office if you have any queries on Safeguarding your student.

Code of Conduct for All Adults

This code of conduct must be followed by all Language Training Co. employees, clients, contractors and third-party suppliers over the age of 18.

Dos and Don'ts for Working with Children

Do:

- Remember the child comes first
- Behave professionally

- Treat everyone with respect and communicate at their level
- Listen to children
- Be aware of policies and procedures
- Report any suspicion within Language Training Co. guidelines
- Be aware, approachable and understanding

Do not:

- Touch inappropriately
- Use inappropriate language
- Harm or frighten a child
- Be alone with a child, if avoidable
- Threaten, shout or be aggressive
- Mistreat, demean, ignore or make fun of a child
- Force a child to do something they do not want to do
- Let a child expose him/herself to danger
- Take photos of children without the consent of Language Training Co. Senior member of staff

Hosting Students from the Middle East

A number of our students come from Middle Eastern countries such as Kuwait, Saudi Arabia or Oman. We aim to encourage mutual understanding between our cultures and give our students as much information as possible about the British way of life prior to their arrival. If you are hosting a student from the Middle East, please be aware of the following cultural and/or religious requirements:

- Some students are not accustomed to having pets, especially dogs.
- Most students from the Middle East do not eat pork or any pork products (including gelatine).
- Some will eat only Halal meat and will not eat food containing alcohol.
- During the celebration of Ramadan, some students will fast from first light to sunset.
- Some students may pray up to five times a day, which involves washing; please ask your students to leave the bathroom tidy after this.

We recommend having a chat to your student when they arrive to avoid any misunderstandings.

Incidents that Must Be Reported/Recorded

If any of the following occur, you should report this immediately to an appropriate member of Language Training Co. staff and record the incident.

- If you accidentally hurt a child or young person
- If he/she seems distressed in any manner
- If a child or young person appears to be sexually aroused by your actions
- If a child or young person misunderstands or misinterprets something you have done

If a child has an accident which does not require hospital treatment:

- Management should be notified and monitor the individual.
- The child's parent should be notified of the incident at an appropriate time.
- The accident/incident form should be completed.
- A member of Language Training Co. staff should be informed immediately.

The Counter Terrorism and Security Act 2015 has introduced the **Prevent Duty** for various bodies including all FE colleges, adult education providers and independent learning providers. Language schools are considered a 'soft target' and as part of our Safeguarding Policy, we have a duty to inform homestay providers about the Prevent Duty, give some information and show where more information can be found.

What is the Prevent Duty?

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies (listed in Schedule 3 of the Act), to have due regards to the need to prevent people from being drawn into terrorism.

- "Prevent" is part of the UK counter terrorism strategy.
- "Prevent" looks at understanding how individuals become radicalised.
- The idea of prevent is to try to intervene during this process (being radicalised) and stop someone becoming a terrorist or supporting violent extremist activity.

What is Extremism?

The government has defined extremism in the Prevent Duty as: "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs". This also includes calls for death of the members of the British armed forces as well as far right extremist groups.

What this means for schools

This means that as an independent learning provider, as part of our school/staff safeguarding, we have had training on how we can identify children and vulnerable adults who may be drawn into extremism or are in danger of being radicalised. (If you are involved in working with children or young adults, you will probably already have had some sort of training). There is an online course which takes approximately 15 minutes to complete. It contains information about how to recognise who may be vulnerable and may be subject to being radicalised or drawn into terrorism.

Homestays have a duty to follow Prevent Guidelines. Therefore, we require you to do the online course by using the link below and email us a copy of the certificate once you have done it to accommodation@thelanguagetrainingco.co.uk.
<http://www.elearning.prevent.homeoffice.gov.uk>

Should you have questions or concerns, please contact our Prevent Lead Maribel Morgan on the usual telephone number or email.

IMPORTANT NOTICE

If you undertake any private arrangements with any of your students, this will breach their parents' contract with us, which could lead to legal repercussions, furthermore you will not receive further students from The Language Training Co. or our associates.

Homestay Terms & Conditions

By accepting a student booking from The Language Training co. Dorset, you agree to abide by the following terms and conditions. If you have any queries, please contact the school immediately.

Legal Requirements

Your home must be covered by a full contents and accidental cover insurance policy; you must inform your insurer that you are accepting paying guests into your home.

All gas appliances must be tested and approved on an annual basis by a CORGI or Gas Safe engineer.

You must maintain an up-to-date fire risk assessment and your property must be fitted with smoke detectors.

You must have a Visitors Book which includes the student's name, home address, the period of their stay, passport or registration document number, and a forwarding address. This information must be kept for a minimum of 12 months.

If you receive any form of benefit or credit, you must keep the relevant benefit-paying authority notified of your income from providing accommodation to students. You are also responsible for any tax implications that may arise from hosting students.

Homestay Requirements

You understand and agree that the school is not liable for any costs incurred due to damage or injury, whether wilful or accidental, to your person, property, or possessions.

No resident may have a criminal record and all residents must be prepared to obtain a criminal record check if required.

No student may be affected by, involved in, or implicated in any criminal or illegal activity by any member of the household or associated individual.

You must have read and agree to abide by the guidance given to you in this document; you received a copy of this on application and a new copy upon each subsequent inspection.

You must abide by the booking terms and conditions as stated in each booking confirmation email or letter.

You must immediately inform the school of any changes to your living conditions or circumstances, especially any additional residents, whether or not they are an international student.

Payments & Cancellation

Under no circumstances are you allowed to accept any payment directly from a student; any payment request or offer must be discussed with the school in advance. Any attempt to enter into a private financial agreement with a student will be considered a breach of contract and will nullify our agreement to work with you as a homestay provider.

In the event of a non-arrival, a student leaving early, or a mid-week change of homestay provider, whether this be requested by the host or by the student, payment will be made pro rata for the number of nights' accommodation given.

If you are forced to cancel a booking, we require at least one week's notice.

Copies of each Home Inspection Checklist are held by The Language Training Company. Any accommodation that does not meet the required standards will not be used. Details of the allocated host family are communicated to the International Operations team at The Language Training co. via a Host Family Profile prior to placing international students.

Gas Safety Certificate

Residential provision hosts providing accommodation for our international students will be classified as landlords under the Gas Safety Regulation 1998. This means all gas boilers, gas fires and gas central heating systems at the residential provision need to be installed and serviced by a 'competent person' i.e. Gas Safe Registered engineers.

The Language Training Company will obtain a copy of the host's Gas Safety Certificate to show that the gas appliances are safe and that they have been checked by a Gas Safe Registered engineer. Certificates are valid for 1 year from their issue date.

Copies of the Gas Safety Certificates for every host family are held by The Language Training Company.

DBS Checks

Enhanced Disclosure and Barring Service certificates will be obtained by The Language Training Company for each individual who is over 18 years old and who lives in the home or will stay there overnight whilst hosting students from The Language Training co. . Furthermore, hosts must be required to disclose any convictions which may post-date the completed DBS application form.

Details of the DBS checks are held with The Language Training Company.

It is the responsibility of the home stay provide to cover the cost of the DBS application.

References

The Language Training Company will ensure that two-character references per host are obtained. The references must be from someone who has known the applicants for 2 years or more and should not be a family member. These references will be validated by The Language Training Company following the initial visit and copies will be held on file. Any host families unable to provide character references will not be used.

Students under 16 years of age staying with families for 27 days or more

The Language Training Company will ensure students under 16 years of age, booking accommodation for 27 days or more, are only accommodated by registered private fostering hosts and that students are registered on the private fostering database system.

Fire Risk Assessment

All residential provision hosts are required to have a Fire Risk Assessment in place. The Language Training Company will provide hosts with a template to help them to do so.

As part of this Fire Risk Assessment, hosts should also ensure that they have a clear fire escape plan/route in their home. This plan should be explained and practiced with everyone in the household and students should be advised of the details of the fire escape plan within the first 24 hours of their arrival.

Details of the Fire Risk Assessments are held by The Language Training Company.

Key ongoing host commitments

Hosts are required to adhere to the below ongoing actions to remain compliant:

- DBS certificates to be renewed every 3 years (unless registered on the update service).
- DBS Certificate to be obtained for any member of the household who is due to turn 18 years old, or 16 if the family will be registered with the private fostering service and for any adult (e.g. lodger) moving into the property before the event.
- Gas Safety Checks to be renewed annually. A new certificate must be supplied before the previous one expires.
- Annual or bi-annual visits depending on frequency of hosting and relationship with the family, to each host's home to be completed to ensure residential provision providers meet the necessary standards for accommodation. The visit will include a refresher on the Agreement and Safeguarding training as well as a re-assessment of the home.
- Annual review of the Fire Risk Assessment (it should be reviewed sooner should hosts have any alterations made to their home).
- Online Prevent training to be completed every 3 years

The Language Training Company are responsible for maintaining compliance of the above, evidence of which will be held on file with The Language Training Company and available upon request. Any accommodation that does not meet the required standards will cease to be used.

Data Protection

All personal information that The Language Training co. Dorset holds is processed in accordance with current UK data protection legislation. The Language Training co. Dorset is the data controller with respect to the students' data and contact details for our data protection officer can be found on our website www.thelanguagetrainingco.co.uk

The information provided to the The Language Training co. Dorset will be used for providing the services outlined in this document. Hosts' data will be shared with the students and their parent, guardian or agent where appropriate. The The Language Training co. Dorset will contact you, The Language Training Company, where necessary in order to provide the service detailed in this document. For more information about how we use your data, please see our full privacy notice at www.thelanguagetrainingco.co.uk/privacy-notice.

Once a student has been allocated to you we will share your contact details in a card inserted inside a lanyard which students will carry with them during their stay. By agreeing signing your application and agreeing to host the students you agree for this method of sharing your data.

The Language Training co. Dorset, the data controller, will share with you, The Language Training Company, the data processor, personal data about students. This personal data will include name and date of birth and should only be used for the purpose of providing the student with accommodation as set out in this document. The personal data shared with you should only be kept for as long as the student is staying with you. Once the need for the data has ended, the data should be returned to the The Language Training co. Dorset in full or destroyed confidentially. All personal data provided to you is confidential and should not be shared with anyone without the written consent of The Language Training co. . This includes asking a third party to process the data on your behalf. The personal data provided to you should be stored and processed securely. You should be able, where necessary, to assist The Language Training co. Dorset in providing the data subject with access to their information and allowing data subjects to exercise their rights under the General Data Protection Regulation (GDPR). You will also assist the Language Training co. Dorset by ensuring: that all data is handled in a secure manner; any data breaches are reported to the Language Training co. Dorset as soon as possible; and data protection impact assessments are carried out if necessary.

If you have any difficulties with this, please raise this with your The Language Training co. Dorset contact. You can find more information about GDPR from the Information Commissioners Office at www.ico.org.uk.

The Language Training co. is a Controller of Data for the home stay details and is registered with the Information Commissioners Office. The Language Training co. processes, stores and shares data in accordance with current UK data protection legislation only. Any information shared will be for the provision of providing accommodation services or under legal request. The Language Training co. Dorset undertakes to follow the same strict rules and should destroy all data sent once the booking is complete.

Matching students and bookings

The Language Training Company are responsible for matching the students (based on their profile information) to the host families that are available. The Language Training Company are to formally communicate the details of where the students have been placed directly to the students, their parents/carers and to The Language Training co. .

When matching the students to host families, the students are only to be placed with students of the same gender. Students who are under 18 years of age should only be placed with other students that are under 18. If students are housed in the same accommodation and they are under and over 18 years of age, or there will be a mix of genders then formal consent from the parent/carer is required. In these cases The Language Training Company are expected to communicate with The Language Training co. Dorset who will request this consent.

Where possible the students are to be housed near travel links for bus/train networks.

It is The Language Training Company's responsibility to inform the students and their parents/carers of the arrangements for accommodation, covering information on the host family profile, contact details and a map of the local area, and inform The Language Training co. Dorset of these arrangements in writing.

Accommodation services

The Language Training co agrees to accommodate students in homestay accommodation. The agent/student will submit all requests for accommodation in writing by completing the Accommodation Registration form link provided to The Language Training co. Dorset and The Language Training Company. Essential information is:

- Name
- Address
- Phone number
- Email address
- Passport number
- Date of birth
- Nationality
- Gender
- Smoker?
- Type of homestay or house share required
- Meal plan required
- Dietary requirements
- If they prefer to live with no children
- If they prefer to live with no other students
- If they prefer same-sex accommodation
- If they prefer to live with no pets
- If they have any medical (physical or mental) conditional
- If they have any allergies
- If they have any special requirements

- Details of arrival and departure (the airport, flight number and airline, etc.so it can be monitored)
- Covid-19 history/risk assessment
- Covid-19 vaccination details

Movement of students

The Language Training co reserves the right to move a student from his/her accommodation or refuse to accommodate any student should we find his/her behaviour unacceptable, for example being disruptive or abusive or found in the possession of or using drugs, or if the hosts request the student to leave, after informing The Language Training co. Dorset of the reasons.

If the host decides that they want the student to leave, they must give the student via The Language Training Company, a week's notice, except in special circumstances.

Hosting students from another organisation

It is the families responsibility to ensure that they inform The Language Training co of the details of any other students they are hosting and provide age, gender and nationality of any other student(s) the host is accommodating. This will help to ensure that the students' requirements and welfare/safeguarding procedures are being met.

Welcome information and house routines

Hosts are responsible for ensuring they discuss household routines with students and show them around their home as soon as possible. As well as showing the student how to use certain appliances (shower/taps, how to lock the front door etc.), they should also talk to the student about the fire escape plan, recycling, rubbish, laundry, curfew times, and inform them about how best to communicate with them.

If hosts have 'house rules' written down in their home, it is the responsibility of hosts to review these to ensure that they do no conflict with the agreement.

Students' feedback

The Language Training co. will collect and record the students' feedback on a regular basis on their experience staying in homestay provision accommodation and will share this information with hosts at the end of the students stay.

This will occur on the following students' periods of stay: day 3, day 14 and at the end of their stay. For shorter stay of 4 weeks or less feedback will be collected on a day 3 and at the end of their stay.

Smoke and Carbon Monoxide Alarms

All residential provision hosts are required to have at least one smoke alarm on every floor of their property, a carbon monoxide alarm in any room where solid fuel or a gas appliance is used and ensure that the alarms are regularly tested (once a week is recommended) and are in working order at all times. It is the responsibility of The Language Training Company to check that smoke and carbon monoxide alarms are in place and checked on an annual basis and details of which will be held on file and available on request.

Facilities

The student must be allowed to make use of communal areas in the residential provision. Hosts are required to maintain a good level of cleanliness and tidiness in the home whilst accommodating a student.

Bedrooms

The bedroom is to provide the below:

- Standard, good condition bed and mattress (futons, pull out couches or bunk beds are not permitted).
- Adequate space around the bed for students to change comfortably and sufficient head room above.
- Desk or suitable surface for study with a satisfactory level of lighting (or another suitable quiet study space within the house).
- A chair.
- Bedside cabinet or table.
- Wardrobe.
- Chest of drawers.
- A window which can be opened for ventilation, which provides a good level of natural light by day and with curtains or blinds which can be drawn at night.
- Electrical sockets sufficient in number and appropriately located for electrical equipment to be used without excessive or dangerous use of trailing extension cables.
- A safe and adjustable source of heating.
- Suitable flooring which does not risk splinters or cuts or present a risk of tripping, and is of acceptable cleanliness and condition.
- Provision to keep personal items in a lockable cupboard, drawer or box (optional).
- Please note that for twin rooms there must be two of each piece of furniture listed.
- The bedroom must also be clear of any family belongings and all storage units must be empty for the student to use.
- It is the responsibility of The Language Training Company to check the above on an annual basis, details of which will be held on file and available on request.
- Students are expected to keep their rooms tidy, however it is the responsibility of the host to clean the room on a weekly basis.

Bathrooms

Adequate toilet and washing facilities must be readily available to the student and with an appropriate level of privacy and cleanliness. There should be no more than five people sharing a toilet at the residential provision and there should be enough hot water for students to shower/bathe each day. It is the responsibility of The Language Training Company to check the toilet and washing facilities on an annual basis detail of which will be held on file and available on request should a student be placed.

Curfews

Curfew stipulations apply to any students under 18 years of age, these are agreed by The Language Training co. and parents/carers of the students and these will be communicated by The Language Training co. along with joining instructions. The Language Training Company are responsible for confirming these curfew times with the selected host families and the students. Any changes to curfew arrangements must be prearranged with the students' parents/carers and The Language Training co. .

It is absolutely vital, and a condition of taking one of our students, that hosts report any non-compliance of the curfew times to The Language Training Company. Any concerns should then be raised with The The Language Training co. Dorsetas necessary.

The The Language Training co. curfew times are as follows:

16 years of age – 21:00 hours

17 years of age – 22:00 hours

Privacy

The student's privacy should be respected and they should be given exclusive use of their bedroom at the residential provision. This means that access to the bedroom by the host and other members of the household is not permitted unless previously agreed by the student (e.g. in regards to regular cleaning/laundry days).

Under no circumstances may students' belongings be searched without the presence and agreement of the student and The Language Training Company.

Students will be expected to honour the host's privacy – this includes not taking photographs without permission, not entering other bedrooms in the house without invitation and not disclosing details of the family to others.

Home Alone

A student under the age of 18 is under no circumstances are to be left overnight in the Residential provision without the host's supervision (from their curfew onwards).

The Language Training Company are responsible for DBS checking anyone who will be involved in the supervision of the student (if time allows), or arranging a temporary or emergency host family should the original host family wish to stay away from the residential provision overnight.

In respect of students over the age of 18, it is acceptable for them to be home alone overnight, but it is at the host's own risk and responsibility. Hosts must inform The Language Training Company if this is to occur, and The Language Training Company must make contact with the student to ensure that they are comfortable with the situation.

Attendance and Illness

It is the hosts responsibility to register students with their local GPs to ensure the wellbeing during their stay in case they need medical care.

Attendance will be monitored by The Language Training Company, who will contact the hosts and students about any issues.

If the student is unwell the host is expected to check in with the student regularly throughout the day and the student should be able to summon assistance readily and rapidly when necessary.

For long-term students hosts are expected to inform them of where the doctor's surgery is so that they can register with them as soon as possible after their arrival.

Medications within Residential provision Accommodation

Students are responsible for the self-medication of all homely remedies and prescription medications whilst in residential provision accommodation. The Language Training Company will advise hosts and The Language Training co. of any declared details of medical requirements and any emergency medications that are needed for the students' wellbeing. Whilst there is no expectation or requirement for hosts to actually administer medications, there is a duty of care for The Language Training co. and The Language Training Company to advise of the students' medical needs.

All applications for residential provision accommodation are assessed by The Language Training co. Student Health Officer on referral by the Student Support Department, following the assessment and formulation of Individual Health Care Plans and this information is to then be disseminated by The Language Training co.

The students and hosts are to arrange for the suitable storage of any medications as per pharmacy instructions and this is to be checked by The Language Training Company during the annual visits.

Thank You

We would like to take this opportunity of thanking you for hosting our students. Together with our agents abroad, we do try to prepare them as much as possible for their stay in the UK before they arrive, thus ensuring a happy experience for all concerns and we do hope for a long lasting friendship between families. The Host Family is extremely important part of the success, and we hope this booklet will answer many of your questions on hosting our students.

Thank you for taking time to read this guide.

We hope you have found the information helpful.

We look forward to working with you.

We hope you have an enjoyable experience hosting our student