



## **Homestay Handbook for Students aged 10-17 years**

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

(Valid from 1 January 2018 until further notice)

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

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

This is a computer generated image of Anglo-Continental. Many large trees in the gardens make it difficult to take a photograph of the entire campus.

# 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.



# My role as a Host Family



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 follows up on all absences, so should an under 18 year-old student not turn up at school for lessons or activities, a phone call from our staff is to be expected.**

## Curfew Times

Course Type	Age of students	Curfew Time	Front Door Key	Left Unsupervised	Activities & Excursions
C-Courses (Young Learners)	10-13 years old	Not permitted to go out unsupervised 22:00 - only with permission	NO	NO	Compulsory
	14-16 years old				
Vacation Programme	16-17 years old	23:00	YES	YES	Compulsory
General English	16-17 years old	23:00	YES	YES	Optional

## 16 YEAR-OLD STUDENTS

16 year-old students studying at Anglo-Continental may be attending either the Young Learner programme, Vacation programme or General English programme. This means that different safeguarding rules will apply to them, depending on which course they are studying on.

# 10 - 16 year-old students

(Young Learners / C-courses)



## HOSTING STUDENTS STUDENTS AGED 10 - 16 (Young Learners)

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. The summer school day begins at 08.45 and finishes at 16.30. On Tuesday and Thursday evenings 10 - 16 year old 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.
6. 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.
7. Your student will remain with you on Sundays and should be invited to participate in whatever your family has planned for that day.
8. Students aged 10 - 13 are not allowed to leave their accommodation without the supervision of an adult.
9. 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 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.
10. Please check your email each Friday for the next week's timetable.
11. 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.
12. 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) that students can be enrolled on 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-2.20 FB	Young Learner's Course - (FB = Football)
C-2.20 FBF	Young Learner's Course - (FB = Football, F = private fostering)
C-2.20 FBT	Young Learner's Course - (FB = Football, T = Door to Door Taxi)
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.

\* 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.

**Whether your student is a 'taxi student' 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 a written permission from their parents/guardians sent to the school to be able to go out unsupervised.



Q: "It is 22.00 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 2200 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.



# 10 - 16 year-old students (C-courses)

## Practical Information



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 unsupervised until 2200 hours. Valid only when signed and stamped as shown.

Group	Mr Young Learner	
Ref:	100450	House
Entrance	From : British	Lang : English
Room	Born : 01/01/96	Age : 15.4
Class	School : Anglo-Continental School for Young Learners	
	29 Wimborne Road	
	Bournemouth BH2 6NA	
	Tel : 01202-557414	
	Course	W-3.20 for 3 weeks
	From	27/06/11 to 15/07/11
This student may / may not request permission to go out unaccompanied until 22:00 hours	Staying with:	Mr Vader 86 Empire Road Queens Park Bournemouth 123321
Signed: <i>S. Kennedy</i>		
Head of Centre		
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.**

# 10 - 16 year-old students (C-courses)

## Practical Information



### 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.

### English Language and Activity Programme 2018

Week 7  
16 July to 22 July 2018

YOUNG LEARNERS' COURSE C-2.20 (10-16 years)  
WIMBORNE ROAD CAMPUS

Times	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08.45 – 09.30	Lesson 1*	Lesson 1	Lesson 1	Lesson 1	Lesson 1	Registration at 08.00 for 08.30 departure	With Homestay
09.30 – 10.15	Lesson 2*	Lesson 2	Lesson 2	Lesson 2	Lesson 2	Full Day Excursion to Longleat Safari Park	
10.15 – 10.45	Break	Break	Break	Break	Break		
10.45 – 11.30	Lesson 3*	Lesson 3	Lesson 3	Lesson 3	Lesson 3	Longleat Safari Park	
11.30 – 12.15	Lesson 4*	Lesson 4	Lesson 4	Lesson 4	Lesson 4		
12.15 – 13.15	Lunch	Lunch	Lunch	Lunch	Lunch		
Afternoon Activity Programme	Bournemouth Beach or Shopping	British Traditions Afternoon	Half Day Excursion to Moors Valley Country Park	A visit to the Oceanarium	Sport at Meryick Park		
Returning to school at approximately 16.30							
Evening	With Homestay	Dinner at the centre followed by Anglo-Clubs	With Homestay	Dinner at the centre followed by The Summer Ball	With Homestay	Returning to school at approximately 18:00	

Please note: We reserve the right to make changes to the programme if required. \* New students follow the intake procedure from 08.45 – 16.30 hours.

EL03-10-17 J-Activities2018/Timetables/C-2.20

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### Evening meals & activities

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 RETAIN YOUR BOOKING CONFIRMATION LETTER FOR FUTURE REFERENCE AS IT WILL STATE WHAT COURSE CODE YOUR STUDENT IS ON.**

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

### 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?"

Host family should inform the school if they are leaving their student in the care of another adult and that adult should 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

- One load of laundry per week is included in the rate paid to you for hosting Young Learners.

### 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 get this from them as well.
- The Group Leaders may take their students out in the evening, but they should notify you if they are going to be out for dinner.
- 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.



## RELATIVES AND SIBLINGS

- The students can sometimes have siblings or relatives in Bournemouth and they might want to take they 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. They should always notify us and you first.
- 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 tthe student.

## 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 us.

## CURFEW

Course Type	Age of students	Curfew Time	Front Door Key	Left Unsupervised	Activities & Excursions
C-Courses (Young Learners)	10-13 years old	<b>Not permitted to go out unsupervised</b>	<b>NO</b>	<b>NO</b>	<b>Compulsory</b>
	14-16 years old	<b>22:00 - only with permission</b>			



## What is Private Fostering?

Private Fostering is when you are caring for a child who is under the age of 16 (or under 18 if the child is disabled).

The child must be someone who you are not closely related to and they need to be staying with you longer than 27 days.

## What does this mean for me?

Our role is to ensure that the child is safe and being well cared for.

Anglo-Continental has a duty to inform Social Services that you are caring for a child for longer than 27 days.

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

Anglo-Continental will complete a police check (enhanced DBS checks) on every member of your household over the age of 16. We will ask, with your consent, your GP to forward your family medical records directly to social services.

## 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 your family is involved as a completely independent person who will be checking to see that the child is being looked after not only in your home, but also within their educational setting.

## Are there any restrictions?

You cannot Privately Foster more than 3 children under the age of 16 unless the children concerned are siblings.

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

The answer is No. However, we expect carers to look after Privately Fostered children in the same way as they would any child within their household.

- We expect carers to know where the child is and who they are with.
- We expect carers to have contact numbers for the child and also any friends or family members who the child goes to visit or spends a lot of time with.
- If the child plans to stay with the family in different parts of the country at weekends and during holiday periods this must be arranged in advance with permission being given by their parents with full contact details being given to the carer.
- We expect carers to contact the language school and Social worker immediately if they have any concerns about activities of a child which may put the child at risk of harm so they can get support.
- We expect Privately Fostered students to be included in family mealtimes and with weekend activities. This includes providing the same food for all members of the household (diet permitting).



- If the child goes missing we expect carers to make attempts to contact the child and contact all persons involved. Where appropriate we expect carers to contact the Police to report the child missing.

## **What support is available?**

There is support available for the child and you as their carer.

- The School and the Social Worker are available for you to seek advice from if you have any concerns about the child or their behaviour.
- The School and Social Worker will be able to help if any difficulties do arise.
- Younger children 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 you if you 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 issues of concerns should be picked at any early stage and hopefully addressed before they escalate.
- If you are 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 children generally have more structured timetables so it is much easier to know where they are and when they will be returning after school.

## **What happens if I decide to Privately Foster?**

- On a day to day basis you will be providing the same care as you would to any child in your home in terms of cooking, cleaning and general support.
- A Social Worker from Bournemouth Borough Council will come out preferably prior to the child's arrival and will also need to visit you within 7 working days of the child's arrival.
- The Social Worker will visit the child at least every 6 weeks for the 1st year and every 12 weeks thereafter to check on the child's safety and welfare until the child reaches the age of 16 or they return home (whichever happens first).
- The Social Worker will see the child alone at every visit or they will 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 the Private Fostering Social Worker.

Police checks only need updating once every 3 years.

Private Foster Carers for international students who ensure the welfare of the children in their care will be safeguarded and promoted are appreciated and valued by both language schools and by Bournemouth Borough Council. As such we will aim to work together to try to offer you a level of support which is suitable for you and your family.

## **Where do I go for further information?**

If you have any questions please contact the Homestay Team: [acseaccom@anglo-continental.com](mailto:acseaccom@anglo-continental.com)

# 16 & 17 year-old students

(Vacation and General English Programme)



## 16 YEAR-OLD STUDENTS

16 year-old students studying at Anglo-Continental may be attending either the Young Learner programme, Vacation programme or General English programme. This means that different safeguarding rules will apply to them, depending on which course they are studying on. Please refer to previous sections of the Handbook for information about 16 year-old students attending the Young Learner Programme/C courses.

## COURSES

16 year-old students who are not studying on C courses (Young Learner programme) and 17 year-old students can attend the Vacation programme (V –courses) or the General English classes (G –courses).

**PLEASE REFER TO YOUR CONFIRMATION LETTER TO FIND OUT WHICH COURSE YOUR STUDENT IS ATTENDING.**

All activities and excursions are compulsory for all students attending the Vacation programme (V-course). All absences will be followed up, so please expect a phone call from Anglo-Continental staff should your student not attend lessons, activities or excursions. Students who continue to be absent will be subject to the school's disciplinary procedure and possible expulsion.

## SUPERVISION

Students who are 16 and 17 still require a certain degree of supervision. They can be given the house key, but they need to be home at 23.00. Please let Anglo-Continental know if a student breaks this curfew time.

If a student under 18 wishes to stay away overnight or travel outside the Bournemouth area, the school needs to receive a written and signed permission from the student's parent/guardian.

Course Type	Age of student	Curfew Time	Front Door Key	Left Unsupervised	Activities & Excursions
Vacation	16-17 years old	23:00	YES	YES	Compulsory
General	16-17 years old	23:00	YES	YES	Optional



# 16 & 17 year-old students

## (Vacation and General English Programme)



### TIMETABLE

Vacation students

If your student is on a V course, a timetable will be sent to you by email every week and it will include detailed information on the type of activities scheduled for the given week and their timings.

### English Language and Activity Programme 2018

Week 8  
23 July to 29 July 2018

Morning Lessons and Afternoon Activities

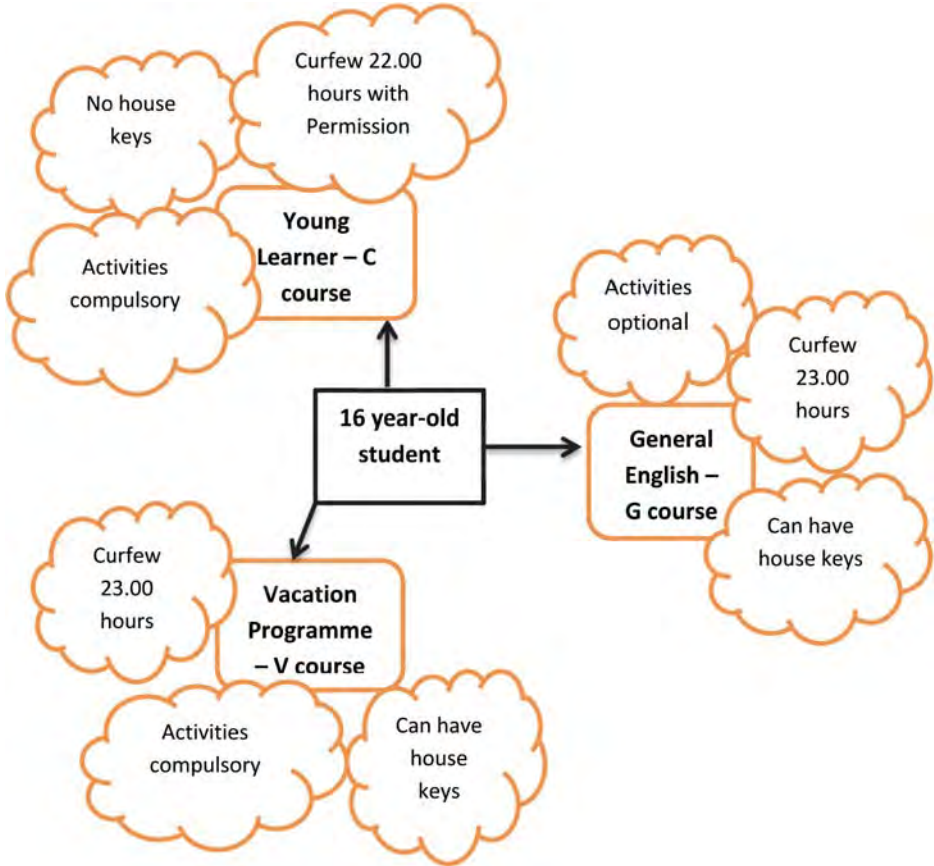


VACATION COURSE V-2.20

Times	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08.45 – 09.30	Lesson 1*	Lesson 1	Lesson 1	Lesson 1	Lesson 1	Meet at 07.45 for 08.00 departure Full Day Excursion	Free time
09.30 – 10.15	Lesson 2*	Lesson 2	Lesson 2	Lesson 2	Lesson 2		
10.15 – 10.45	Break	Break	Break	Break	Break	to Oxford and Blenheim Palace	
10.45 – 11.30	Lesson 3*	Lesson 3	Lesson 3	Lesson 3	Lesson 3		
11.30 – 12.15	Lesson 4*	Lesson 4	Lesson 4	Lesson 4	Lesson 4		
12.15	Lunch	Lunch	Lunch	Lunch	Lunch		
Afternoon Activity Programme	Bournemouth Beach	Zumba Workshop	Are you the next Picasso? Art Competition	Mini Golf in Bournemouth Gardens	Laser Quest		Including entrance to Blenheim Palace and a Walking Tour of Oxford
Excursions depart at 13.30 please meet at the front of the school				Half Day Excursion to Swanage At an extra cost! TBC Please go to Student Services to book your place**			
For activities please meet at Entrance M at 13.30	Free Time	Free time	Conversation Club	Free time	Summer Garden Party	Returning at approximately 18:30	
Evening 19.00 - 21.00	Free Time	Free time	Conversation Club	Free time	Summer Garden Party	Returning at approximately 18:30	

Please note: We reserve the right to make changes to the programme, if required. \* New students follow the intake procedure from 08.45 – 16.15. \*\* These excursions must be booked 24 hours in advance EL 08.10.17 J:\Activities\2018\Timetables\W-2.20 © Anglo-Continental Educational Group 2018

# 16 year-old students



# 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 reserves the right to request to see a valid gas safety certificate for any homestay, in order to ensure that the property has been inspected and passed by a Gas Safety Registered engineer.

## **Smoke and Carbon Monoxide Alarm Regulations**

From 1 October 2015, 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 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](http://www.dorsetfire.gov.uk)

## **Fire Escape Plan**

In the event of a fire, all homestay families must ensure that they have in place for their home a written Fire Escape Plan. As best policy, this plan should be explained and practised with everyone in their home including the students that are staying with you. Students should be advised of the details of the Fire Escape Plan within 24 hours of their arrival.

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](http://www.dwfire.org.uk) by clicking on 'Your Safety', then 'Safety at Home' and finally 'Plan your Escape'. Our Viewing Representatives will ask to see a written copy of your Fire Escape Plan when they view or review your homestay accommodation. Anglo-Continental can also provide a sample Fire Escape Plan.



### **Food**

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 without extra charge.

### **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**

As a homestay family providing accommodation for young learners, you are requested to attend to your students' laundry as you would for members of your own family, without additional charge. Any items requiring dry-cleaning should, however, be paid for by the students.

### **Telephone Calls**

Anglo-Continental cannot accept liability for telephone charges incurred by the students or Group Leaders. It is strongly advised that if the homestay landline is used by a student, then the call is supervised by a member of the homestay family. Telephone calls should be on a "reverse charge" basis or made with an international telephone card.

### **Internet**

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



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
- Notify the Homestay or Student Support Team if you or your student needs help



### THE RESPONSIBILITIES OF THE HOMESTAY FAMILY

#### Privacy

The student is entitled to exclusive use of their bedroom at the homestay accommodation and 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.

#### Visitors' Book

Homestay families are reminded that to comply with current legislation and Home Office guidelines, they must keep a Visitors' Book which records the student's name, home address, arrival and departure dates, passport or registration document number and a forwarding address and this must be signed by the student.

#### 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 children attending these courses are away from home for the first time. It is most important, therefore, that they should be welcomed, supervised and cared for as members of your family.

Certain restrictions are imposed on young learner students to ensure their safety and well-being. 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. Young learner students are not to be given house keys. It is also a good idea to make a note of their mobile telephone number, in case you need to contact them.



- a) Children under the age of 14 may not leave their accommodation without the supervision of an adult.
- b) Children aged 14 and over but under the age of 16 may go out unaccompanied, but only with their parents' or guardians' permission. This 'permission' must be in writing (letter or fax only, not email) and a copy held by the school.
- c) Parents giving such permission will also be asked to specify a time by which the students must return home in the evenings. Some parents may allow their children to stay out late (in some countries); if this should be the case, we would ask you to exercise sensible parental control and not allow the students to abuse this privilege. As a guide, we would suggest that the student returns to the homestay family no later than 22.00 hours.
- d) Should students not return home at an agreed time, and you are unable to contact them on their mobile telephone number, we would ask you to call our Emergency telephone number 07831 613193 after allowing a maximum of 45 minutes extra time for your student to arrive home.

## **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 your home, 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.

## **Fire Escape Plan**

In the event of a fire, homestay families should ensure that they have in place for their home a fire escape plan, and as best policy, explain the plan to everyone in their household including the students that are staying with them. The host family will also need to ensure that smoke alarms are provided and maintained. Further information on smoke alarms and planning a suitable fire escape plan can be found on the Dorset Fire and Rescue Service website: [www.dorsetfire.gov.uk](http://www.dorsetfire.gov.uk)

## **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.

## **THE RESPONSIBILITIES OF THE STUDENT**

### **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 warned by the school that irregular attendance will be recorded and, if it is 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. When young learners are absent from school, the homestay will be contacted to ascertain why the student is not at school and where they currently are.



## 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](mailto:jhaine@anglo-continental.com)

or

Rina Loder – Student Support Counsellor,  
Deputy Safeguarding Officer

01202 411834

[rloder@anglo-continental.com](mailto: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 and who is, 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-bulling.

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.



## Young Learners (C- courses) Homestay Rates of Payment 2018

**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: 01.01.18 to 17.06.18	High Season: 17.06.18 to 12.08.18	Low Season: 12.08.18 to 23.12.18
Single Room	£148	£185	£148
Twin Room (Twin Beds)	£123	£160	£123
Triple Room (Three Beds)	£98	£135	£98





### **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. If a homestay family has to go out on the arrival day, they should make arrangements for an adult member of the family, or if necessary a friend, to welcome the student on their behalf.

If there is nobody at home when the student arrives then it will be necessary to place him/her in alternative accommodation. In this event, no payment will be made to the homestay family. If the homestay family decides not to accept a student due to their late arrival time, then it will be at the discretion of Anglo-Continental whether or not they remain with the replacement family for the duration of their course.

### **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 a student cancels or delays their course start date, or to receive payment when a student curtails their stay with or without notice. Where this occurs, the homestay family will be placed on a priority list to ensure that they are offered the next suitable student. If a student wishes to curtail or prolong his/her stay, Anglo-Continental will notify the homestay family and will confirm by email the reservation of accommodation in accordance with the revised dates.



### **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 need to be collected by our staff and homestay payments re-calculated. If a student departs later than the date specified, the homestay family is responsible for obtaining payment from the student for these extra days on a pro rata basis. 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 should inform the homestay family that they have a late afternoon or evening flight, then it is stipulated by Anglo-Continental that the student is not 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, and 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 it is deemed necessary by Anglo-Continental, because 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 a short period during a student's stay, it is imperative that Anglo-Continental is advised of and approves the arrangements made to take care of the student. Absence of the family for holidays or other reasons during a student's stay is not acceptable to Anglo-Continental and in such cases, Anglo-Continental reserves the right to cancel the reservation and cease payment without notice and withdraw the homestay family from Anglo-Continental's homestay register.

## **PAYMENT TO THE HOMESTAY FAMILY**

### **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 its entitlement, it is a strict condition of these arrangements that they must inform Anglo-Continental without delay, so that arrangements to repay the excess amount are confirmed.



### 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.

#### 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](http://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 Disclosure check. An Anglo-Continental representative will be required to meet all family members of the homestay family currently residing at the address if the homestay family takes students under the age of 18.

#### 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.

#### Review

Anglo-Continental reserves the right to review the Homestay Accommodation Register and to reinspect any homestay family. You will normally be reviewed every 12 - 24 months by one of our Viewing Representatives. We reserve the right, if such action is deemed necessary 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



### 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.

### VALIDITY OF CONDITIONS

These Conditions are valid from 1 January 2018. 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](http://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](http://www.homeoffice.gov.uk)





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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.