



Homestay Handbook

Hosting students aged 18+
(Valid from 1 January 2022 until further notice)

**Guide and Conditions for homestay families providing accommodation for
international students attending English language courses**

CONTENTS

• ANGLO-CONTINENTAL	3
• YOUR ROLE AS A HOMESTAY FAMILY	3
• TOP TIPS FOR SUCCESSFUL HOSTING	3
• PAYMENT FOR HOSTING A STUDENT	4
○ Standard Homestay Rates of Payment 2022	
○ Executive Homestay Accommodation	
○ Executive Homestay Rates of Payment 2022	
○ Executive Homestay accommodation	
• HOW TO BECOME A HOMESTAY FAMILY?	6
• STUDENT BOOKING	7
○ Change of Accommodation	
○ Cancellation of a booking by a homestay family	
• ARRIVAL OF YOUR STUDENT	8
○ Visitors' Book	
○ Students' Arrival	
○ Non-Arrival/Change of Dates	
○ Early Arrival/Late Departure	
• THE RESPONSIBILITIES OF THE HOMESTAY FAMILY	10
○ Privacy	
○ Family Life/Guests	
○ Insurance	
○ House Rules and Local Information	
○ Alterations to the Home/Moving Home	
○ British Council Regulations	
○ Communication with the Student	
○ School Attendance	
• FACILITIES TO BE PROVIDED	12
○ The House and Cleanliness	
○ Student's Room	
○ Meals	
○ Showers/Baths	
○ Heating	
○ Laundry	
○ Bank Account	
○ Internet	
○ Keys	
○ Homework	

- Temporary Absence/Holiday
- Christmas Holidays
- Method of Payment
- Overpayment
- Private Arrangements
- HOMESTAY REGISTRATION CONDITIONS 16
 - Placement of Students
 - Acceptance of Conditions
 - Force Majeure
 - Reviews
- PASTORAL CARE 18
 - COVID-19 Policy
 - Culture Shock
 - Illness or Accident
 - Safeguarding Guidelines
 - Safeguarding at Home
 - Preventing Extremism and Radicalisation
 - Student Support Officers
 - Office Hours
 - Communication
 - Emergency Telephone
 - Success Story
- Legal 24
 - Gas Safety Regulations
 - Smoke and Carbon Monoxide Alarm Regulations
 - Fire Escape Plan and Risk Assessment
 - Right to Rent
 - Data Protection Act 1998
 - GDPR
 - Validity of conditions
- APPENDIX A - Visitors' Book 26
- APPENDIX B - Information for Your Students 27

ANGLO-CONTINENTAL

Founded in 1950, Anglo-Continental is one of the world's best-known accredited English language teaching organisations. As a school, we offer tuition of the highest quality and provide a wide range of English language courses to meet the needs of students of all ages and professions.

Anglo-Continental has offered English language courses for 70 years to over 450,000 students from 120 different countries.

The educational facilities provided by Anglo Continental are of the highest standard. 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.

YOUR ROLE AS A HOMESTAY FAMILY

To host a student is extremely rewarding for everyone in the family. We pride ourselves on our high standards and the supportive environment that we offer our students. In addition to providing accommodation, we ask our homestay families to:

- Provide a welcoming and safe environment
- Support and make the student feel like part of the family
- Have a quiet place in the home with a desk or table where your student can study
- Offer breakfast and dinner every day and lunch on Saturday, Sunday and public holidays
- Engage your students in conversation and make him/her part of your family life

TOP TIPS FOR SUCCESSFUL HOSTING

- Communication is the key to successful hosting.
- 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 and can help alleviate homesickness and culture shock.
- Speak clearly, slowly and be patient, giving plenty of opportunities for conversation
- Treat your student as part of the family.
- If a student makes contact with you prior to arrival, please make every effort to reply.
- Exchange contact details, in particular mobile numbers, with your student on their arrival.
- Make sure that you comply with all legal requirements when hosting a student
- Show your student the nearest bus stop. Inform them of the bus times and, if appropriate, the route to walk to school.
- 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.
- Inform us of any changes concerning people living in your home, or any home improvements you are planning.

PAYMENT FOR HOSTING A STUDENT

Standard Homestay Rates of Payment 2022 [Contact us for rates](#)

STANDARD Breakfast and evening meal everyday plus lunch at the weekends
HALF BOARD and public holidays

Single Room 1 January to 19 June 2022
 19 June to 7 August 2022
 7 August to 18 December 2022
 18 December to 31 December 2022 *

* Includes breakfast, lunch and evening meal every day

Twin Room 1 January to 19 June 2022
 19 June to 7 August 2022
 7 August to 18 December 2022

Triple Room 1 January to 19 June 2022
 19 June to 7 August 2022
 7 August to 18 December 2022

STANDARD No meals to be provided
ROOM ONLY

Single Room 1 January to 19 June 2022
 19 June to 7 August 2022
 7 August to 18 December 2022

Twin Room 1 January to 19 June 2022
 19 June to 7 August 2022
 7 August to 18 December 2022

Triple Room 1 January to 19 June 2022
 19 June to 7 August 2022
 7 August to 18 December 2022

***Room Retainer rate 2022**

The room retainer rate is the rate a student pays when they are leaving the homestay family for a minimum of seven days and they want to return to the same family. The student pays this rate to ensure that they can leave their belongings safely in their room and the homestay family keeps this room for the students while they are away.

ROOM
RETAINER 1 January to 18 December 2022

Executive Homestay Accommodation [Contact us for rates](#)

EXECUTIVE HALF BOARD Breakfast and evening meal everyday plus lunch at the weekends and public holidays

Single Room 1 January to 19 June 2022
 19 June to 7 August 2022
 7 August to 18 December 2022
 18 December to 31 December 2022 *

* Includes breakfast, lunch and evening meal every day

Twin Room 1 January to 19 June 2022
 19 June to 7 August 2022
 7 August to 18 December 2022
 18 December to 31 December 2022 *

* Includes breakfast, lunch and evening meal every day

*** Rate during the Christmas Period**

During each day of this period, students who have paid the full Christmas rate will require full-board accommodation each day (breakfast, lunch and evening meal). Students should be part of the family's Christmas celebrations and invited to participate in the season's festivities.

Room Retainer rate 2022

EXECUTIVE

ROOM

RETAINER 1 January to 18 December 2022

Please ensure you provide the following:

- All rooms, including the bedroom, should be spacious and comfortably furnished to a high standard. Once rooms have been approved, no alternative rooms may be allocated in their place
- En-suite or private bathroom facilities
- A full laundry service (including washing and ironing). Any items requiring dry cleaning should be paid for by your student
- Use of internet facilities
- A substantial breakfast and a varied home cooked three-course evening meal Monday to Sunday to include a glass of wine or beer. Lunch at weekends and on Bank Holidays.
- Your student will expect a higher level of personal interaction, especially at meal times.
- Students who request executive homestay are normally accustomed to a high standard of comfort and attention. They require homes where they will be welcomed as members of the family in a relaxed and friendly atmosphere. At the

same time, they must be given every facility for quiet, concentrated study when they wish to work.

HOW TO BECOME A HOMESTAY FAMILY?

Our homestay team will guide you through the process of joining our homestay register.

Forms:

You will have to complete the following forms, which we will send out to you either by post or email, once you have made your initial enquiry with us.

- Homestay Application Form
- Homestay Risk Assessment
- Fire Escape Plan
- Declaration Regarding the Suitability to Foster Children Privately Children Act 1989 (Part IX) (only if you will be hosting under 16 years of age)

Certificates:

You will also need to provide us with a Gas Safety Certificate in order to host our students.

Training:

You will need to do online training:

- Channel General Awareness
- Safeguarding

Safety:

You will need to ensure that your home has the following:

- Smoke alarm on every storey
- Carbon monoxide alarm in any room where solid fuel is used

Viewing:

Once you have completed these forms and your home has been successfully viewed by one of our Viewing Representatives, we will then add you onto the Anglo-Continental Homestay Family Register. You are now ready to welcome your student.

STUDENT BOOKING

Once all the paper work is sorted and approved, and we have received two references from the referees of your choice, we will then be in contact when we have a student that we think would be well suited to be hosted by you.

Any verbal bookings are confirmed by email to the homestay family. Text message reminders for future student bookings will be sent. If we are in receipt of arrival details for a student, the information will be forwarded to you in the week prior to their arrival. Once a booking has been accepted by the homestay family, the agreement is considered to be firm and binding.

An accommodation week consists of 7 nights usually from Sunday to Sunday. Many of our students enrol for periods of four weeks at a time and renew their homestay accommodation on a monthly basis. Payments for periods of less than 7 days are made on a pro rata basis.

Change of Accommodation

If a student requests to move out, one full weeks' notice will be given to the homestay family. However, if a situation has arisen that is detrimental to the well-being of the student then the student may be moved immediately. Payment will cease with the departure of the student. If appropriate, the homestay family may be placed on a priority list for the next suitable student.

Cancellation of a booking by a homestay family

When accepting a booking, please be aware that while it is understood that occasionally hosts have to cancel due to family emergencies, we do not expect our homestay families to cancel (even with several weeks' notice) unless it is absolutely unavoidable. A cancellation causes anxiety for your student who has prepared him/herself for their homestay family away from home. Records are kept when homestay families cancel their students', and this will have a bearing on future bookings.

ARRIVAL OF YOUR STUDENT

You and your family are excited to meet your student and your student is excited to meet you, too.

Visitors' Book

After welcoming your student in your home, you will need to make an entry into your Visitors' Book to comply with Home Office regulations. You will need to record the following information about your student into your Visitors' Book:

- full name
- home address
- arrival date
- departure dates
- passport or identity card document number
- forwarding address (if different from home address)
- telephone number

The student must sign the Visitors' Book. You must keep this information for a **minimum period of twelve months** after the student has departed. You may wish to use the Visitors' Book template in Appendix A

Use this time to share with your student some important information.

- Your telephone numbers
- Anglo-Continental Emergency telephone number
- Household routine
- Fire escape plan for your home
- Meal times
- Nearest bus stop, bus numbers and timings
- Wi Fi password
- GP Surgery address

You may wish to use the template in Appendix B

Students' Arrival Time

If we are arranging a transfer or your student has advised us of an arrival time, then we will be able to provide you with an estimated time of arrival at your home. Though, even the best travel plans can be subject to change. However, not all students inform us of their expected time of arrival in Bournemouth, despite Anglo-Continental requesting this information. If no information is received, arrival at any time on the scheduled date should be assumed.

In exceptional circumstances, if a homestay family has a legitimate reason not to be at home to welcome their student on arrival, they must inform Anglo-Continental so that appropriate arrangements can be made.

Non-Arrival/Change of Dates

If a student has not arrived by the Monday following the date of the reservation, you are asked to notify Anglo-Continental without delay. You are not entitled to receive payments when a student:

- Cancels or postpones his/her course start date
- Curtails his/her stay and leaves with or without notice

If appropriate, when a student cancels or curtails their course, the homestay family will be placed on a priority list to ensure that they are offered the next suitable student. Any changes of dates to the student's booking will be confirmed with the homestay family by email. In these circumstances, the school is not responsible for making payment for food expenses.

Early Arrival/Late Departure

If a student arrives earlier than the period specified on the reservation confirmation, please inform the Homestay Department as soon as possible, as additional payments may be required from the student. A student must not depart later than the date specified as we cannot make payment. Anglo-Continental should always be informed of any changes relayed to the homestay family by their students regarding their arrival and departure information.

If a departing student informs the homestay family that they have a late afternoon or evening flight, then the student must **not** be asked to leave the homestay before their scheduled departure transfer. However, the student can be asked to vacate his/her bedroom if the homestay family has another student arriving later on that day. In this instance, your student should be offered the use of a communal area, such as the homestay family lounge until he/she is due to depart.

THE RESPONSIBILITIES OF THE HOMESTAY FAMILY

Privacy

Your student is entitled to exclusive use of his/her bedroom at the homestay accommodation. Access for the homestay family is not permitted, unless for the purposes of cleaning the room / changing the bed linen or previously agreed.

Family Life/Guests

Your student is asked to respect the customs and routines of the household. Similarly, your family is asked to ensure that the student is warmly welcomed as a member of the family, and that the differences in his/her background are considered. Particular attention should be paid to the requirements of religious faith, social customs and attitudes.

You and your family must help and encourage your student to converse in English as much as possible to improve his/her understanding of the language and to assist him/her in immersing in the English way of life. If English is not the mother tongue of the homestay family, then you must ensure that only English is spoken when the student is at home.

It is at your discretion, to allow your student to bring guests to visit or to stay overnight in your home. Students should be made aware that, in all circumstances, guests are only allowed to visit with your expressed permission.

Insurance

There will, of course, be a certain amount of wear and tear and the possibility of accidental damage to your home when hosting students. Ensure that your household insurance provides adequate and appropriate cover. Anglo-Continental cannot accept liability for any claim in respect of damage caused by students, whether by accident, negligence or design. If damage to your home does occur, then you are asked to negotiate directly with your student and to agree a reasonable amount to replace or repair the item in question. A Personal Liability Insurance policy would protect the homestay family against any claim which a student might make against any member of the family. You are advised to contact your insurance company for advice.

House Rules

It is appreciated that it might be necessary to have certain house rules, but our experience has shown that rules posted in bedrooms harm the family atmosphere. You are asked to explain any essential rules to the student and a degree of flexibility would be appreciated in applying them.

Alterations to the Home/Moving Home

If you are moving home, planning structural alterations or redecorating your home while you are hosting your student, then Anglo-Continental must be advised in

advance. We will then consult with your student and determine whether he/she wishes to remain with you during this period of upheaval. If you are moving home, Anglo-Continental must be notified of your new address and your new home must be approved by Anglo-Continental for use.

Changes

Anglo-Continental maintains an up-to-date picture of the homestay and family life that you can offer to our international students. Please inform the staff in the Homestay department as soon as possible, of any changes to your household, so that our database can be kept as accurate as possible.

This assists our staff in placing the most suitable student(s) in your home.

British Council Regulations

Homestay families must strictly adhere to The British Council's ruling of a maximum of four paying guests (not only students) per household. Additionally, no students can be placed in homes where there are others with the same mother-tongue, unless specifically requested by the student.

Sometimes a student may wish to be the only one accommodated with the family. Anglo-Continental must therefore be kept informed of the presence of other students or paying guests in the home, either from other organisations or booked privately.

If it should come to the attention of Anglo-Continental that a homestay family fails to comply with these regulations and there is a need for the school to remove one or more of our students, then an administration charge of £60 per student will be deducted from the homestay family's next payment.

Communication with the Student

If the homestay family receives an email from the student or the student's parents/guardians prior to arrival, then please reply warmly and in a welcoming manner to help re-assure the student about their stay with you. Experience has shown that it is a good idea to obtain the mobile telephone number of the student at this time.

School Attendance

Anglo-Continental insists on punctual and regular attendance at school. Any absences are only permitted for legitimate reasons. A student who is absent without a legitimate excuse are warned by the school that irregular attendance will be recorded and, if it continues, may lead to the student being asked to leave the school. Students must attend a minimum of 80% of his/her classes in order to receive his/her Certificate of Studies.

FACILITIES TO BE PROVIDED

The House and Cleanliness

The students must be allowed to use all communal areas of the house in the same way as your family. While hosting your student, please ensure that your home is clean and tidy with acceptable standards of comfort. Anglo-Continental reserves the right to spot check a homestay family if it is reported that standards are not being maintained.

Student's Room

Anglo-Continental undertakes to provide each student with his/her own suitably furnished bedroom, which must be approved by our Viewing Representative. Rooms that have not been specifically approved by Anglo-Continental must not be used and failure to comply with this will result in the student being moved from the homestay family with immediate effect and an administration charge of £60 per student will be deducted from the homestay family's next payment.

The room must be in a good state of cleanliness and repair, have an acceptable level of privacy and adequate heating. The room should be sufficiently spacious with natural light (windowless rooms are not acceptable), equipped with a standard sized bed and mattress (camp beds, bunk beds, futons and sofa beds are not acceptable) and adequate hanging and drawer space for clothes.

If the room is situated on one of the upper floors of the house, there must be access in the form of a permanent staircase (loft ladders are not acceptable). We do not accept annexes that are not an integral part of the home as suitable student accommodation. In addition, the student must not be asked by the homestay family to share a room with another student from Anglo-Continental or with a student from another school unless this is agreed in advance.

The student's room must not contain any of the host family's personal possessions or items of storage, as it must be for the sole use of the student. Your student is expected to keep the room tidy, but he/she is not expected to clean it. You must clean the room. You must provide and change the bed linen and towels at least once every week. There must also be a suitable supply of duvets or blankets available. In specified cases, twin or triple rooms may also be required.

Meals

The rates paid to the homestay family include meals as detailed in the Homestay Accommodation Rates of Payment. Meals should be provided as agreed and will offer a varied and well-balanced diet. You should provide a substantial breakfast according to the student's requirements and this should include a choice of cereals, toast and a drink of either fruit juice or tea/coffee. A packed lunch should include two rounds of sandwiches/rolls, fruit or yoghurt, crisps, a chocolate/cereal bar and a drink. The evening meal should consist of two courses with meat/fish, vegetables/salad, rice/potatoes/pasta, and dessert/fruit.

You are not expected to provide special dietary requirements unless agreed and confirmed at the time of the booking. A maximum £25 supplement per student will be paid, only if agreed in advance for special diets, e.g. vegan, coeliac, gluten free, lactose free or serious nut allergy, as these diets incur extra costs for buying specialised products.

Your student is expected to eat the same meals along with you and your family and at the same times, unless timing issues occasionally prevent this. If your student is due to arrive later than the scheduled meal time, then the food needs to be saved so that he/she can eat this at a later time.

Full board accommodation (breakfast, evening meal and lunch) is required at weekends, bank holidays and during the Christmas period when the school is closed.

Showers/Baths

Your student must be allowed at least one shower or bath each day at a reasonable time (between 06:00 and 22:00). Bathrooms must be kept clean and tidy.

Heating

The temperature in the house should be maintained at a warm, comfortable level especially during the winter period. Please consider that your student may come from a warmer climate and so may feel cold in temperatures acceptable to people who live in England. Under no circumstances should you ask your student to pay additional heating charges.

Laundry

Laundry services are included in the homestay accommodation fees. Standard Accommodation and Standard Accommodation with Private Bathroom includes a laundry service for one load of washing per week (equivalent to 5 - 7 kg). A small weekly charge may be agreed directly with the student only if additional laundry services are required. This should be no more than £5.00.

Student Bank Account

Please be advised that your student maybe staying for longer than six months and may wish to open an account. He/she will need to provide the bank with his/her homestay family postal address.

Internet

Please ensure that your internet is freely available for your student and have the Wi Fi password readily available. Your student is not to be charged for the use of Internet.

Keys

Your student must be provided with house keys to allow free access to the homestay at any time.

Anglo-Continental cannot accept liability for any charges incurred for replacing keys or changing door locks should your student lose or fails to return the keys. It is your responsibility to make arrangements with your student for the safe return of the house key before his/her departure.

Homework

Your student is required to complete a certain amount of homework and requires facilities in your home for private study. If your student does not have a desk in his/her bedroom, a table should be made available elsewhere in the homestay for quiet, private study. It will be of great assistance to the student if he/she is able to work quietly in his/her free time.

Temporary Absence/Holiday

If it is necessary for the homestay family to be away during a student's stay, it is important that Anglo-Continental is immediately advised so that arrangement can be made to take care of your student. Anglo-Continental reserves the right to cancel the reservation and cease payment without notice.

Christmas Holidays

The school will be closed during the Christmas/New Year Holiday period. Your student will require full-board accommodation and you will be paid a supplement in addition to the standard weekly rate of pay. The student must be invited to join in the family celebrations. The requirements for this period will be confirmed with each family prior to the commencement of the Christmas/New Year Holiday.

Method of Payment

Accommodation fees are paid by direct bank transfer to the homestay family's account on a fortnightly basis from the date of the booking. The first payment will be made on the Friday of the second week of your student's stay and will cover the first two weeks of the stay or for one week if the student has a one-week booking. After that, payments will follow on a fortnightly basis.

We suggest that the homestay family should maintain a record, for tax purposes, of all payments received.

Overpayment

If, at any time, the homestay family receives payment in excess of their entitlement, they **must** inform Anglo-Continental **immediately**, so that arrangements to repay the excess amount are confirmed to the school.

Success Stories

Amber Weston: "It gives me and my family great pleasure inviting students from around the world into our home, giving them a warm safe place to live whilst studying English. All our students tend to learn English faster whilst in a happy home. We enjoy learning about their culture and their families back home.

Bournemouth is a beautiful place and offers great entertainment and social events. All our students go home with wonderful memories."



HOMESTAY REGISTRATION CONDITIONS

Placement of Students

Anglo-Continental will only place students into homes and rooms which have been approved by an Anglo-Continental representative. It is essential that English will be the language of communication within the homestay family. Under no circumstances does registration of a homestay family guarantee that Anglo-Continental will place students in any given family at any time.

Homestay registration can only be completed upon the receipt of all the necessary documents (as listed on the Homestay Application form) and two references. If we do not receive all the necessary documents plus two references, then your homestay profile will be marked as "Pending".

Homestay families should note that it is not possible to carry out police checks on students who enrol on our English Language courses. Therefore, when agreeing to host any of our students, homestay families should be aware that they are doing so at their own risk.

Acceptance of Conditions

In accepting a booking for the accommodation of a student, the homestay family agrees to these Conditions and gives consent to the disclosure of any relevant information about their home and family to the student and his/her agent/representative or sponsor, making the reservation.

Force Majeure

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

Review

Anglo-Continental reserves the right to review the Homestay Accommodation Register and to reinspect any homestay family at any time. You will normally be reviewed every 12 - 24 months by one of our Viewing Representatives. **It is a requirement that an Anglo-Continental Viewing Representative sees all rooms in the family home and not just those to be used by the student.**

If the Viewing Representative is refused access to any of the rooms in the property, then the review cannot be completed, and the homestay will be removed from our register of approved families. If more than 12 months has elapsed since a homestay family last hosted a student, a review will be necessary before another student is placed. We reserve the right, if such action is deemed necessary, to remove a homestay family from the Accommodation Register at any time and are not obliged to discuss the reasons for any such decision.

Anglo-Continental also reserves the right to carry out spot checks. If homestay families refuse to co-operate with our staff when trying to arrange a review or a spot check, then it will be necessary to remove the homestay from our register of approved families. Any students will be removed from the family without notice and payment will cease immediately with the departure of the students.

Private Arrangements

If a student wishes to pay accommodation fees directly to the homestay family, it becomes a private arrangement and Anglo-Continental should be notified immediately. Anglo-Continental cannot accept any liability for this arrangement.

PASTORAL CARE

COVID-19 Policy

Due to the continuous changing of government guidelines during the coronavirus pandemic, updated information in regards to our Covid-19 policy can be found on our website: <https://www.anglo-continental.com/more-info/anglo-continental-covid-policy/>

Overcoming Cultural Differences

It is not uncommon for students and homestay families to have misconceptions about each other's cultures. What you may consider rude or unacceptable may be normal behaviour in the student's culture and vice versa. It is important to communicate clearly with your student.

What challenges might the student experience during their stay?

- Homesickness and loneliness
- Culture shock
- Language barriers
- Homestay/student differences
- Different rules and expectations from their own home/country
- Food expectations

What should I do?

Talk to the student and keep communication open
Encourage the student to talk about how they are feeling
Remain patient and understanding
Encourage the student to talk to the Student Support Team
Help the students to find interests to become involved in during their stay
Ask them what types of food they enjoy

Culture Shock

This can best be described as realising that your familiar ways of behaving are no longer appropriate. The students find themselves in a foreign culture, where people relate to different expectations, where language is different and where the rules for polite and socially acceptable behaviour may bear no resemblance to what they have been used to in their own society. Culture shock may appear at any time within the student's stay and can occur on more than one occasion. The severity of culture shock and the duration that the student feels it can be influenced by such factors as individual personality, the relationship between the host family and student, stresses such as a forthcoming exam and changes in sleeping and eating habits.

Symptoms of Culture Shock include:

- Complaining about feeling unwanted or misunderstood
- Withdrawing and easily becoming moody and irritable and ignoring rules
- Becoming defensive or argumentative over innocent remarks
- Spending hours in the bedroom isolating from the homestay family and friends
- Wishing to be home where people understand
- Frequent and lengthy phone calls home

- Changes in appetite, sleeping patterns and becoming depressed

To help overcome culture shock, explain to your student what culture shock is and that these feelings are normal and temporary. Be as sympathetic and as understanding as possible – this is not a reflection of you as a host family. Encourage the student to talk about these feelings with other students or the Student Support team at Anglo Continental. Offer the student some ‘one-to-one’ time – going out for a tea or coffee, a walk, sharing quality time talking about the student’s family and friends back home.

Illness or Accident

Students will need your help to register at your family GP and this should be done when they first arrive at your homestay. They will need their passport/ID, and a ‘doctor’s letter’ from the school (which they can get from Student Services). Students who have paid an Immigration Health Surcharge (IHS), (approx. £300 per year) will also need to show their Biometric Residence Permit (BRP) for NHS care.

Students are normally covered by the NHS for **EMERGENCY** medical treatment at A&E, however if they are transferred to a ward they might be charged. Anglo-Continental strongly recommends that all students have travel/health insurance in place prior to arriving in the UK.

If your student is ill or has an accident, the homestay family is asked to call 111, or your GP, or if necessary to take them to A&E and notify Anglo-Continental immediately (using the emergency telephone number if out of school hours).

For further information and advice from the UK Council for International Students Affairs:

<https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare>

Safeguarding Guidelines

The purpose of the following guidelines are to raise awareness of safeguarding issues within a homestay family setting and to ensure that you know what you must do if a disclosure is made, or if you suspect abuse or neglect. These guidelines refer to any student under the age of 18 or an ‘Adult at Risk’. An ‘Adult at Risk’ is a student who is 18+ and is receiving health care, has a disability and who is unable to take care or protect themselves against harm or exploitation. Homestay families have a ‘duty of care’ to ensure the safety of young students or an adult student who is at risk.

Safeguarding issues usually cover six main forms of abuse. They are:

Physical Physical abuse can sometimes be difficult to spot as the victim is often embarrassed of any bruising/marks on his or her body 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 also covers any pornographic-related offences, along with grooming. Homestay families should 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.
Emotional	This includes the inappropriate use of criticism or threats as well as verbal or cyber-bullying.
Bullying	Deliberate, hurtful behaviour, which can be verbal, physical or written and which can be difficult for those being bullied to defend them against. It can be covert and very subtle.
Discriminatory	Abuse motivated by discriminatory attitudes towards race, religion, gender, disability or cultural background.

If a student discloses to you that he or she is being or has been abused, you have a legal duty to pass this information on and 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 by disclosing this information and re-assure them that it will only be passed on to people that need to know and that you now need to contact Anglo-Continental. If this occurs, please contact the Safeguarding Officers

Write a short report on the main points, which should include details of the incident, using as far as possible the student's own words and information on dates, times and places.

All families will be asked to complete a **Safeguarding Training online course**, which will be sent via email with the appropriate link. Once completed please submit a certificate as proof of completion to Student Services – Homestay.

<https://accreditation-uk.english.britishcouncil.org/>

Safeguarding at Home

Interaction between students and children of the homestay family should only take place in communal areas. As best practice, it is advisable that the homestay's children do not enter a student's bedroom and students on arrival are informed that bedrooms belonging to any member of the homestay family are out of bounds.

Preventing Extremism and Radicalisation

Anglo-Continental is committed to providing a secure environment for students, staff and homestay families. Extremism is holding extreme political or religious views, which may deny rights to any group or individual. Radicalisation is the act or process of making a person more radical or favouring extreme or fundamental changes in

political, economic or social conditions, institutions or habits of mind. Extremist organisations can develop and popularise ideas, which create an environment towards violent extremism and terrorism.

The role of staff and homestay families is to promote the values of:

1. Democracy
2. Rule of Law
3. Individual liberty
4. Mutual respect and tolerance for those with different faiths and beliefs

It should be noted that extremism can refer to a range of views, e.g. racism, homophobia, right-wing ideology, as well as any religious extremism. At Anglo-Continental, we encourage students to respect one another and to respect and tolerate differences.

There is no place for extremist views of any kind at Anglo-Continental. Our students should see our school and our homestay families as safe places, where controversial issues or events can be explored safely, and we have a duty to ensure that this happens and that no students are marginalised in any way. We also recognise that if we fail to challenge extremist views, we are failing to protect our students, homestay families and staff. Extremists of all persuasions aim to develop destructive relationships between different communities by promoting division, fear and mistrust of others based on ignorance or prejudice.

Homestay families should be alert to disclosures by students of their exposure to extremist actions, views or materials such as; students accessing extremist material online or voicing opinions drawn from extremist ideologies and narratives; changes in behaviour, e.g. becoming isolated; attempts to impose extremist views or practices on others and displaying anti-western or anti-British views.

All families will be asked to complete a **Channel General Awareness online course**, which will be sent via email with the appropriate link. Once completed please submit a certificate as proof of completion to Student Services – Homestay.

<https://www.elearning.prevent.homeoffice.gov.uk/screen2>

Please contact the designated welfare officer if you have any concerns, alternatively, advice can be sought from

Dorset Police 101, or, in an emergency, on 999.

Student Support Officers

If a student has a personal problem or if you have a concern for the welfare or behaviour of your student, our Student Support Officers are here to help and offer a professional and confidential service to the students. The Student Support team has a professionally qualified counsellor who is a member of the BACP (British Association of Counselling and Psychotherapy).

Communication/Support Telephone Numbers

Lead safeguarding officer/Student Support Officer

Jonathan Jeffery	01202 411813 (08:30 to 16:30) jjeffrey@anglo-continental.com
Rina Loder	01202 411834 (08.30 to 16.30) rloder@anglo-continental.com
Student Bookings	01202 411858 (08.30 to 16.30) 01202 411845 (08.30 to 16.30)
Emergency line Email:	07831 613193 (for outside office hours only) ACSEaccom@anglo-continental.com

Emergency telephone

If an emergency situation should arise outside of office hours and cannot wait for the next business day, then please contact the member of staff on duty on **07831 613193** to explain the emergency.

This telephone number should only be used in the most serious of emergency situations, such as:

- Serious illness or accident
- Safeguarding issues
- Police-related incident
- Extreme cases of student misbehaviour
- Unavoidable cancellation of student bookings within 24 hours of the arrival time.

Non-emergency calls, such as the arrival times for students **CANNOT** be dealt with on this number. We ask that all homestay families abide by this procedure, as a non-urgent telephone call may delay the handling of an emergency situation.

Success Stories

The Hendy Family: "We have been a host family for more than 20 years. Our two boys grew up sharing the house with two and sometimes three foreign students. It has been a great experience for all of us and we have learnt about many cultures. It has created a big incentive for the boys to learn languages and travel in the future. We like to cook fresh food every day and share meal times talking with our students. Many have stayed with us for around 6 months and the longest was for over one year. It is so rewarding to see the progress in their English Language and we try to contribute to this as much as possible. On Friday evenings we often have "family night" which involves playing board games and this often ends in lots of fun and laughter."



LEGAL

Gas Safety Regulations

When hosting a student, you are accepting full responsibility for arranging maintenance by a Gas Safe Registered engineer for all work carried out on boilers, gas appliances and flues. This is a legal requirement for all families hosting international students. Without a current, valid Landlord Gas Safety Certificate, you are breaking the law and are, therefore, liable to prosecution. Anglo-Continental will require from each homestay family on an annual basis, a copy of their valid **Landlord Gas Safety Certificate** in order for them to host students. Confirmation of annual boiler insurance/service plans cannot be accepted in place of a Landlord Gas Safety Certificate.

Smoke and Carbon Monoxide Alarm Regulations

Every homestay family is required to provide at least one smoke alarm on every storey of their property, install a carbon monoxide alarm in any room where solid fuel is used and ensure that the alarms are regularly tested and are in working order at all times.

Further information is available from Dorset & Wiltshire Fire and Rescue Service, at www.dwfire.org.uk. Alternatively, if you would like to book a 'Safe and Well' visit for your home, or you have any issues with your smoke alarms, please call the Dorset & Wiltshire Fire and Rescue service on Freephone 0800 038 2323.

Fire Escape Plan and Risk Assessment

In the event of a fire, all homestay families must ensure that they have in place a written Fire Escape Plan for their home. Anglo-Continental can provide a template form for this. One copy of the plan must be given to Anglo-Continental to be kept on file and one copy should be kept by the homestay family and shown to students. Students should be advised of the details of the Fire Escape Plan within 24 hours of their arrival. As best policy, this plan should be explained and practised with everyone in the homestay.

Further information on smoke alarms and planning a suitable Fire Escape Plan can be found on the Dorset and Wiltshire Fire and Rescue Website: www.dwfire.org.uk by clicking on 'Your Safety', then 'Safety at Home' and finally 'Plan your Escape'.

Homestay families are also required to complete a risk assessment for their property. A **Risk Assessment** form must be filled out and supplied to Anglo-Continental to be kept on file. Anglo-Continental will provide a template form for homestay families to complete.

Right to Rent

The government requires that homestay families check the immigration status of all students aged 18 or over, who are staying for longer than 12 weeks. This process

must be carried out as soon as the student arrives and can now be done online, using the following link: <https://www.gov.uk/prove-right-to-rent>
With the student present, check that the student's passport or identity card, along with any visas or residence permits, are original documents, as copies are not acceptable. If the student is from the EEA or is Swiss, then make a copy of their passport or identity card. However, if they intend to stay for longer than six months, they will have applied for a visa and a copy of this must be taken. Students who are not from the EEA or Switzerland will normally have a time-limited leave to remain in the UK. This means that homestay families will need to check and copy the student's visa page in the passport or the page in the passport, which contains the student's entry clearance stamp. This is to ensure that the student's leave to remain in the UK has not expired. Homestay families will need to keep a copy of every document that has been checked. Copies must be kept for 12 months after the student has left.

Further details and examples on how to check visas and entry clearance stamps is available in the Home Office's 'Right to Rent Document Checks: A User Guide'. Alternatively, the Home Office provides a telephone helpline on how to carry out 'Right to Rent' checks. This service is available Monday to Friday during office hours, by calling 0300 069 9799. Failure to check the immigration status of students could result in a fine of £3,000.

Data Protection Act 1998

Under section 7 of the above Act, any adult member of a Homestay Family is entitled to request from Anglo-Continental a copy of personal data held on its database relating to him/her. The request can only relate to an individual member of the family, must be submitted in writing by that individual to the Student Administration Manager and should be accompanied by payment of a £10.00 administration fee.

GDPR

In order to comply with GDPR regulations, unless we receive your consent to keep your details for longer than two years, any homestay family who does not host students for two consecutive years will be removed from the Homestay Register of approved families. Any such homestay family who wishes to host students again will be required to go through the application process for new homestay families.

VALIDITY OF CONDITIONS (valid from 1 January 2022 until further notice)

All bookings are made in accordance with the conditions in this guide, together with any additional arrangements specified in writing by Anglo-Continental. These conditions can only be waived when confirmation has been received in writing from Anglo-Continental. Failure to comply with the Homestay Conditions will result in Anglo-Continental removing a student from a homestay without notice. Accommodation payment will then cease with immediate effect and the homestay may also be charged a £60 administration fee for Anglo-Continental to find an alternative approved family for the student.

Anglo-Continental reserves the right to make changes to these conditions without prior notification. For the current version of these conditions, visit the website: www.anglo-continental.com/homestay.html

VISITORS' BOOK

Appendix A

First Name Family Name

Student Number Passport Number

Home Address

.....

.....

Arrival Date / / 20 Departure Date / / 20

Forwarding Address

.....

.....

Telephone Number

Your Name

Your mobile number

Your house telephone number

Partners' Name

Partners' mobile number

Anglo-Continental's Emergency number 07831 613 193

Home Address

.....

.....

Breakfast time Dinner time

Saturday lunch time Sunday lunch time

Curfew time

Bus stop

Bus numbers

Bus times

.....

.....

WiFi password.....

GP Surgery Address

.....

.....