



Homestay Handbook for hosting Students under the age of 18 (Valid from 1 January 2025 until further notice)

(including guidelines for hosting Young Learners and Vacation Students)

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

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Accredited by the



for the teaching
of English in the UK

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Introducing Anglo-Continental

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

Anglo Continental has offered English language courses for more than 75 years to over 450,000 students from 120 different countries.

The educational facilities provided by Anglo-Continental are of the highest standard. The inclusion of a homestay family's name in its register is recognition of the homestay family's ability and willingness to provide and maintain a similarly high standard of accommodation.

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.





Hosting a student can be extremely rewarding for everyone in the family. We pride ourselves on our high standards and the supportive environment that we offer our students. We therefore ask that you:

- Provide a safe and welcoming environment.
- Support and make the student feel like part of the family.
- Ensure that the student understands important information such as household routines, meal and curfew times, nearest bus stop, times of the buses and the fire escape plan for the home.
- Ensure that you swap telephone numbers with your student as soon as possible and confirm that they have the school's emergency telephone number.
- Provide a quiet place in the home with a desk or table where the student can study.
- Teach the student about British culture and be understanding of the student's culture.
- Voice any concerns and questions regarding the student to the Homestay or Student Support Team.
- Speaking clearly, slowly and being patient, while giving plenty of opportunities for conversation. Do not hesitate to ask the student to repeat information back and encourage the student to ask questions.
- 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 are further responsibilities in the supervision of minors, and these include curfews and a responsible adult always being at home overnight and 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

Anglo-Continental will initiate a disciplinary procedure (see diagram on page 7) which will result in the expulsion of the student if the behaviour continues.

Curfew Times

The booking confirmation letter states which course a student is attending.
Depending on the course type, 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 (see weekly timetable)
	14-16 years old	22.00 hours (only if permission confirmed)				
V-Courses (Vacation)	16-17 years old	23.00 hours (only if permission confirmed)	YES	YES	YES	Compulsory (see weekly timetable)
General English	16-17 years old	23.00 hours	YES	YES	YES	Optional



HOSTING YOUNG LEARNERS (AGED 10 - 16) on C-Courses

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) and definitely not overnight.
3. 10-13 year old students are compulsory 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, you must be 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 under 18 must return home for dinner.
If not please email: acseaccom@anglo-continental.com
6. The school day begins at 08.45 and finishes at 16.30 (Monday to Friday). There are no evening activities so all students must return home directly from school unless they have permission to go out unsupervised.
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, which you will receive by email, 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, unless the student has permission to go out unsupervised.
9. Students aged 10 - 13 are never 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 with the host family. 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 to go out unsupervised must go straight home at (16.30 hours) the end of the school day.
12. Please check you have received an email each Friday with the following week's timetable.
13. Students will have your telephone number and address on their student card but you need to make a record of their mobile telephone number/WhatsApp number so that you can stay in direct contact.
14. Should an emergency occur outside of school hours, such as a student breaking a curfew or welfare issue arising, please call the **Anglo Continental Emergency Telephone - 07831613193.**







COURSE CODES

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

Course Code	Description
C-1.20	Young Learner's Course – all lessons & activities included
C-1.20T	Young Learner's Course - (T = Door-To-Door Taxi)
C-2.20	Young Learner's Summer Course – all lessons & activities included
C-2.20T	Young Learner's Summer Course - (T = Door-To-Door Taxi)

DISCIPLINARY PROCEDURES

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>



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 from 8.00am onwards. 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 in 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 or help them to download the More Bus app.

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 (aged 14-16) has Permission, to go out unsupervised their Student Card will be stamped with "P" and signed:

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 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

This student may / ~~may not~~ request permission to go out unaccompanied until 2200 hours

Signed: *S. Kennedy*

Head of Centre

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 14-16 and would like Permission, the school needs to receive this from their parents or guardians in their own country. We require a signed scanned document from them stipulating that they allow their child to go out unsupervised until 2200 hours, and we will then let you know if their status has changed.

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.

ENGLISH LANGUAGE AND ACTIVITY PROGRAMME 2025

WEEK 1
09 JUNE – 15 JUNE 2025

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	Full Day Excursion To Thorpe Park 	With Homestay 
09.30 – 10.15		Lesson 2	Lesson 2	Lesson 2	Lesson 2		
10.15 – 10.45	Entry test, orientation to school and Bournemouth	Break	Break	Break	Break		
10.45 – 11.30		Lesson 3	Lesson 3	Lesson 3	Lesson 3		
11.30 – 12.15		Lesson 4	Lesson 4	Lesson 4	Lesson 4		
12.15 – 13.15	Lunch	Lunch	Lunch	Lunch	Lunch	Anglo Clubs 	With Homestay 
Afternoon Activity Programme	Bournemouth Tour 	Butcher's Coppice Adventure Centre 	Cooking Workshop 	VR Centre 			
Returning to school at approximately 16.30		With Homestay 	With Homestay 	With Homestay 			
Evening	With Homestay 						

Please note: We reserve the right to make changes to the programme if required. * New students follow the intake procedure Mondays from 08.45 – 12.15 hours.
JJ 01.08.23 J:\Activities\2024\Timetables\YC-2.20

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Evening meals & activities

All students under the age of 18 must return home for dinner with their host family, regardless of what course they are on. If a Young Learner student does not return home for dinner, please let the Young Learner staff know by email: acseaccom@anglo-continental.com

Please note that some students who come in an organised group, may have a slightly different timetable as activities may be organised by their Group Leaders. We will advise you if this is the case.

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 following week sent to you each Friday.

Excursions

The school arranges one full-day excursion (on Saturdays) 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, to bear in mind that your students will have had only a packed lunch during a full-day excursion, so a hot evening 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 so the school and the host family have a duty of care for their safety and wellbeing. Homestay families should be mindful of their responsibilities and ensure that they know the whereabouts of their students when they are not at school or with their host family.

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. You will be informed if this arrangement has been approved by the school

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 must 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 house key even if they have permission from their parents to go out unsupervised therefore you must be at home to let your Young Learner in every day after school. School finishes at 16.30 hours Monday to Friday.

LAUNDRY

- A full weekly 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 sandwiches/bagel with substantial filling, a drink, crisps, chocolate/cereal bar and a fruit. We will provide lunch at school Monday to Friday.
- Breakfast, lunch and evening meals must be provided for 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 to eat.

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 student 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 student spends the day with you).
- The students usually get homework twice a week, 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 they 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 - if this happens please let us know.
- If the student does not have parental permission or is 10-13 years old 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. 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.
- Please ensure that your student changes their clothes and these are washed on a regular basis.
- We strongly recommend that you purchase mattress protectors for your beds to avoid any accidents.
- You may find that their bathroom habits are different - please remember that this may be cultural. If you are having any particular problems and you have tried talking with them a few times, please contact the school to let us know.

RELATIVES AND SIBLINGS

- The students can sometimes have siblings or relatives in Bournemouth and they may wish to take the student out. Please check with the school first in all cases.
- If the parents have nominated an adult, to take their child out, this person may sign them out of classes, activities and excursions. Overnight stays are not permitted. The nominated adult should always notify the school and the homestay family of their intentions so we know where the student is.
- 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.



Please refer to your booking confirmation email to find out which course your 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 return to the homestay for dinner every day
- Must 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
- Do not have to take part in the school's social activities programme
- Must return to the homestay for dinner every day
- Must have a curfew time of 23.00 hours

SUPERVISION

Students aged 16 and 17 must be given a house key but they require a certain degree of supervision. They must return home for dinner with their host family. If they go out after dinner, they need to be home by 23.00 hours at the latest.

If a student under 18 wishes to stay away overnight or travel outside the Bournemouth area, the school must receive a signed permission form from the student's parent/guardian, with a copy of their passport, to confirm their identity and authority. The school will let you know if we have received this permission form and if we have agreed these arrangements.

ATTENDANCE

Students under 18 must attend school every day. Absences will be followed up, and you will receive a phone call from Anglo-Continental if your student does not attend lessons, compulsory activities or excursions. Students who continue to be late or absent for 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 potential expulsion. If your student is unwell it is the responsibility of the host family to let the school know and confirm that the student is at home unwell.

All students must return home for dinner.

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

Vacation and General English Programme

V / A / X / G - courses:

16 and 17 year-old students



TIMETABLE Vacation students

If your student is on a V-course, a timetable will be emailed to you every week and it will include detailed information on the type of activities scheduled for the following week and their timings. Please see example Young Learner timetable on page 10 as the Vacation students have a similar timetable.

All Other Courses

Afternoon activities are offered to students aged 16-17, and 18+ but these are not compulsory. Please see example for month of July.

ACTIVITIES PROGRAMME					July 2024					Anglo-Continental					
MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY							
01	 Games Social	02	 Boxercise or T Shirt Painting	03	 Board Games	04	 Volleyball or Plant Design	05	 Beach Picnic						
08	 Bingo	09	 Dodgeball Tournament or Bracelets	10	 Movie Trivia	11	 Table Football Tournament or Diffuser Making	12	 Mini Golf						
15	 Democracy and National Unity Day	16	 Boot Camp or Origami	17	 Is It Cake?	18	 Football or Egg Parachutes	19	 British High Tea						
22	 Sports Trivia	23	 Badminton or Bath Bombs	24	 Games Social	25	 Beach Games or Giving Back	26	 Axe Throwing						
29	 Table Tennis Tournament	30	 Football or Baking	31	 Games Social										
Please visit Reception for more activity information, times, etc						Some activities can change due to bad weather or popularity						Speak with Luke or email him at lfletcher@anglo-continental.com if you have any questions		Please see daily posters in the restaurant for times and locations of each activity	

Please see daily posters in the restaurant for times and locations of each activity

Speak with Luke or email him at lfletcher@anglo-continental.com if you have any questions

Some activities can change due to bad weather or popularity

Visit www.anglo-continental.com/timetable For a digital copy

Please visit Reception for more activity information, times, etc

My role as a Homestay Family / Legal Requirements & Obligations



Gas Safety Regulations

When hosting a student, you are accepting full responsibility for arranging maintenance by a Gas Safe Registered engineer for all work carried out on boilers, gas appliances and flues. This is a legal requirement for all families hosting international students.

Without a current, valid **Landlord/Homeowner 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/Homeowner Gas Safety Certificate in order for them to host students.

Confirmation of annual boiler insurance/service plans cannot be accepted in place of a Landlord/Gas Safety Certificate.

Smoke and Carbon Monoxide Alarm Regulations

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

Fire Escape Plan and Risk Assessment

In the event of a fire, all homestay families must ensure that they have in place a written **Fire Escape Plan** for their home. Anglo-Continental will provide a template form for this. One copy must be given to Anglo-Continental to be kept on file and one copy must be kept by the homestay family in the student room(s). 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 on an annual basis. A **Risk Assessment** form must be filled out and supplied to Anglo-Continental. Anglo-Continental will also provide a template form for this.



The Homestay and Cleanliness

The students must be allowed to use 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, futons and sofa beds are not acceptable; **bunk beds are only accepted for students 10-13 years old**) 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). All student rooms must be integral to the home and annexes are not permitted.

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 once every week** and there must be a suitable supply of duvets or blankets available. In some cases, twin or triple rooms may also be required. for students under the age of 18. 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 rates paid to the homestay family include meals as detailed in the Homestay Accommodation Rates of Payment. Meals should be provided as agreed and will offer a varied and well-balanced diet. You should provide a **substantial breakfast** according to the student's requirements and this should include a choice of cereals, toast, fruit and a drink of either juice or tea/coffee. A packed lunch should include two rounds of sandwiches/rolls, fruit or yoghurt, crisps, a chocolate/cereal bar and a drink. The evening meal should consist of two courses with meat/fish, vegetables/salad, rice/potatoes/pasta, and dessert/fruit. However, homestay families are not expected to provide special dietary requirements unless agreed at the time of the booking. A maximum £35 supplement per student will be paid, only if agreed in advance for special diets, e.g. vegan, coeliac, gluten free, lactose free or serious nut allergy, as these diets incur extra costs for buying specialised products.

Homestay Facilities and Services

Conditions for the Provision of Homestay Accommodation



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 (between 06.00 to 22.00 hours.)

Heating

The temperature in the house should be maintained at a warm, comfortable level as 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

A full laundry service is included in the homestay accommodation fees for all students under the age of 18. You cannot charge extra for washing their clothes.

Internet

Please ensure that your internet is available for students. 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.ceopeducation.co.uk/parents



General responsibilities (Homestay Family)

Conditions for the Provision of Homestay Accommodation



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/Guests

The student is asked to respect customs and routines of the household. Similarly, the homestay family is asked to ensure that the student is welcomed as a member of the family, and that the differences in their background are carefully considered. Particular attention should be paid to the requirements of their 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 their understanding of the language and to assist them in immersing in the English way of life.

If English is not the mother tongue of the homestay family, then they must ensure that only English is spoken when the student is at home.

It is at the discretion of the homestay family if students may bring guests to visit or to stay overnight at the family home. Students should be made aware that, in all circumstances, guests are only allowed with the permission of the homestay family.

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. Please contact your Insurance company for further advice.

House Rules

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. Instead, you are asked to explain any essential rules to the student and to allow a degree of flexibility when applying them.

Environmental Policy

Homestay families are expected to prioritise reducing waste by implementing recycling systems and minimising single-use plastics along with operating energy-efficient appliances and practices to conserve resources and lower our carbon footprint.



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 determine 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 our attention 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. **A student aged under 18 must never be placed in a Homestay accommodating students aged over 18 at the same time.**

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.

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 if there is no desk in the student bedroom.

General responsibilities/Overcoming Cultural Differences



Medical Care

Eligible students can receive medical care in the UK through the National Health Service (NHS) if they are from a country that has a reciprocal healthcare agreement with UK; if they are a full-time student studying in the UK for more than 6 months; or if they have paid the Immigration Health Surcharge (IHS) as part of their visa application. The range of NHS services include GP visits, hospital treatment and emergency treatment, however, if not eligible and they are transferred to a ward they might be charged. Anglo Continental strongly advises all students to have travel/health insurance in place prior to arriving in UK.

Students will need their host family to help them to register at their family GP and this should be done when they first arrive. They will need their passport/ID and a letter from the school which they can get from Student Services. If your student is ill or has an accident the homestay family is asked to call 111 or your GP, or if necessary, take them to Bournemouth A&E and notify Anglo-Continental immediately – using the emergency telephone number if out of school hours.

For further information and advice:

<https://www.timeshighereducation.com/student/advice/guide-nhs-international-students-uk>
<https://www.ukcisa.org.uk/Information-Advice/Studying-living-in-the-UK/Health-and-healthcare>

Overcoming Cultural Differences

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

What challenges might the student experience during their stay?

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

What should I do?

- Talk to the student and keep communication open
- Encourage the student to talk about how they are feeling
- Help the student to find interests to become involved in
- Remain patient and understanding
- Encourage the student to talk to the Student Support team at school

Culture Shock

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



Student's Welfare

Conditions for the Provision of Homestay Accommodation

Symptoms of Culture Shock

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

Helping to Overcome Culture Shock

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

Prevent Extremism and Radicalisation

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. 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.

In order to raise awareness of these issues, all host families are sent an email link to the Gov.UK Prevent online training course for host families which is designed to help them understand and mitigate the risks of radicalization and extremism. This training is part of the UK's broader Prevent strategy, which aims to safeguard individuals from being drawn into terrorism. A certificate of completion is automatically generated once you have completed the online course which you are required to email to the school as proof of completion.

The training is crucial for ensuring that host families can provide a safe and supportive environment for the students in their care. The landscape of radicalization and extremism can change, and new threats can emerge. Annual online Prevent training therefore ensures that host families are aware of the latest information and strategies.

If you have any concerns kindly contact the Lead Safeguarding Officer, Jonathan Jeffery on 01202 411813 or the Deputy Lead Safeguarding Officer, Rina Loder on 01202 411834. Alternatively, advice can be sought from Dorset Police on 101 or in an emergency dial 999.

Safeguarding at Home

As best practice it is advisable that no members of the host family should enter a student's bedroom, and on arrival students are informed that bedrooms belonging to any member of the homestay family are out of bounds. Interaction between students and the homestay family should only take place in open communal areas.



Student's Welfare

Conditions for the Provision of Homestay Accommodation

Safeguarding Guidelines

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

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

Physical – physical abuse can sometimes be difficult to spot as the victim is often embarrassed of any bruising/marks on his or her body and may seek to hide these signs; Giving children alcohol or inappropriate drugs is also termed as physical abuse;

Sexual – this is the most recognised category and also covers any pornographic-related offences, along with grooming. Homestay families should be aware of the dangers of social networking sites on the internet;

Neglect – this involves a failure to provide warmth, food, clothing, appropriate medical care and protection from physical harm;

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

Bullying – deliberate, hurtful behaviour, which can be verbal, physical or written and which can be difficult for those being bullied to defend themselves against. It can be covert and very subtle;

Discriminatory – abuse motivated by discriminatory attitudes towards race, religion, gender, disability or cultural background.

If a student discloses that he or she is being or has been abused, you have a legal duty to pass this information on and in these circumstances, you cannot be bound by confidentiality. **YOU MUST TAKE ACTION.** Listen carefully to what the student is saying and remain calm. Only ask questions to clarify what is being said. Tell the student that they are doing the right thing by disclosing this information and reassure them that this will only be passed on to people that need to know, and that you must now contact Anglo Continental. If this occurs during office hours (Monday to Friday 08:30 to 16:30) ask to speak to the Lead Safeguarding Officer, Jonathan Jeffery on 01202 411813 or the Deputy Lead Safeguarding Officer, Rina Loder, on 01202 411834. If the incident happens outside of office hours, then you must contact the Anglo Continental Emergency Telephone (see page 15). You will be asked to write a short report on the main points including details of the incident using the student's own words as far as possible, and noting information on dates, times and places.

In order to raise awareness of these issues, all host families are sent an email link to the Accreditation UK Online Safeguarding Training course which they are asked to complete and submit a certificate to the school as proof of completion. The training course is specifically designed for hosts working with UK language centres and provides an understanding of safeguarding and the steps needed to protect children and vulnerable adults. This training must be refreshed on an annual basis to ensure everyone is up to date with the latest practices and policies.

Booking Procedures and Payment

Conditions for the Provision of Homestay Accommodation



Booking

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

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

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, you should expect the student to arrive at any time that day.

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 alternative 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 students 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 postpones their course start date

2. a student curtails their stay and leaves with or without notice.

In these circumstances, **the school is not 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.

Booking Procedures and Payment



Conditions for the Provision of Homestay Accommodation

Early Arrival/Late Departure

If a student arrives at your homestay 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, then 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. 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 before their scheduled departure transfer. The student can be asked to clear and vacate their bedroom if the 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 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 during a student's stay, it is important that Anglo-Continental is advised so that arrangement can be made to take care of the student. Anglo-Continental reserves the right to cancel the reservation and cease payment without notice.

Christmas Holidays

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

Method of Payment

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

We 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.



Contact us for rates



HOMESTAY REGISTRATION CONDITIONS

Placement of Students

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

Homestay registration can only be completed upon the receipt of all the necessary documents (as listed on the Homestay Application form) and upon the receipt of 2 references. If we do not receive all the necessary documents plus 2 references then your homestay profile will be marked as "Pending".

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

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 partner staying overnight.

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. Homestay families should regularly check Anglo-Continental's website for any updates to our Homestay Conditions.

Reviews

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

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

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

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

Data Protection Act 1998

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

GDPR

In order to comply with GDPR regulations, 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 2025 until further notice. Anglo-Continental reserves the right to make changes to these conditions without prior notification.

COVID-19 Policy

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





Disclosure and Barring Service (DBS) and Police Checks

The Disclosure and Barring Service (DBS) merged 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 by barring individuals who are unsuitable to engage in regulated activities with children. Homestay families providing accommodation for international students under 18 years of age are classified as providing a regulated activity and so must be checked by the DBS to ensure that they are suitable homestay families.

The main care giver of the homestay family must have a current and valid, Anglo-Continental, Enhanced DBS check in place prior to students under the age of 18 being placed with them. An informative email with application form will be sent to you and you will be invited to the school to submit the application online and to provide three original documents (as specified in the application form) to verify your ID and address. These will be scanned and kept securely online in accordance with Data Protection. You will also be asked to sign a consent form and to verify the information that you have given is true and accurate. Each DBS costs approximately £55 which is paid for by Anglo-Continental and is valid for 3 years.*

On an annual basis each homestay resident over the age of 16 is also required to complete and sign the 'Declaration Regarding Suitability to Foster Children Privately (Children Act 1989 IX)' which annually self-certifies that you and the members of your homestay family over the age of 16 do not have any convictions against children.

It is imperative that you let us know of any changes in your circumstances which might impact you hosting a student under the age of 18, eg a new police conviction, or a new lodger or a new partner staying overnight.

Further information on the Disclosure and Barring Scheme can be found on the government website:

www.homeoffice.gov.uk

* If you do not host students under 18 years of age for Anglo-Continental within 3 years, then you might be required to reimburse the cost of the DBS application.

* If you have made any mistakes on your DBS application which warrants the application to not be processed but charged for, then we may have to pass this charge to you.

A woman with dark hair tied back, wearing a teal cardigan over a white top, is smiling and looking down at a young woman. The young woman, with light brown hair, is wearing a pink t-shirt and a blue beaded bracelet, and is also smiling while looking at an open book on the table. On the table, there is a plate with two round breads topped with red jam, a small white bowl of jam, and a glass of orange juice. In the background, a shelf filled with colorful books or folders is visible.

INTRODUCE A FRIEND
AND EARN:

£80

If you introduce a new homestay family to us, we will **credit your account with £80**, once they have successfully hosted their first student from us.

Contact us for further details:

01202 411800 or **01202 411858**

www.anglo-continental.com



Notes

[illegible]



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

Telephone: (GB Code) + 1202 411 858

Email: ACSEaccom@anglo-continental.com

www.anglo-continental.com

Emergency telephone number: 07831613193

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.