

INFORMATION FOR HOST FAMILIES



This guide is to assist you in creating a friendly, family atmosphere with your students. It also helps to set out the guidelines of what the student will expect when staying with you. It should also answer any questions you may have about accepting foreign students as paying guests in your family. If you have any other questions please do not hesitate to contact the school.

International students who opt for homestay accommodation rather than a student residence do so because they wish to be welcomed as part of the family and experience the British way of life. Conversation with the family is a vital part of their learning process and chatting to your student regularly will dramatically improve their English skills and help them feel at home. As a host, please endeavour to communicate with your student as often as you can.

For many students, this may be the first time away from home and they may suffer from homesickness. Providing a friendly and secure environment is a vital part of helping them overcome this feeling.

Visitors book

As a host of international students, you are legally obliged to keep a Visitor's book detailing the student's name, home address, the period of their stay, passport or registration document number and a forwarding address. You are required to keep this information for 12 months.

1. Reservations

- a. Our Accommodation Officer will contact you with details of the student(s) that we wish to book in with you. Once you have agreed, our Officer will then send you confirmation. Most students will book a single room but occasionally, we have bookings for twin room.
- b. If you need to cancel a booking please contact us as soon as possible so that we can inform the student prior to their departure from their country.
- c. Our students expect that there will be no other student of the same mother tongue at your home, unless by special request. Please inform us of any other students you may have from other schools.

2. Arrival

It is important to welcome the student into your home as a member of the family. The student should be treated with the same kindness, respect, but also the same discipline, as you would show to your own children.

- a. Accommodation is usually reserved from either Saturday to Saturday or Sunday to Sunday, depending on the arrival date of the student. Occasionally, students arrive on different days due to flights and in such cases our Accommodation Officer will notify you of this.
- b. When the school is notified of the arrival time of the student, we shall notify the host family. All students who do not arrange airport transfers with the school are asked to contact their host families directly to advise them of their arrival time.
- c. Students are expected to go to school at 9am on their first day. If a student does not arrive on the scheduled date, please contact the Accommodation Officer on the Monday morning.
- d. Students need to become familiar with the house rules and normal daily routines as soon as possible. Explaining things right at the very beginning prevents misunderstandings occurring. When your student arrives, let them know what time you usually have dinner.
- e. Most students like to bring friends home and it is best to make clear arrangements with your student at the beginning of their stay with regards to visitors.
- f. Students will probably enjoy accompanying your family on outings. Most appreciate the chance to meet English people on social occasions.
- g. Your student will be expected to come and go independently. However, on their first day, it would be useful for students to know where to catch their bus if required, or how to get to the school on foot. All students are given a map of Bournemouth on their first day at school. Please show them where your house is on the map.
- h. Make sure your students tell you if they are going away for a night or a weekend.

3. Accommodation

- a. Half board accommodation consists of bed, breakfast and evening meal every day, and lunch at weekends. Mealtimes can help building a strong relationship with your student. Sharing family time together over home-cooked food is the ideal way to make your student feel part of the family unit. Students should let you know in advance if they won't be returning home to eat in the evening or will be arriving back later than usual. It is advisory to ask your student if they have any special dietary needs for religious or medical reasons as they do not always tell the school.
- b. The majority of our students request single room accommodation and therefore, unless we inform you otherwise, students must not be asked to share a room.
- c. Each bedroom must be adequately furnished with a wardrobe, a desk or table for the students to do their homework, an upright chair, a mirror and sufficient light for studying. Clean linen should be provided weekly at no extra charge. If there is no desk in the student's bedroom, they will need to have access to a table and somewhere quiet for studying somewhere else in the house.
- d. A daily bath or shower should be available to the student. Ask your student to leave the bathroom clean and tidy after use. Please make sure that female students are told about arrangements for the disposal of sanitary towels; often they are too shy or lack the vocabulary to ask. As a host, you may well come across behaviour that you consider strange or unusual. If there is anything unusual in the personal hygiene regime of your student, it is best to try to deal with it in an open and mutually respectful way.
- e. Practice differs around the world on many things which we take for granted. For example, some students may be shocked to find that household pets have access to most areas of the house including the kitchen.
- f. Sufficient heating should be in the bedroom bearing in mind that most students find England colder than their countries. An extra blanket should be made available for the student's use. Please warn your student about the hazards of using gas and electric fires.
- g. Students should be treated by their host as a full member of the household, eating together and sharing the common living areas.

4. Laundry

We do ask that you provide at least one wash per week. Any extra you may make a small charge.

5. Keys

All students over the age of 16 should be provided with a key. The school is not responsible for any loss of keys or any subsequent costs due to loss of keys.

6. Telephone & use of the internet

- a. The school is in no way responsible for any calls made by the student. We strongly recommend that rules governing the use of the telephone are explained to the student upon their arrival.
- b. Regarding the use of the internet, we also advise you to discuss it with them in advance to avoid any misunderstandings about when and how often they can use it.
- c. Parental control setting: If hosting students who are under 18 years old, the internet access should be limited to age appropriate content.

7. Insurance

The school cannot accept liability for any loss or damage caused by the student. We therefore advise you to ensure that you are fully covered by your home and contents insurance.

8. Payment

Payment is made by bank transfer one week after the student's arrival and every two weeks thereafter.

9. Change of Accommodation

- a. If a student wishes to change their accommodation the school will notify the host family as soon as possible. In such cases, one week's notice must be given. In certain circumstances, it may be agreed between the school and the host family to waive the notice.
- b. If a host family must be absent from the home for one or more nights the school must be informed immediately.

10. Limits of agreement

In the unlikely event that a student cancels their stay at United World, we cannot accept any financial responsibility. We will, however, endeavour to replace the student at the earliest opportunity.

Please bear in mind that we require at least 7 days' notice should you wish to cancel a booking with us.

11. Action in the event of non-illness or accident

If your student has a non emergency illness/accident and need medical help, dial 111. The NHS 111 team will ask you questions to assess their symptoms and give you the health care advice they need or direct you to the right local service. If you feel it necessary, you can call your own doctor.

If your student should be involved in any emergency services or with the police, please advise United World as soon as possible.

12. Medical/dental treatment

Any student staying in the UK for longer than six months can register with a doctor. Students can get a list of doctors in the local area at school. The surgery will require a letter to prove their address in the United Kingdom; this can be obtained from the school reception.

Students studying in Britain for less than six months who are not nationals of an EU country or a country which has a reciprocal health agreement with Britain have to pay for NHS treatment except in the case of out-patient emergency treatment or treatment for an infectious disease.

If a student needs a dentist, you should tell them that they will be expected to pay for treatment. They can either use your dentist or get some other contacts from the school.

13. Safety in the home

Please explain to your students details of any special safety rules you have in your household. Use of electrical equipment and any room heaters should be explained carefully, as should fire precautions. We recommend the installation of smoke alarms if you do not already have them.

14. Change of details

Please remember to let us know about any change in domestic circumstances – such as marital status, new children or pets.

15. Attendance

Students are expected to attend the school Monday to Friday. Your student is responsible for getting themselves up and ready for school every day. If your student is unwell, they are expected to telephone us in the morning before their class starts.

Poor attendance may lead to disciplinary action being taken and their end of course certificate may be withheld.

16. Gas safety regulations

Hosts providing accommodation to students are classified as landlords/landladies under the Gas Safety Regulations (installation and use) 1994 and Amendments 1996. Consequently, providing a room for a student means that you must conform to the Regulations by ensuring all gas appliances (including boilers and central heating systems) are completely safe. This involves obtaining a Gas Safety Certificate through inspection by an installer approved by gas Safe. This must be shown to United World on request.

17. Emergency

United World has the following emergency contact number: **07982694484**

It can be used by you or by the student in the event of a genuine emergency. If a medical emergency arises, contact the emergency services or your doctor before you contact the school as they will be of greater assistance in the first instance.

Please also make sure you swap telephone number (mobile and landline) with your student.

By accepting a student from United World into your household you agree to abide by these terms.

Hosting students under 18 years old

By law, under 18s are considered minors and not adults. Therefore, please be aware of the following points:

CURFEW

They must be home by 22.30. If they request to stay out later, please check with the school if it has been authorised by their parents.

Students aged under the age of 16 may be given an earlier curfew time by their parents and yourself.

KEY

No student aged under 16 must be issued with their own house key.

OVERNIGHT SUPERVISION

An adult must be at home overnight.

WHAT TO DO IF THEY DON'T COME HOME?

Please call the school emergency number on 07982694484.

HALF/FULL BOARD

Occasionally, under 18s may require full board. Should this be the case, the school will notify you at the time of the booking.

USE OF BICYCLES

Children under 16 will need to have their parents' written permission to use a bicycle. If your student has a bicycle, it would be very helpful to explain to them that they should be acquainted with the British Highway Code.

HOSTING UNDER 16s

If you are hosting students under the age of 16, there should be no other students in the house who are over 18 years old.

SUITABILITY CHECKS

The main carer in a host family hosting students under the age of 18 must have a current enhanced DBS (Disclosure and Barring Service) check. If you are hosting or wish to host under 18s, please complete the DBS form included in your host family pack. The school will cover the cost of the first check.

Hosting Students from the Middle East

A number of our students come from Middle Eastern countries such as Libya, Saudi Arabia and Oman. We aim to encourage mutual understanding between our cultures and give our Muslim students as much information as possible about the British way of life prior to their arrival.

If you are hosting a Muslim student, please be aware of the following cultural and religious requirements:

Muslims are not accustomed to having pets, especially dogs. A dog in a Muslim home is extremely rare.

Muslims do not eat pork or any pork products (including pork gelatine).

Some Muslim students will eat only Halal meat and will not eat food containing alcohol.

During the celebration of Ramadan, Muslims do not eat from first light to sunset.

Some Muslims may pray up to five times a day, which involves washing; please ask your students to leave the bathroom tidy after this.

We recommend having a chat to your student when they arrive about your and their expectations. This should avoid any misunderstandings and ensure an enjoyable experience for both parties.

Safeguarding and Child Protection

Policy and Procedure

The purpose of this policy is to:

- protect all learners studying at our school
- enable staff to safeguard and promote the welfare of learners
- encourage a culture which makes our school a safe place in which to learn

Who does this policy apply to?

The policy applies to everyone working, studying at or visiting our school.

Definitions:

1. **Children** - includes everyone under the age of 18.
2. **Vulnerable Adults** are people aged 18 years or over who may be to protect themselves against significant harm or exploitation.
3. **Staff** – for the purpose of this policy, 'staff' will include all school employees, volunteers, interns, agency staff, contractors, and those who are self employed.

Safeguarding Team

- Designated Safeguarding Lead (DSO): Yvette Iskandarani (DoS)
- Deputy Safeguarding Lead : Severine Lai Tang (Administration Manager and Welfare Officer)
- Safeguarding Officer : Richard Beech (Teacher)

Policy Statement for the Safeguarding of Young People and Vulnerable Adults

- United World recognises that young people and vulnerable adults have a fundamental right to be protected from harm, exploitation and discrimination.
- We understand that students cannot learn effectively unless they feel safe.
- United World will provide an environment that promotes equality, self-confidence, worth and the knowledge that students' concerns are listened to and acted upon.
- The school is committed to ensuring that best practice is adopted when working with all young people and vulnerable adults, offering support and protection, and accepts that it has a legal and moral responsibility to implement procedures to fulfil its duty of care, to safeguard their wellbeing and to protect them from abuse.
- We will ensure that all staff understand the importance of working in partnership with students, their parents / guardians, host families and others in order to promote and safeguard the welfare of all students.
- United World will follow the Local Safeguarding Children's Board (LSCB) inter-agency procedures and legislative and statutory guidance.
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Why do we need this policy?

What is Safeguarding?

The two key principles of Safeguarding are:

- Safeguarding is everyone's responsibility – for services to be effective, each profession and organisation should play their full part.
- A student-centred approach – for services to be effective, they should be based on a clear understanding of the needs and views of students.

Safeguarding and promoting the welfare of children is defined as protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes. Where a child is suffering significant harm, or is likely to do so, action should be taken to protect that child.

We also recognise that we have a statutory and moral duty to promote and safeguard the welfare of vulnerable adults studying at United World.

DEFINITION OF ABUSE

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Physical abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. (FII or Munchausen's syndrome by proxy)

FGM-Female Genital Mutilation

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision. Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence.

Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and

limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Forced Marriage

Forced marriage is one in which one or both spouses do not consent to the marriage but are coerced into it. A person faces physical pressure to marry (eg threats, physical violence or sexual violence) or emotional and psychological pressure (eg if you're made to feel like you're bringing shame on your family). Forced marriage is a criminal offence and can now carry up to a 7 year prison sentence.

Sexual abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve Physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing and shelter (including exclusion from home or abandonment), protect a child from physical and emotional harm or danger, ensure adequate supervision (including the use of inadequate care-givers), or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Bullying

Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.

Bullying that happens online, using social networks, games and mobile phones, is often called cyberbullying. A child can feel like there's no escape because it can happen wherever they are, at any time of the day or night.

Prevent

The Counter Terrorism and Security Act 2015 has introduced the Prevent Duty for various bodies including all FE colleges, adult education providers and independent learning providers. Language schools are considered a 'soft target' and as part of our Safeguarding Policy, we have a duty to inform homestay providers about the Prevent Duty, give some information and show where more information can be found.

What is the Prevent Duty?

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies (listed in Schedule 3 of the Act), to have "due regards to the need to prevent people from being drawing into terrorism.

- ⦿ Prevent is part of the UK counter terrorism strategy.
- ⦿ 'Prevent looks at understanding how individuals become radicalised.'
- ⦿ The idea of prevent is to try to intervene during this process (being radicalised) and stop someone becoming a terrorist or supporting violent extremist activity.

What is Extremism?

The government has defined extremism in the Prevent Duty as: "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs". This also includes calls for death of the members of the British armed forces as well as far right extremist groups.

What this means for schools

This means that as an independent learning provider, as part of our school/staff safeguarding, we have had training on how we can identify children and vulnerable adults who may be drawn into extremism or are in danger of being radicalised. (If you are involved in working with children or young adults, you will probably already have had some sort of training).

There is an online course which takes approximately 15 minutes to complete. It contains information about how to recognise who may be vulnerable and may be subject to being radicalised or drawn into terrorism.

Homestays have a duty to follow Prevent guidelines. Therefore, we require you to do the online course by using the link below and email us a copy of the certificate once you have done it.

http://course.ncalt.com/Channel_General_Awareness/01/index.html

Should you have questions or concerns, please contact our Prevent Lead Yvette or Severine on the usual telephone number or email.



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