

LANGUAGE **UK**

LANGUAGEUK

HOMESTAY HANDBOOK

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



HOMESTAY



Introduction

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. We choose our homestay families very carefully, both for the facilities you have to offer and, more especially, your ability to give the warmth and welcome of a 'home away from home' feel. We encourage you to treat your student as a full member of the family, eating together and sharing the common living areas. Homestay families are asked to encourage their students to speak English as much as possible to support their learning and to better understand and adapt to the English way of life.

Homestay families are asked to encourage their students to speak English as much as possible to support their learning and to better understand and adapt to the English way of life. 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 aged 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 as well.





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 is 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 welcomed 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.



What Nathan thinks about staying with a Homestay family:

My overall experience at Language UK has been amazing, I just can't describe how friendly everyone is here, and how amazing all the teachers are. Language UK is an amazing school to be at as well. I was able to study well with the help of lessons and also get to know everyone very easily, as it's a small school where you can get to know everyone really well. I am stunned with the amount of support I had over the last year I was there. I had a fantastic time there. I would like to thank my three Homestay families who hosted me throughout the year. They were wonderful. Thank you!



YOUR ROLE AS A HOMESTAY HOST

At LanguageUK, our primary concern is that the student's Homestay in Canterbury & Faversham can provide 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, both at the initial registration visit and at review, must be checked by a LanguageUK Accommodation Officer. Students often have trouble in adjusting to the English way of living, especially when their English level is low or if they are non-Europeans. All help that can be given will be greatly appreciated and will often lead to lasting friendships later. The more the student feels part of your home environment, the easier the relationship becomes. LanguageUK is always willing to discuss cultural differences and the "Culture Shock" problem.

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.



TYPES OF HOMESTAY

We offer two types of Homestays to students: Standard Homestay and Premier Homestay. Our homestay accommodation is half board (breakfast + dinner) however, if students come from a group, packed lunches may be 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.

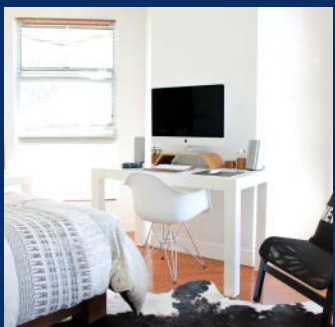


Premier Accommodation provides the sole use of a bathroom on the same floor, or as an ensuite. Weekend's breakfast, a light lunch and evening meal on Saturday and Sunday. A washing and ironing service will be provided.


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.

RENTAL ACTS

You will not be risking having a tenant outstay their welcome because we will be able to move any guest you do not want in your home. Unlike having a lodger, hosting students means you do not risk having a 'sitting tenant' as long as food is provided as part of their stay and communal areas of the home are shared.

If you're letting a studio, bedsit or furnished flat on a self-catering basis, which is often classified as a holiday let, you are also not risking having sitting tenants who do not pay their way as long as the student does not stay for more than 8 months.





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 or more. 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.

Student's 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.

Providing homestay accommodation for an under-18 student places restriction on the ages of other students you may accommodate. This would be discussed when students are placed with you.



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 aged 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 our school 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. 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 in Canterbury or 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.

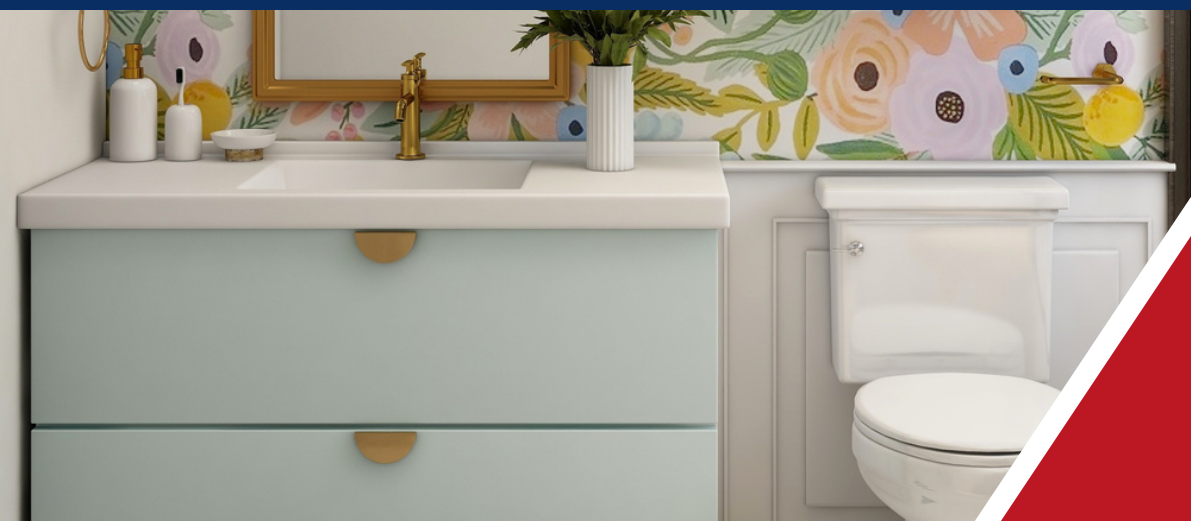




SHOWERS & BATHROOMS

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 cannot. Please make sure students understand exactly how to use all the facilities. Providing an instruction sheet could be useful. Remember medicines and /or chemicals must not be stored unlocked in the bathrooms students use.





HEATING & COUNCIL TAX

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. Students aged over 18 are classified as disregarded from council tax if they are in full-time education, studying for a minimum 21 hours per week for a period of at least one year or one academic year. If your student guest is on a shorter course, you are required to contact your local council and inform them of the change in your circumstances.





LAUNDRY & TELEPHONE CALLS

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 hand-washing 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. 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.



KEYS & 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 safeguarding team and ask for further advice.

All students aged 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 decide with the student for the safe return of keys.





MONEY, DOCUMENTS, SMOKING & DRUGS

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.

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.

Students are warned that minimum legal age for drinking alcohol in the UK is 18. 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, RESPONSIBILITIES AND PRIVACY

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.

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.

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.

We do not encourage any correspondence before the groups arrive as this has been found to be too intrusive for the Homestays. The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).



FAMILY LIFE & GUESTS



The student is asked to do all that he/she can 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 students to converse in English as much as possible to improve their understanding of the language and assist them to adapt to the English way of life.





INSURANCE & INCOME TAX

Please remember to advise your Insurance Company that you are accommodating students. If you do not tell your insurers that you have paying guests, your policy may be declared null and void in the event of a claim.

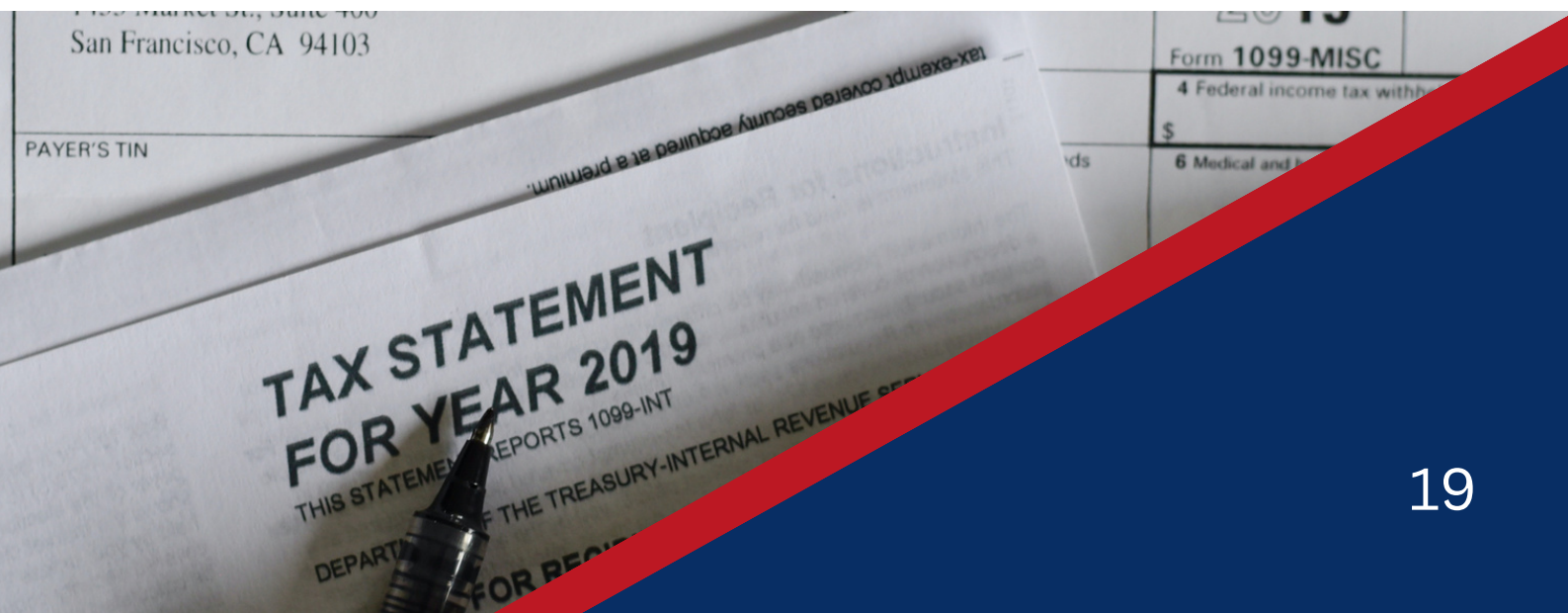
Income Tax

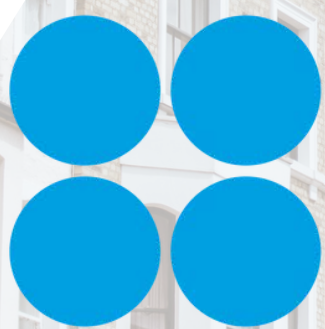
You are currently allowed to earn £7,500 per year from hosting students in your home without incurring any tax liability. You only pay tax on any amount you might earn from

hosting which is above that figure. For further information on tax liability, please visit: www.warm-welcome.co.uk/hosts/laws-which-affect-hosts

Capital Gains Tax

If you sell your home, you will not be liable for Capital Gains Tax on rooms used by students so long as meals are provided, and the communal areas of the house are shared with students.





BRITISH COUNCIL

RIGHTS TO RENT & BRITISH COUNCIL

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 can 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.

Homestay families must strictly adhere to the British Council's ruling of a maximum of 4 students per household. This also includes students who are hosted through other local organisations. This rule can be changed by special agreement with the students, agents, parents and LanguageUK. 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 & DRIVING STUDENTS

Students who are under the age of 16 (or 18 if disabled) and stay in a homestay for longer than 4 weeks (28 nights) 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. LanguageUK does not take U18 for longer than 4 weeks.

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.)

Please note if you want to drive the students you must fill out our Driving suitability declaration form at application stage. 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 an U18 students is going out in the evening, you must find out where they are going and with whom.





SUPERVISION & CURFEW TIMES

Young Learners' groups 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
+44(0)7467144234.

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 accommodation@languageuk.com

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. For young learners, the curfew is 21:30. 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.

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



PARENTAL CONSENT & ATTENDANCE

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 18 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 students.

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.

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 & HEALTH & SAFETY

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

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. Please ensure at the start of their stay that you show all students the most suitable exit to take from the building in the event of fire. You will also need to complete and return the LanguageUK Fire Risk Assessment form.

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/home-safety-advice>





FIRE & GAS SAFETY

Fire safety law applies to anyone who has a paying guest in their home. Therefore, we require all homestay hosts to comply with the current law.

This means you must:

- Have a Gas Safety certificate issued within the last 12 months
- Conduct an annual fire risk assessment – we can help you to do this
- Test smoke alarms on a regular basis

All gas appliances must be checked annually by a Gas Safe registered engineer. The law also states that: • All boilers and central heating systems should be installed and serviced regularly under contract with Gas Safe contractors. • No appliance should be used if it is suspected of being unsafe. • The room where the gas appliance is located must have adequate ventilation – air inlets should not be blocked to prevent draughts, and flues and chimneys should not be blocked either.

For further information on your responsibilities for ensuring that your home is safe, please visit: <https://www.hse.gov.uk/gas/domestic/index.htm>





DBS CHECKS & 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 & ACCIDENT

Under Government regulations medical treatment is free only to citizens of those countries in the EU, BUT ONLY WHEN THE NEED FOR TREATMENT ARISES DURING THEIR STAY IN ENGLAND. Treatment given at the Accident and Emergency Units in hospitals is not always free of charge. Follow-up treatment must be paid for if the student is not a member of an EU country. 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/>
Students have been strongly advised to obtain medical insurance before coming to England.

If your student is staying longer than 6 months, we recommend that they are registered with the family Doctor and Dentist. In cases of minor ailments, arrange for a visit to the local pharmacy. Please ensure that when medicines are prescribed the student has understood the dosage correctly and that the medicine is kept in a safe 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. 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/nhsservices/urgent-and-emergency-care/nhs-out-of-hours-services/> Students with dental problems should either make an appointment with your own dentist or see the Accommodation Department, who will arrange an appointment with the local dentist.

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. Homestay hosts are NOT allowed to offer or administer any medicines to students.



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 healthcare 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.





SAFEGUARDING GUIDELINES

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 +44(0)7467144234. 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





SAFEGUARDING GUIDELINES

We do not carry out a DBS or any background check on our students, so you are accepting them at your own risk. Please see our new safeguarding policy for Under-18 Student's & Adult at Risk.

<https://www.languageuk.com/student-information/school-policies/>

We would advise the following:

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

If you have any concerns about the welfare of our U18 LanguageUK students staying in your home, please contact our Designated Safeguarding Lead without delay: elainan@languageuk.com / 07341906859 or on the emergency out of hours number +44(0)7467144234. The Safeguarding Officer will take appropriate action, which may involve external agencies and contacting parents/guardians.





WELFARE & 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 do not 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 do not understand and assisting them to make sensible decisions by setting safe and clear boundaries.

If there is an issue, respond and react; do not 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.

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 +44(0)7467144234.

PLEASE NOTE THIS TELEPHONE NUMBER SHOULD ONLY BE USED IN THE MOST SERIOUS OF EMERGENCY SITUATIONS





MISSING

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 +44(0)7467144234
- If you are still concerned, contact your local police station.
- You do not have to wait 24 hours before contacting the police.

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





KENT POLICE

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.

Kent Police No: 01622 690690

Emergency Call: 999

Non-Emergency No: 101

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



PREVENT

As a Language School, we have a duty to inform all our employees and homestay families about PREVENT, which was introduced by the UK government as part of the Counter Terrorism and Security Act 2015. Prevent is about safeguarding our students to keep them both safe and within the law. The Prevent duty is not about preventing students from having political and religious views and concerns. The government has defined extremism as 'vocal or active opposition to fundamental British core values.

The four fundamental British core values are:

- 1) Democracy
- 2) The rule of law
- 3) Individual liberty
- 4) Mutual respect and tolerance of those with different faiths and beliefs and of those without faith.

As a homestay family for LanguageUK you, along with the staff at school, have a duty to be aware that vulnerable adults or children may be drawn into extremism or are in danger of being radicalised. If you are aware of any student being drawn into any kind of terrorism because of radicalisation, then you need to report it, no matter how trivial your concerns may be.

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#>





PAYMENT & BOOKING PROCEDURES

An accommodation week consists 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 and email confirmation. 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.





STUDENT ARRIVALS & 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 drop them off when they depart. Full details will be given to you on the itinerary.

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.





CANCEL

CANCELLATION OF A BOOKING BY 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.

Change of accommodation

We do allow changes of accommodation, but we require one week's notice from the student. If you require a student to be moved, we will also ask that one week's notice be given. Where no serious complaints have been made, we will endeavour to find a replacement.





CANCEL

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.





CHANGES OF DATES TIMES & ACCOMMODATION

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.

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.

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 wellbeing 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 & **FORCE MAJEURE**

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 under 18 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. 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 causes outside the control of LanguageUK.





REVIEW OF ACCOMMODATION & STUDENT FEEDBACK / COMPLAINTS

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

Every student is asked for feedback at the end of the first week and 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.

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 HOSTING

1. Many students like to get to know their Homestay family before their arrival and will like to get in touch by phone, video chat 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. George's Place, CT1 1UT, Canterbury,
Kent

E-Mail: Admissions@languageuk.com

Accommodation: 07470639721

Accommodation Team Manager/ Specialist
Safeguarding Lead Prof. Ece Inan

07341906859 Mon- Friday 08.30am – 4.30pm

24-Hours Emergency Line +44(0)7467144234



USEFUL CONTACT NUMBERS

- Your local GP surgery
- Samaritans: 116 123 (24 Hrs)
- Saneline: 0300 3047 000 (out of hours mental health and emotional support and information)
- Childline: 0800 067 4141
- Mind: 86463
- Calm: 0800 585 858
- Anxiety UK: 0344 775 774
- No Panic: 0844 967 4848
- Papyrus: 0800 068 4141
- Mindline: 0300 123 3393 (information)
- Drinkline: 0300 123 1110 (helpline)
- Talk to Frank: 0300 123 6600 (drug education service)
- No Panic Youthline: 0175 384 0393 (anxiety)
- Canterbury Police 016220690690





BRITISH COUNCIL

CODE OF PRACTICE FOR HOMESTAY PROVIDERS

- ✓ To encourage the student to speak English as much as possible in my/our home.
- ✓ To encourage the student to feel at home and to treat him/her as a member of the family rather than as a paying guest.
- ✓ Not to host a student of the same native tongue at the same time unless by special arrangement with both the students and their schools/centres.
- ✓ To provide a clean and comfortable student room meeting the physical requirements laid down by the British Council.
- ✓ To provide a home environment in which it is possible for the student to carry on his/her English studies properly.
- ✓ To provide the student with a balanced and appropriate diet.
- ✓ To show due concern for the welfare, safety, and security of the student during his/her stay.
- ✓ To give the student reasonable and regular access to a bathroom.
- ✓ To provide 1 load of laundry per week, along with bedding and towels done weekly.
- ✓ To maintain a close liaison with the student's school/centre and so be able to help resolve any problems that the students may encounter during his/her stay.
- ✓ To respect the student's different cultural background and to be sensitive to the needs of the student.





DATA PROTECTION ACT

Before you start and during your relationship with us, we will collect, store, and process the following personal data:

- Full Name
- Address
- Contact telephone numbers
- Contact email address
- Bank details
- Passport number
- Contract
- Risk Assessments on your property
- Ages of all residents
- Driving Licence
- DBS

We only share with certain members of staff to fulfil their obligation to do their job. To fulfil our obligations, we will need to share your personal data with third parties outside of the school.

Such as the following:

- Agents, Quality Standard Inspectorates e.g. The British Council and the BAC.
- Students and their parents.
- Government Enforcement Agencies e.g., the Home Office; Immigration; the Health & Safety Executive, the Police.
- DBS Checking Service.
- Taxi & airport transfer providers.

