



Homestay Handbook for Students aged 10-17 years

(including guidelines for hosting Young Learners, Vacation and Private Fostering Students)

(Valid from 1 January 2019 until further notice)

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

Anglo-Continental, 29-35 Wimborne Road, Bournemouth BH2 6NA, England

Telephone: 01202 55 74 14

Fax: 01202 55 61 56

Email: english@anglo-continental.com

Website: www.anglo-continental.com

ENGLISHUK 

Accredited by the



Contents

Page

Introducing Anglo-Continental	3
My Role as a Homestay Family	4
Hosting Students Under the Age of 18	5
Young Learners/C-courses: 10 - 16 year-old students	6
Young Learners/C-courses: 10 - 16 year-old students/Practical Information	7 - 11
Young Learners/C-courses: 10 - 16 year-old students/ Useful Advice.....	12 - 13
Private Fostering.....	14 - 15
Vacation & General English Programme: 16 & 17 year-old students	16 - 17
My Role as a Homestay Family/Legal Requirements and Obligations.....	18
Homestay Facilities and Services	19 - 20
General Responsibilities.....	21 - 22
Overcoming Cultural Differences	23
Student's Welfare	24 - 25
Booking Procedures and Payment Details	26 - 30
Disclosure and Barring Scheme	31



**Emergency
Telephone
GB Code +
(0)7831613193**

Introducing Anglo-Continental

Anglo-Continental is one of the world's best known English language teaching organisations. It is accredited by the British Council and is a member of the professional body, English UK. Anglo-Continental is also regularly inspected by the Independent Schools Inspectorate (ISI). 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.

Our school is a leader in English language tuition and testing and many successful writers have taught at the school. Anglo-Continental has offered English language courses for 65 years to 400,000 students from 120 different countries.

The educational facilities provided by Anglo-Continental 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.

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 and payment will cease immediately with their departure. Under these circumstances, Anglo-Continental is under no obligation to find a replacement student or to pay a notice period.





At Anglo-Continental, our primary concern is that the student's homestay in Bournemouth is a happy and caring experience. Hosting a student can be very demanding but also an extremely rewarding experience for everyone in the family. We are proud to provide high standard accommodation and ask that our homestay families reflect that by:



- Providing a safe and welcoming environment;
- Supporting and making the student feel like part of the family;
- Ensuring 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 questions;

- Providing a quiet place in the home with a desk or table where the student may study;
- Voicing any concerns and questions regarding the student to the Homestay or Student Support Team;
- Teaching the student about the British culture and learning about the student's culture;
- Speaking clearly, slowly and being patient, while giving plenty of opportunities for conversation;
- Providing a well-balanced and nutritious diet.

Hosting students under the age of 18

When hosting students under the age of 18, host families are taking on additional duties and responsibilities. Parents/guardians choose homestay accommodation in the knowledge that their children are not alone during their experience in the UK; that they will be in a home away from home, with comfortable surroundings and a host who will help, listen and take care of them. There are very clear guidelines regarding accommodation arrangements with homestay families for students under 18 and it is important that all hosts are aware of their duty of care when hosting underage students.

There will be further responsibilities in the supervision of such students, and these will include curfews and a responsible adult always being at home overnight and present when younger students are at home.

Anglo-Continental has strict rules regarding safeguarding of students under the age of 18.

If a student under 18:

- is late for school
- is absent from school
- does not arrive home for dinner
- breaks the curfew

Hosting students under the age of 18



Anglo-Continental will initiate a disciplinary procedure (as detailed below) which will result in the expulsion of the student if the behaviour continues.

Caution	Verbal Warning	Written Warning	Expelled
 <p>Mark on record. Parents/guardian/ Group Leader/Agent informed that a caution has been issued.</p>	 <p>Mark on record. Parents/guardian/ Group Leader/Agent informed that a verbal warning has been issued.</p>	 <p>Mark on record. Letter to student. Letter to parent/ guardian. Letter to Group Leader/ Agent.</p>	 <p>Mark on record. Ticket changed. Student sent home. No refund. No return to Anglo- Continental in the future.</p>

Curfew Times

The booking confirmation letter states what course a student is attending. Depending on which course a student is studying on, the following will apply:

Course Type	Age of Students	Curfew Time	Must Have Front Door Key	Must Be Home For Dinner	Can Be Left Unsupervised	Activities & Excursions
C-Courses (Young Learners)	10-13 years old	Not permitted to go out unsupervised	NO	YES	NO	Compulsory
	14-16 years old	22.00 hours only with permission				
V-Courses (Vacation)	16-17 years old	23.00 hours	YES	YES	YES	Compulsory
General English	16-17 years old	23.00 hours	YES	YES	YES	Optional



HOSTING YOUNG LEARNERS (AGED 10 - 16)

1. Students aged 10 - 16 are not allowed a front door key and you are, therefore, required to be at home when they leave for school and when they return home.
2. Students aged 10 - 13 are not allowed to be left unsupervised in the homestay. Students who are 14 to 16 years old should only be left unsupervised for short periods of time (e.g. when host parent needs to collect their children from school).
3. 10-13 year old students are taxi students and so you will need to ensure that they are ready for when the taxi is expected to arrive to pick them up for school. Similarly, please ensure you are home when the student is expected home from school.
4. Students aged 14 -16 can either walk to school or take the bus and you will need to make sure that they know how to get to and from school.
5. All students must return home for dinner.
6. The summer school day begins at 08.45 and finishes at 16.30. On Tuesday and Thursday evenings Young Learner students remain at school for their dinner and evening activities which finish at approximately 20.00. Students should be offered a snack when they get home from evening activities, as they will have had their dinner between 16.30 and 17.00.
7. An excursion is scheduled for Saturdays and you will need to prepare a packed lunch for your student. The students should return to school at approximately 17.00/18.00. Please refer to the weekly timetable for specific timings.
8. Your student will remain with you on Sundays and should be invited to participate in whatever your family has planned for that day.
9. Students aged 10 - 13 are not allowed to leave their accommodation without the supervision of an adult.
10. Students aged 14 - 16 may have written permission from their parents to go out unsupervised and this is evidenced on their student card. Students must still return home for dinner. If they choose to go out after dinner, they must be home by 22.00. Please inform your students that if they break their curfew, you may need to report them as a missing person to the police.
11. Students who do not have written parental permission must go straight home at the end of the school day.
12. Please check your email each Friday for the next week's timetable.
13. Students will have your telephone number and address on their student card but we ask that you make a record of their mobile telephone number/WhatsApp number so that you can stay in contact.
14. Should an emergency occur outside of school hours, such as student breaking a curfew or welfare issue arising, please call the the Anglo Continental Emergency Telephone - 07831 613193.



COURSE CODES

Please see below the course codes for C-courses (Young Learners) and what they mean. Please refer to the confirmation letter for each individual booking to find out which course your student is attending.

Course Code	Description
C-2.20	Young Learner's Course – all lessons & activities included
C-2.20B	Young Learner's Course - Lessons only (no activities)
C-2.20BF	Young Learner's Course - Lessons only (no activities, F = private fostering)
C-2.20BFT	Young Learner's Course - Lessons only (no activities, F = private fostering, T = Door to Door Taxis)
C-2.20BT	Young Learner's Course - Lessons only (no activities, T = Door-to-Door taxis)
C-2.20F	Young Learner's Course - (F = private fostering)
C-2.20FT	Young Learner's Course - (F = private fostering, T = Door-To-Door Taxi)
C-2.20T	Young Learner's Course - (T = Door-To-Door Taxi)
C-3.30	Young Learner's Academic Course - lessons in the afternoon instead of activities
C-3.30F	Young Learner's Academic Course - (F = private fostering)
C-3.30FT	Young Learner's Academic Course - (F = private fostering, T = Door-To-Door Taxi)
C-3.30T	Young Learner's Academic Course - (T = Door-To-Door Taxis)



TAXIS

10-13 year-old students have taxis to and from school every day organised by Anglo-Continental. Students are picked up by a taxi at any time between 8.00 and 8.20 in the morning. The afternoon taxis collect students from 16.30 onwards for their return journey.

* Some 10-13 year-old students are "parent pick-up". These students do not have taxis to and from school and are brought to school and collected by their parents/nominated adult.

**If your student is a "taxi student" this will be reflected by their course code stated on the confirmation letter for this student.
Please retain your booking confirmation letter for future reference.**

If your student has not booked door-to-door transport, we would ask you to ensure that they are confident of finding their way to and from the nearest bus stop for the first few days. This is most important especially for the return journey to the family home after the first day at school. If you can, please provide them with a simple map showing the bus details, your home address and your telephone number.

PARENTAL PERMISSION to go out unsupervised

Students who are 10 – 13 years old are not allowed to go out unsupervised.
Students who are 14 – 16 years old need to have written permission from their parents/guardians sent to the school to be able to go out unsupervised.



Q: "It is 22.00 hours and my 15 year-old student is not at home. What should I do?"

If your Young Learner has Permission and stays out later than 22.00 hours please try to call them on their mobile telephone. If there is no reply, please call the Emergency Telephone - 07831 613193 and speak to a member of staff from Anglo-Continental. Following the advice from the member of staff, you may be required to telephone the police and report the student as missing.



If your Young Learner has Permission, their Student Card will look as below:

Sample Student Card showing Permission has been granted for the student to go out un-supervised until 2200 hours. Valid only when **signed and stamped** as shown.

Group :	Mr Young Learner	
Entrance :	Ref: 100450	House:
Room	From : British	Lang : English
Class	Born : 01/01/96	Age : 15.4
	School : Anglo-Continental School for Young L	
	29 Wimborne Road	
	Bournemouth BH2 6NA	
	Tel : 01202-557414	
	Course W-3.20	for 3 week(s)
	From : 27/06/11	to 15/07/11
	Staying Mr Vader	
	with: 66 Empire Road	
	Queens Park	
	Bournemouth	
	123321	
Anglo-Continental emergency contact number outside working hours: 07831 613 93		

The card will bear the signature of the Head of Centre in purple ink

The card will bear the 'P' stamp in green ink

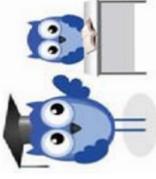
If your Young Learner is aged 14 - 16 and does not have Permission, their Student Card will be blank in the areas circled above. Please look at the example above carefully, as they may try and amend the card themselves! If your Young Learner is 14 years of age and older and would like Permission, they may get this from their parents or guardians in their own country. We require a signed scanned document or a fax from their parents stipulating that they allow their child to go out unsupervised until 2200 hours.

Students aged 10 - 13 are never allowed to be unsupervised (whether their parents allow them or not) - this is the school's policy.



TIMETABLE

Every week a timetable will be sent to you by email and it will include detailed information on the type of activities scheduled for the given week and their timings.

EnAlisa AanAaAe ar ActiAitA PrAAramme AA			Aeek A AA AAne tA AA AAne AA				
Aimes	AAndaA	AAesdaA	AednesdaA	AArsdaA	FridaA	AatArdAA	AAndaA
AAternAA ActiAitA PrAAramme	AeacA Aames and AAAAenir AAAAppinA	Aaser AAest	AaIA AaA EAcArsIA n tA AplasAdAA n	Aalent AAAAA PreparatiAn	ApArt at AeArick Park	ReAistratiAn at AAAAA AAr AAA departAre
							
EAeninA		AnAIAAAAAAs		AAe Aalent AAAAA		AncIA dinA a AalkinA tAAr and entra TA	
						RetArninAtA sAAAAI ArAm apprAAimAtelA AAAAA	



Evening meals & activities

All students must return home for dinner (with the exception of Tuesdays and Thursdays in the summer). If a Young Learner student does not return home for dinner, please let the Young Learner staff know on the following day via email.

In the summer, on Tuesdays and Thursdays most students on C-courses will have their dinner at the school which will be followed by an evening activity. You should expect your student home from 20.00. Please offer your students a light supper when they return from their evening activities.

Please note that some students, who come in an organised group, may have a slightly different timetable as different activities may be organised by their Group Leaders. These students, who will be mostly booked on C-2.20B courses, do not participate in activities organised by the school and they will require an evening meal each day.

Please make sure you check the timetable for the forthcoming week sent to you each Friday.

Please retain your booking confirmation letter for future reference as it will state what course code your student is on.

Excursions

The school arranges full-day and half-day excursions (summer only) each week. Though it is difficult to be precise, we normally expect the students to return from these excursions between 17.00 and 18.30 hrs. We would ask you, when planning the evening meal on these occasions to bear in mind that your students will have had only a packed lunch during a full-day excursion, so a hot meal should be given.

SUPERVISION

All students aged 10 - 16 on our Young Learner/C-courses come under the jurisdiction of the Children Act 1989 which means that the school and the host family have a duty of care. Homestay families should be mindful of their responsibilities and ensure that they know the whereabouts of their students at all times when they are not attending school.

Students should be supervised by an adult at all times, unless they have permission to go out unsupervised. If the student has a nominated adult or group leader, they may take responsibility for supervising the student for short periods of time, for example for an evening out.

Q: "I need to go out for the day and my mother can come and stay with the student. Is that ok?"

The host family should inform the school if they are leaving their student in the care of another adult and that adult must be DBS checked in line with Anglo-Continental's safeguarding requirements and enhanced DBS checking policy.



KEYS

- Young Learners on C-courses (10-16 year-olds) are not allowed a key even if they have permission from their parents to go out unsupervised.
- You must be there to let your Young Learner in every day after school and after activities. Please refer to your student's weekly timetable for confirmation of the timings.

LAUNDRY

- A full laundry service is included in the rate paid to the homestay family. Homestay families are requested to attend to the Young Learner's laundry as they would for a member of their own family, without additional charge.

LUNCHES

- Please give your Young Learner an adequate packed lunch for the Saturday excursion. It should consist of a round of sandwiches with substantial filling, a drink, crisps, a bar of chocolate and a piece of fruit. We will provide lunch at school Monday to Friday and an evening meal every Tuesday and Thursday.
- Lunch must be provided to students on Sundays and Bank Holidays.
- We know selecting appropriate food can be a bit difficult as some cultures are quite different from our own, so please ask them what they like.

FAMILY INTERACTION

- Please remember that your Young Learner is here to learn English. They learn in their lessons, but they put it into practice everywhere else. This is a brilliant opportunity to help your Young Learner improve their English and enhance their experience.
- Please ensure that your student feels part of your family as much as possible by talking with them, sharing meals and including them in your family life (especially on a Sunday when your Young Learner spends the day with you).
- The students get homework twice a week, normally on Wednesdays and on Fridays, so please encourage them to complete it.

GROUP LEADERS

- Please be aware that some of the students come over in groups and these can have Group Leaders. The Leaders are normally teachers from the schools in their own country. They are over 18 years old and are responsible for the students within their group while they are in this country.
- The students should have a contact number for their Group Leader, so it is useful for you to ask your student for this.
- The Group Leaders may organise outings with their students but these will be pre-arranged with the school prior to the group's arrival and homestay families will be advised of them. Group Leaders should not be contacting homestay families directly to make plans or change arrangements.



- If the student does not have parental permission or is under the age of 14 years then they must be collected from and returned to your house by the Group Leader or by taxi.

Q: My student's Group Leader is organising a surprise for their students and taking them out for dinner. Is it ok to let my student go?

All activities and outings must be pre-arranged with the school 21 days in advance and the Group Leaders are not allowed to change the arrangements or organise new outings without discussing it with the school first. If you are in doubt, please contact the school.

HYGIENE

- This may be your Young Learner's first time away from home, their family and all that is familiar, so any routine they may have had is now broken. You may need to point them in the direction of the bathroom on a daily basis if they seem a little shy when it comes to personal hygiene, as we all know what teenagers and children can be like!
- Please ensure that your student changes their clothes on a regular basis.
- We strongly recommend that you purchase mattress protectors for your beds to avoid any accidents.
- You may find that bathroom habits vary as well - please remember that a lot of this is cultural. If you are having any particular problems though, and you have tried talking with them several times, please contact the school.

CURFEW

COURSE TYPE	STUDENT'S AGE	CURFEW TIME	FRONT DOOR KEY	MUST BE HOME FOR DINNER	CAN BE LEFT UNSUPERVISED	ACTIVITIES & EXCURSIONS
Young Learner C-Courses	10 - 13	Not permitted to go out unsupervised	NO	YES	NO	Compulsory
	14 - 16	22.00 hrs - only with permission	NO	YES	NO	Compulsory

RELATIVES AND SIBLINGS

- The students can sometimes have siblings or relatives in Bournemouth and they may wish to take the student out. Please seek approval from the school first in all cases.
- If the parents have nominated an adult, this person may sign them out of classes, activities and excursions. The nominated adult should always notify the school and the homestay family of their intentions.
- The nominated adult will always be over the age of 18 years. Anybody below this age is not permitted by the school to be responsible for the student.



What is Private Fostering?

When a child under the age of 16 (or under 18 if the child is disabled) comes to England to attend school and stays with a homestay family for 27 nights/28 days or longer, this is known as a private fostering arrangement.

Anglo Continental has a legal duty to inform Social Services of every student under the age of 16 who stays with a homestay family for more than 28 days.

What does this mean for the homestay family?

Anglo Continental will need to complete enhanced police checks (DBS checks) on every member of the homestay over the age of 16. Social Services are required to see the original DBS certificates when visiting the family.

Medical references for all homestay residents who are over the age of 18 will be requested from the family GP. These will only be obtained with the homestay family's consent and will be sent directly from your GP to the Private Fostering Team at Bournemouth Borough Council. The above checks are completed before a child can be placed with a host family and will need to be renewed every three years.

Social Services will arrange their own visit to the homestay to meet you and to see where the child is sleeping. They will need to know how things like meal and leisure times work within the family household.

Why does the social worker need to undertake these checks?

It is a legal requirement that these checks are undertaken by the local authority where the child is being privately fostered.

The social worker allocated to a host family is involved as an independent person who will be checking to see that the child is being looked after not only in the homestay, but also within their educational setting.

What support is available?

There is plenty of support available for the child and the homestay family.

- The school and the social worker are available for the homestay family to seek advice from if they have any concerns about the child or their behaviour.
- The school and social worker will be able to help if any difficulties arise.
- Younger students are generally familiar with a family environment and are more likely to mix well within family settings in comparison to young adults.
- The social worker can help if a homestay family have any concerns about the school, about the child's guardian, the child's friends, or other people within the community.
- As a social worker is involved, any concerns should be picked up at any early stage and addressed before they can escalate.
- If a homestay family is uncertain about caring for a student under the age of 16, guidance on issues such as average bedtimes, internet usage, health problems and family contact, can be offered by both the school and the social worker.
- Younger students generally have more structured timetables so it is easier to know where they are and when they will be returning after school.



Are there any restrictions?

If a homestay family hosts private fostering students, they cannot host more than 3 students at the same time unless the children concerned are siblings.

Do Privately Fostered students need to be looked after differently from other students?

The answer is "No" – Anglo Continental expects homestay families to look after privately fostered children in the same way as they would for any child within their household.

What happens if you decide to become a Private Fostering host family?

Homestay families who decide to host private fostering students, consent to all the relevant checks and are approved by social services will be awarded £100, once they have successfully hosted their first private fostering student.

Private fostering families will also receive an extra £20 per week (in addition to the standard Young Learner rate paid by Anglo Continental) for each private fostering student that they host.

- On a day to day basis you will be providing the same care as you would for any child in your home in terms of cooking, cleaning and general support.
- A social worker from Bournemouth Borough Council will visit the homestay prior to the student's arrival and will also need to visit the student in the homestay within 7 working days of their arrival.
- If the student is staying with a homestay family for longer than 6 weeks, the social worker will arrange a second visit.
- The social worker will need to see the child alone during their home visit or they might arrange to see the child at school to give them a chance to talk openly.

If you become a regular private foster carer you will get to know your designated private fostering social worker.

Private foster carers for our international students who ensure the welfare of the children in their care are very much appreciated and valued by both Anglo Continental and by Bournemouth Borough Council. As such, we will work together to try to offer you a level of support which is suitable for you and your family's needs.

Further information

If you have any questions please contact the Homestay team via the email address below:
acseacom@anglo-continental.com



Please refer to your booking confirmation letter to find out which course a student is attending.

VACATION COURSE

Students who are 16 and 17 and are studying on a Vacation course (V-course):

- Must attend school, all activities and excursions
- Must be given house keys
- Must be at school on time
- Must come back to homestay for dinner every day
- Have a curfew time of 23.00 hours

GENERAL ENGLISH COURSE

Students who are 16 and 17 and are studying on a General English Course (G/A/ X - courses):

- Must attend school
- Must be given house keys
- Must be at school on time
- Don't have to take part in the school's social activities programme
- Must come back to homestay for dinner every day
- Have a curfew time of 23.00 hours

SUPERVISION

Students who are 16 and 17 must be given the house key but they require a certain degree of supervision.

They must return home for dinner. If they go out after dinner, they need to be home by 23.00 hours.

If a student under 18 wishes to stay away overnight or travel outside the Bournemouth area, the school needs to receive written and signed permission from the student's parent/ guardian, alongside a copy of their passport, sent to the school's email address.

ATTENDANCE

Students under 18 must attend school every day. Absences will be followed up, so please expect a phone call from Anglo-Continental staff should your student not attend lessons, activities or excursions.

All students must return home for dinner.

If a student does not return home for dinner, please email the school on the following day on the email address: **absence@anglo-continental.com**

Students who continue to be late for school/activities/excursions, absent from school/activities/excursions, who do not return home for dinner or continually break the curfew, will be subject to the school's disciplinary procedure and possible expulsion.

My role as a Homestay Family / Legal Requirements & Obligations



Visitors' Book

To comply with current Home Office guidelines, all homestay families are required to keep a Visitors' Book detailing the student's name, home address, arrival and departure dates, passport or identity card document number, forwarding address (if different from home address) and this must be signed by the student. The information must be kept by the host family for a minimum period of twelve months.

Gas Safety Regulations

In 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 includes arranging for the issue of a documented annual gas safety check. Without a valid and current 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 the Landlord Gas Safety Certificate.

Smoke and Carbon Monoxide Alarm Regulations

From 1 October 2015, every homestay family is required to provide at least one smoke alarm on every floor 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 on the above regulation is available from Bournemouth Borough Council, Private Sector Housing Team on (01202) 451083, or Dorset Fire and Rescue Service www.dorsetfire.gov.uk

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 that homestay families can use to produce their own plan. 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 can also provide a template form for homestay families to complete.



The House and Cleanliness

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

Student's Room

Anglo-Continental undertakes to provide each student with their own suitably and comfortably furnished bedroom, which must have been 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.

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).

The 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. 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 or blankets available. In specified cases, twin or triple rooms may also be required. We do not accept annexes that are not an integral part of the home. In addition, the student must not be asked by the homestay family to share a room with another student from Anglo-Continental, with a student from another school or with another member of the homestay family, unless this is agreed in advance by Anglo-Continental.

Meals

The fees paid to the homestay family include meals as detailed in the Homestay Accommodation Rates of Payment. Meals will be provided as agreed and will offer a varied and well-balanced diet, taking into account any reasonable dietary requirements expressed by the student. You should provide a substantial breakfast according to the student's requirements and this should include a choice of cereals and toast and a drink of either fruit juice or tea/coffee. A packed lunch should be two rounds of sandwiches/rolls, fruit or yoghurt, crisps, a chocolate bar and a drink. The evening meal should consist of at least two courses with meat/fish, vegetables/salad, rice/potatoes/pasta, and dessert/fruit. 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. 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 meal time, then the food needs to be saved so that the student can eat this at a later time.

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



Showers/Baths

The student must be allowed at least one bath or shower each day at a reasonable time.

Heating

The temperature in the house should be maintained at a warm, comfortable level. It should be borne in mind that many students come from warmer climates and may feel cold in temperatures acceptable to people who live here. A higher level of heating than is normally needed for a bedroom, will be required for the student in the room which will be used for study purposes.

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

Laundry

Laundry services are included in the homestay accommodation fees.

Young Learners/C-course: full laundry service.

All other students: laundry service for one load of washing per week (equivalent to 5-7kg).

Internet

Please ensure that your internet is available for students. If you have a monthly data allowance limit, please communicate this to the student at the start of their stay in your home. Students must never be charged for the use of the internet.

Parental controls must be put in place to protect the online safety of our students.

For further guidance, please visit:

www.internetmatters.org/parental-control

or

www.thinkuknow.co.uk



THE RESPONSIBILITIES OF THE HOMESTAY FAMILY

Privacy

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

Family Life

The student is asked to do all that he/she can to conform to the customs and routines of the household. Similarly, the homestay family is asked to ensure that the student is welcomed as a member of the home, and that the differences in his/her background are carefully considered. Particular attention should be paid to the requirements of his/her religious faith, social customs and attitudes.

The homestay family must help and encourage the student to converse in English as much as possible to improve his/her understanding of the language and assist him/her to adapt to the English way of life.

Insurance

The homestay family should accept that there will be a certain amount of wear and tear and accidental damage to their home when hosting students. The homestay family should ensure that their household insurance provides adequate cover. Homestay families are advised that Anglo-Continental cannot accept liability for any claim in respect of damage caused by students, whether by accident, negligence or design. If damage to the home does occur, then the homestay family is asked to negotiate directly with the student and to agree a reasonable amount to replace or repair the item in question. In addition, a Personal Liability Insurance policy would protect the homestay family against any claim which a student might make against any member of the family.

House Rules and Local Information

It is appreciated that it might be necessary to have certain house rules, but experience has shown that rules posted in bedrooms harm the family atmosphere. The homestay family is asked to explain any essential rules to the student. Helpful information - such as bus numbers, timings and approximate fares should also be given to the student.

Supervision

Many young people attending the courses at Anglo-Continental are away from home for the first time. It is important, therefore, that they should be welcomed, supervised and cared for as members of the family.

All students under the age of 18 require supervision and certain restrictions are imposed on them to ensure their safety and well-being.

Students must adhere to the strict guidelines regarding curfew times, school attendance and returning home for dinner every day. We ask that the homestay family inform the school if a student breaks the rules. Students who fail to comply with the rules will be subject to disciplinary procedures and may be expelled.

Students under 18 must return home for dinner. If a student does not return to the homestay for dinner, please email the school and this will be picked up the following day.



Alterations to the Home/Moving Home

If a student has been placed with you and during their stay you are moving home, planning structural alterations or redecorating, then Anglo-Continental must be advised in advance. We will then consult with the student and ascertain whether they wish to remain in the homestay 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.

British Council ruling on other students in the home

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. A student may also wish to be the only one accommodated by the family. Anglo-Continental must therefore be kept informed of the presence of other students in the home, either from other organisations or booked privately. If it should come to the attention of Anglo-Continental's staff 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 £25 per student will be deducted from the homestay'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, every effort should be made by the homestay family to reply. Homestay families should make a note of their student's mobile number/WhatsApp number in order to be able to stay in contact with them during their stay.

School Attendance

Anglo-Continental insists on punctual and regular attendance at school, and absence is permitted only for legitimate reasons. Students who are absent without excuse are given sanctions according to the disciplinary procedure, which if continued, may lead to expulsion. Homestay families are asked to ensure that the school is informed if their students are unable to attend for any reason. Anglo-Continental follows up on all absences, so should an under 18-year-old student not turn up at school for lessons, activities, or excursions, a phone call from our staff is to be expected.



It is not uncommon for students and homestay families to have misconceptions of 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 about any cultural misunderstandings.

What challenges might the student experience during their stay?

- Homesickness
- Language difficulty
- Challenge making new friends
- Homestay family/student conflicts
- Different rules and expectations from their home
- Various emotional difficulties

What should I do?

- Talk to the student
- Allow the student to talk freely
- Help the student to find activities to become involved in
- Encourage the student to talk to the Student Support Team at school
- Notify the Homestay or Student Support Team if you or your student needs help



Preventing Extremism and Radicalisation

Extremist organisations can develop and popularise ideas which create an environment conducive to violent extremism and terrorism. 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.

The role of staff and homestay families is to promote the values of democracy, individual liberty, 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. We will encourage students to respect one another and to respect and tolerate difference.

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.

If concerned, homestay families should contact, as a source of advice:

Julie Haine- Designated Lead Safeguarding Officer

01202 411813

jhaine@anglo-continental.com

or

Rina Loder – Student Support Counsellor,

Deputy Safeguarding Officer

01202 411834

rloder@anglo-continental.com

They can also be contacted via the school's emergency telephone on 07831 613193.

Alternatively, advice can be sought from Dorset Police on 101, or in an emergency on 999.





Homework

All students are required to complete a certain amount of homework and they therefore require facilities at home for private study. A table should be made available in the homestay for private study. It will be of great assistance to the student if he/she is able to work quietly in his/her free time.

Illness or Accident

Students are normally covered by the National Health Service for emergency medical treatment at the "Accident and Emergency" department of the hospital. If a student is staying for 6 months or more and qualifies for free NHS treatment, then they may require help from you to register with your family GP. Students should register with a doctor as soon as they begin their studies in the UK and not wait until they are unwell to do so, as it may prove difficult to receive immediate treatment if registration has not taken place. If a student is ill or has an accident, the homestay family is asked to call the family doctor and to notify Anglo-Continental immediately.

Safeguarding Guidelines

The purpose of the following guidelines is 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 or who may be 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 four 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 their 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 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.

Emotional – this includes the inappropriate use of criticism, threats as well as verbal or cyber-bullying.

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 re-assure them that this information will only be passed on to people that need to know and that you now need to contact Anglo-Continental. If this occurs during office hours (Monday to Friday, 08.30 to 16.30 hours), then please contact the Student Support Officer (**01202 411834**). If the incident happens outside office hours, please contact the Emergency Line (**07831 613193**). Write a short report on the main points and this should include details of the incident, using as far as possible the student's own words and information on dates, times and places.



Booking

An accommodation week consists of 7 nights, students typically arriving and departing on a Sunday. Payments for periods of less than 7 days are made on a pro rata basis.

All bookings are first agreed verbally with the homestay family and then confirmed by email. Text 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.

Students' Arrival

Some students do not inform us or their homestay 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.

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 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.

Non-Arrival/Change of dates

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

1. a student cancels or delays their course start date
2. a student curtails their stay and leaves with or without notice

In these circumstances, neither is the school responsible for making payment for food expenses. 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.

Early Arrival and 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. If a student departs later than the date specified, the homestay family is responsible for contacting the school so that arrangements can be made for payment. Anglo-Continental should always be informed of any changes relayed to the homestay family by their students regarding their arrival and departure information.

Booking Procedures and Payment



Conditions for the Provision of Homestay Accommodation

If a departing student should inform the homestay family that they have a late afternoon or evening flight, then the student must not be asked to leave the homestay family before their scheduled departure transfer. The student can be asked to clear and vacate their bedroom if their homestay family has another student arriving later on that day. In this instance, they should be offered the use of a communal area, such as the homestay lounge, until they are due to depart.

Change of Accommodation

If a student requests to move from their accommodation, one full week's notice will be given to the homestay family. However, if the situation that has arisen relates in a detrimental way to the well-being of the student, then the student may be moved either immediately, or with less than one week's notice. 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.

Temporary Absence/Holiday

If it is necessary for the homestay family to be away for any period of time during the student's stay, it is imperative that Anglo-Continental is advised so that arrangements can be made to take care of the student. Absence of the family for holidays or other reasons during a student's stay is not acceptable. In such cases, Anglo-Continental reserves the right to cancel the reservation and cease payment without notice.

Method of Payment

Accommodation fees are paid by direct bank transfer to the homestay family's account on a fortnightly basis. The first payment will be made on the Friday of the second week of the student's stay, and will cover the first two weeks of payment, or one week's payment if the student is a one week booking. If applicable, the next payment will become due during the fourth week of the student's stay and will be for two weeks, or one week in the event of a three week booking.

We recommend 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 without delay, so that arrangements to repay the excess amount are confirmed.



Young Learners (C- courses) Homestay Rates of Payment 2019

The following accommodation rates of payment include breakfast and evening meal Monday to Friday, and breakfast, lunch and evening meal on Saturdays and Sundays.

Room Type	Low Season: 01.01.19 to 16.06.19 and 11.08.19 to 22.12.19	High Season: 16.06.19 to 11.08.19
Single Room	£151	£188
Twin Room (Twin Beds)	£126	£163
Triple Room (Three Beds)	£101	£138

Homestay families hosting private fostering students will receive an additional £20 per week, per student.

Vacation and General English Courses (V - and G - courses) Homestay Rates of Payment 2019

The following accommodation rates of payment include breakfast and evening meal Monday to Friday, and breakfast, lunch and evening meal on Saturdays and Sundays.

Room Type	Low Season 01.01.19 to 16.06.19 and 11.08.19 to 22.12.19	High Season 16.06.19 to 11.08.19
Single Room	£ 126	£ 163
Double Room (twin beds)	£ 116	£ 153
Triple Room (three beds)	£ 96	£ 133



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 necessary documents (as listed on the Homestay Application form) and upon the receipt of two references.

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 agent/representative making the reservation. The homestay family also agrees to abide by the English UK Code of Practice for the Providers of Homestay Accommodation for English Language Students, which is available online at www.anglo-continental.com/homestay.html. Homestay families should regularly check on the above website for any updates to our Homestay Conditions.

Checks for Homestay Families

If the homestay family takes students under the age of 18, they must inform Anglo-Continental of any changes concerning people living in their home, e.g. a new police conviction, an adult lodger starting to live in the home or a new partner staying overnight. The adult lodger and new partner will also require a DBS Disclosure check.

Review

Anglo-Continental reserves the right to review the Homestay Accommodation Register and to reinspect any homestay family at any time. Homestay families who host students under the age of 18 will normally be reviewed every 12 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 family 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 to remove a homestay family from the Accommodation Register at any time and shall not be obliged to discuss the reasons for any such decision.

Anglo-Continental also reserves the right to carry out spot checks if we feel that this is required. 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.



Booking Procedures and Payment

Conditions for the Provision of Homestay Accommodation



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 late arrival, non-arrival or early departure of a student by reason of industrial dispute or other cause outside the control of Anglo-Continental.

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 administration fee.

GDPR

In order to comply with the new GDPR regulations, any homestay family who does not host students for two consecutive summers 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

These Conditions are valid from 1 January 2019. 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





Disclosure and Barring Service (DBS)

The Disclosure and Barring Service (DBS) merges together the functions of the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA) under the Protection of Freedoms Act 2012. It has been established to reduce the risk of harm to children. It will do this by barring individuals whose information confirms are unsuitable to engage in regulated activities with children. Homestay families providing accommodation for international students under 18 years of age will be classified as providing a regulated activity and so must be checked by the DBS to ensure that they are suitable homestay families.

All families that accommodate students under 18 years of age will be required individually to complete an on-line application in order to obtain an enhanced DBS check. Anglo-Continental will pay for this check and it is required for all family members over the age of 16 years. In addition to obtaining the Enhanced Disclosure, we still require all homestay families accommodating students under 16 years of age, to complete on an annual basis the form 'Declaration Regarding Suitability to Foster Children Privately (Children Act 1989 Part IX)'. Homestay families must also inform Anglo-Continental of any changes concerning people living in their home e.g. a new police conviction, an adult lodger starting to live in their home, or a new partner staying overnight, as the adult lodger and new partner will require an Enhanced DBS check if the homestay family takes students under the age of 18.

Further information on the Disclosure and Barring Scheme can be viewed on the HM Government website: www.homeoffice.gov.uk





**29-35 Wimborne Road, Bournemouth
BH2 6NA, England**

Telephone: (GB Code) + 1202 55 74 14

Fax: (GB Code) + 1202 55 61 56

Email: english@anglo-continental.com

www.anglo-continental.com



The information in this guide is given in good faith and has been carefully checked. Anglo-Continental, however, accepts no legal responsibility for its accuracy.