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Homestay Handbook

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I. Introduction

This handbook has been produced to give a friendly guide on what you can expect and what is expected of you as a Homestay to our students.

The Homestay experience plays a very important part in the success of a student's programme, as it helps and encourages them to develop their social and language skills as well as to learn about another culture. As such you are providing a very important service to our students, their families and the College.

You will be visited by our Accommodation Manager or nominee, who will be looking for:

- Warm, comfortable, safe and hygienic conditions conducive to study and relaxation.
- Reassurance that you can develop a positive relationship between you and the students.
- Reassurance that you will monitor and promote the student's welfare.
- Commitment to adhering to the College's code of conduct.

The role of a homestay and the relationships with students can be a delicate one on both sides with a responsibility on both parties to understand and respect some cultural differences.

We hope to provide you with the support necessary to make hosting our students as enjoyable and rewarding as possible.

There are conditions and legal requirements for homestays to comply with before they can host students. Please read this handbook carefully and ensure you can comply with all the requirements before signing this and submitting the Application.

In order to be eligible to host students, all completed forms must be returned to the Accommodation Administrator and a full Disclosure and barring service (DBS) check carried out on **all** 18+ residents in the household.

2. Contact us

The Accommodation team is available to assist you with any issues regarding your student.

By Post:

Accommodation Administrator
Cambridge Melchior College
50 Church Street
Willingham
CB24 5HT

In Person: By appointment (address above)

By Telephone: 01954 261 020

(Monday–Friday, 08:30am–5:00pm)

EMERGENCY ONLY MOBILE: 07851 491604

(Monday-Friday 5.00pm–08.30am, Friday 5.00pm–Monday 08.30am)

By Email: accommodation@cambridgemelchiorcollege.org

3. Hosting Students

The experience of living in an English-speaking home is a very important part of our students' lives whilst they are studying with us we take great care when matching individual students to hosts and aim to provide a good service to both our homestay providers and to our students.

Parents often choose homestay accommodation because it offers safety, and a 'home away from home' in a family atmosphere, where students can practice another language, learn about another culture, and be treated as one of the family.

When your student first arrives at your home it is therefore important to be welcoming and understanding, as staying in an unfamiliar environment can be an anxious time for a young person whose family lives many thousands of miles away. So although students will sometimes spend time in their room working or playing, access to your living areas to watch TV, chat with your family or relax is invaluable.

Please fully read the homestay code of conduct (Appendix A) which is intended to ensure that students receive the services and support they need.

We cannot accept hosts if they do not comply with this code of conduct and we will withdraw existing hosts from our database and our students from that accommodation, if these codes of conduct are not met.

4. How we select our hosts

When you apply to host our students, we will arrange to visit you at home to assess the accommodation you have available and to discuss what will be required of you. We will also take photos of your home for our homestay files and will ask you to sign a Homestay Agreement. The person signing the agreement should:

- be aged 18+
- Be the property owner or lease holder
- be a native or fluent speaker of English
- be the person most responsible for communication with students and the College during the students' stay
- ensure that all adults (aged 18+) in the home are DBS checked by CMC
- be able to demonstrate to our Accommodation Manager or nominee that they are able to host students competently

Your first home visit gives us the opportunity to meet all members of the household, discuss the many different aspects of looking after an international student and to get your thoughts about hosting. We will ask you for your preferences and obtain bank details for your payments.

Following our visit, we will undertake a criminal records check through the DBS (Disclosures and Barring Service). Please refer to item 14.3

Information about you and your accommodation will be entered into our Homestay Management system and used to match you with available students.

Please get in touch with us whenever you require help or advice, and especially when:

- The availability of your room(s) change
- Your facilities change in any way
- Your contact details change
- When any permanent resident turns 18 or an additional adult becomes a resident.

Where a homestay is approved for registration the family is notified by letter. If the homestay is not approved for registration the family will be notified by letter, the letter will outline the reasons for homestay not being registered as a host.

5. How we book a student with you

When we receive a student booking, we search our database of hosts and select what we consider to be the most suitable "match". This will be based on location, agent requirements, student and host preferences, host availability and host facilities. We will then:

1. Telephone or email you to confirm that you are prepared to accept the student for the dates requested
2. Email you a booking confirmation letter, giving full details of the student/booking.
3. Confirm your accommodation details to the student(s).
4. Confirm the student's approximate arrival time.

Booking confirmation documents are finalised bookings: please do not accept bookings if you are not sure that you can honour them.

If for any reason you must cancel the booking, you must notify the Accommodation Administrator no less than **one week** before the students' arrival, unless there are exceptional circumstances, to allow time for suitable relocation arrangements.

If the student cancels their booking prior to arrival, the Accommodation Administrator will notify you as soon as this information is known. Payment cannot be given for students who do not arrive

6. Holidays and availability

All Hosts must complete the attached availability form to help us pair them with a suitable student. Should your availability change for any reason you must notify the Accommodation Administrator as soon as possible.

In the case of Adult Students staying for 3 months or more the Host may take holiday provided the Host notifies the College's Accommodation Administrator and the students at least 4 weeks in advance. The Host must ensure that a trusted friend, neighbour or family member is able to care for the students and provide meals in the Host's absence. If no-one is available to care for the students, or if a student feels uncomfortable being in the home whilst the Host is away, a student may be moved to a different Host (either temporarily or permanently depending on the student's preference) without compensation to the Host.

Please note that Students Under the age of 18 will be moved to a different Host during the stipulated holiday period without compensation to the Host.

7. Cancellation or postponement by students

Occasionally students cancel or postpone programmes and accommodation at short notice. The College will endeavour to provide as much advance warning of such circumstances as is possible. However, advance notice is not always possible as in some cases the College is not aware of cancelled or postponed bookings until after the anticipated arrival date. The College will always endeavour to replace the cancelled or postponed student with another suitable booking, however the College is not liable to make any remuneration to the Homestay where it is unable to replace a student.

8. Termination by Students

Students may terminate or shorten the length of their stay provided they give the College not less than one week's notice. In exceptional circumstances (Extraordinary Termination – see below) where agreed with the College's Accommodation Manager, the student may terminate sooner.

9. Extraordinary Termination

If any student assigned to a Homestay by the College requests reassignment due to a breach by the Homestay of any terms of this Handbook and/ or if any exceptional circumstances arise (as determined by the College) the College may terminate the booking immediately without notice or obligation.

If the Homestay wishes to reassign a student, a valid reason must be offered and at least one-week notice given to allow time for suitable relocation.

10. Cancellation by the Host

The Host is required to give as much notice as possible (a minimum of 2 weeks) prior to the student's arrival if they are no longer available to accept a student booking to allow time for suitable relocation.

11. Extension

Students are required to leave the Homestay accommodation on the departure date given by the College. The College is not liable for payments to hosts for any extended period not previously booked through the College.

12. Payment

A payment schedule will be included in your booking confirmation. Payments are generally made **one week in arrears**, after the student arrives. Payment will be made directly into your bank account. It is your responsibility to inform CMC of any changes to your bank details. CMC cannot be held responsible for any missed payment due to bank errors or a change in details not being communicated to CMC in a timely manner.

13. Annual Visits

CMC visits all hosts at their accommodation at least once a year to note any changes and discuss any questions hosts may have. The Accommodation Manager or nominee will book the annual re-inspection visit at the initial inspection. The Homestay Administrator will contact you to confirm the appointment. If we are unable to arrange an appointment with you and your visit becomes overdue by more than a month, it will not be possible for CMC to offer any further students until a visit has been completed. Annual re-inspection visits take around 40 minutes and hosts will be asked to provide the following:

- An up to date gas safety certificate
- A demonstration that smoke detectors are functioning
- Access to all areas that students are permitted to use
- Photos of all rooms that students are able to use
- Host declaration of all adults (aged 18 or over) staying in the home

In order to maintain standards and adhere to national regulations, it is necessary for CMC to be inspected every 12 – 24 months by external organisations. Inspectors randomly select accommodation to visit and give CMC 24 hours' notice before visits take place. We do all we can to give selected hosts the maximum advance notice of these inspections.

14. Your responsibilities as a Host Family

We require that our students' accommodation is appropriate, safe and comfortable. Students should be offered appropriate meals and refreshments, and a home environment in which it is possible for them to carry out their English studies properly. We also expect our hosts to:

- Establish a positive relationship between the host family and the student
- Ensure a positive experience.
- Monitor and promote the students' welfare.
- Make the student feel welcome and treat them as a member of the family.
- Speak English at all times.
- Adhere to the College's code of conduct for homestay provides.

14.1 Insurance for you, your home and possessions

CMC cannot be held liable for damage to your home and possessions. It is essential you inform your buildings and contents insurers that you are acting as a host family with paying guests. If you fail to do so your insurance may be invalidated.

14.2 Documentation & Legal Requirements

The following list of requirements must be completed and evidence of completion must be provided and processed by the College prior to hosting CMC students.

1. A completed DBS form for all members of the household over the age of 18 years. Guidance on how to complete a DBS form can be found below.
2. A valid Gas Safety Certificate annually
3. All electrical equipment must carry the C.E. symbol
4. All soft furnishings e.g. beds, headboards must comply with Furniture and Furnishing (Fire Safety Regulations 1988)

14.3 On-going Responsibilities

As part of your on-going responsibilities you have also agreed to:

- Ensure that there is an operational smoke detector in your home for the duration of any student booking.
- Install a fire blanket in your kitchen.
- Inform students of what to do in the event of a fire (Appendix E)
- Ensure that all electrical equipment carries the CE symbol.
- Ensure that all soft furnishings e.g. beds, headboards must comply with Furniture and Furnishing (Fire Safety Regulations 1988)

14.4 Completing a DBS form

The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) have merged to become the Disclosure and Barring Service (DBS). CRB checks are now called DBS checks. A DBS certificate reveals details of any criminal convictions, cautions, reprimands and warnings the applicant may have received.

The safety of our students is paramount and your acceptance as a host is dependent on you obtaining a satisfactory Enhanced DBS check. The College will pay the application fees for this check.

We cannot place any student with you until we have a copy of a satisfactory DBS certificate. The original certificate will be sent to **your** home address. It is your responsibility to provide a copy of your DBS certificate

Please note that we cannot place any students with you until you have supplied us with your DBS certificate once you have received it through the post.

Please be assured that the disclosure information received by the college is kept securely stored and is only available to those who need to have access to the information in the course of their duties.

It is a requirement that you must inform the College of any changes concerning people living in the home, e.g a new police conviction, a son/daughter reaching their 18th birthday, an adult lodger starting to live in the home or a new partner staying overnight.

It is important the DBS form is completed correctly and the following points will guide you.

When completing the digital version of the DBS form:

- You will receive an automated email containing your login details and a link to the UK umbrella log-in page to enable you to complete your online application.
- Logging in will take you directly to the online application form. A Frequently Asked Questions (FAQ) guidance page is also available via the menu on the left hand side of the window.
- Your name as well as CMC details will already be entered. If these details are incorrect, you should contact the college.
- Once you have submitted the form, you will receive an onscreen confirmation and email.

When completing the paper version of the DBS form:

- Complete the form using BLACK INK
- Use CAPITAL LETTERS when completing the form
- Complete all sections marked in YELLOW
- Write clearly and insert only one character in each box
- Put a line through a mistake and correct it to the right
- Mark choices in the box with a cross (X)
- Keep your signature(s) within the box provided
- Provide all addresses where you have lived in the last 5 years. If you have lived overseas within this period please include these addresses
- To verify your identity, you must provide ORIGINAL DOCUMENTS only
- At least 1 document must confirm your CURRENT NAME
- At least 1 document must confirm your DATE OF BIRTH
- At least 1 document must confirm your CURRENT ADDRESS

A list of valid documents suitable to support your application is attached in Appendix 4

14.5 Tax and Social Security

You have a responsibility for checking your own tax liability when being a host family. You should also check whether any benefits you may receive will be affected.

For details on tax regulations, please contact HM Revenue and Customs by telephone (0300 200 330) or online (<http://www.hmrc.gov.uk>).

Guidance on tax free rental income (Rent a Room Scheme) can be found here: <https://www.gov.uk/government/publications/rent-a-room-for-traders-hs223-self-assessment-helpsheet/dgh>

14.6 Being the student's guardian?

Hosts should be aware that taking care of international students, often away from home for the first time, is a significant responsibility.

During the times that you are hosting, your responsibilities are to protect, care for and provide half board and lodging for your student on a day-to-day basis.

All the while, the overall guardianship responsibility remains with CMC, whom you should contact whenever a situation arises in which you are uncertain as to the appropriate action to take. Untoward occurrences, such as hospitalisation, unexplained student absences or other situations effecting student safety, should be reported to CMC immediately.

Specifically, should a student fail to arrive within 2 hours of when you are expecting them, it is your duty to advise us of this matter.

Please remember you are not on your own. If you become aware of any problems, let us know and we will be glad to offer assistance.

14.7 Language

All members of the household should speak English in the home and encourage your student to do so too. Television and films watched in communal rooms should be in English, to assist the student in learning the language. Hosts must speak English in front of students at all times.

14.8 Maximum number of students

No more than 4 students (or other paying guests) should be accommodated in a household at any one time. If you accept students from another school or College please ensure that the combined total of students in your home does not exceed the maximum.

14.9 Religion/Respect/Health/Welfare

It will be important for you to show the following:

- Your capacity to understand the cultural needs and religious beliefs the student may hold and your commitment to supporting the student accordingly.
- Your capacity to ensure that the student receive good health care by way of: nutrition and registering with your local GP and Dentist for long stay students.
- Your capacity to help the student maintain contact with his family and friends and to assist with contact arrangements as required (internet availability).
- You will need to demonstrate that you can meet the student's social, physical, intellectual, emotional and behavioural needs.

14.10 Cultural differences

You should respect your students different cultural backgrounds and be sensitive to their needs. You may wish to research your student's national culture using websites such as <http://www.everyculture.com>.

14.11 The day of arrival

Where possible, students should arrive on Sundays. We will provide you with details of their flights, so you may track the flight arrival time on-line and estimate their time of arrival at your home. Regrettably, there may sometimes be complications with flights and taxis etc

If students arrive late in the evening, please provide them with a meal or snack before they go to bed. Their journey is often very long and tiring and a warm welcome to your home sets the tone for a pleasant and friendly experience. A warm welcome is vital, and goes a long way to ensuring that a student's stay is a happy one!

As soon as possible, please exchange phone numbers with your student so that you can keep in touch during their stay. This is particularly useful when needing to inform each other of changes to meal times or if your student gets lost and needs to contact you for directions when the school is closed.

15. What a student can expect from you

15.1 On the first day of College

Homestay providers are responsible for dropping the student at College on their first morning, showing them landmarks, useful buildings and bus stops on route. If the student needs to take a bus to College, the homestay provider must not only take them to the bus stop on their first day but also meet them there on their return.

15.2 On the last day of College

The Homestay provider is responsible for ensuring students leave their accommodation on the date specified by the College. Hosts must ensure that students bring their luggage and all belongings with them to the college at the specified time ready for their departure.

15.3 Bedroom

The host will ensure that:

- Each student is provided with their own full size single bed in either a single bedroom or in a twin bedroom shared with a student of the same gender. No more than two students will be accommodated in the same bedroom and the student will not be required to share either a single or twin bedroom with any other member of the household;
- No more than four students will be accommodated in any homestay at any one time;
- Under no circumstances will a Homestay place different gender students or other individuals in the same bedroom (unless specifically requested by siblings or married/ non-married couples who are both aged 18 or over and agreed by the College);
- Students should not be accommodated in bunk beds;
- Students have access to the common areas of the house, including the living room and the kitchen;
- Bedrooms are in a proper state of cleanliness and repair;
- Bedrooms have adequate heating and lighting (at no extra cost to the student);
- Bedrooms are equipped with ample drawer, wardrobe space, a rubbish bin, a desk/table and chair for private study. If there is no desk/table in the bedroom, then a special quiet area (study or dining room) needs to be set aside for students where they can study;
- Students must have access to a bathroom in the same way as any member of the household, with use of the bath/shower available on a daily basis, with no restrictions on usage;
- An adequate supply of bed linen and towels is provided which must be changed by the Host on a weekly basis;
- A laundry service is provided (see details below);
- Access to wireless or broadband internet at no extra charge to the student.

15.4 Room cleaning

Some students may not be accustomed to tidying their own rooms or making their own beds. You may have to explain that they must now do these jobs so that you can clean the room properly at intervals. Bed linen and towels are to be changed weekly.

Students sometimes feel uncomfortable about people going in to their room while they aren't there. We recommend setting a cleaning day and telling your student in advance when you plan to enter their room.

15.5 Bathroom

Most students are used to taking at least daily showers. Discuss suitable times for them to use the bathroom, and make sure your student knows how to use the shower (e.g. shower curtain!), toilet facilities, and where to put any rubbish. It may be prudent to suggest a maximum time for a shower — say, 5-7 minutes, as at home they are often used to unlimited hot water. You should ask your student to leave the bathroom clean after use. By the same token it is important that you keep the bathroom clean for your students. Also, if appropriate, make sure you explain the arrangements for disposing of sanitary items.

15.6 Meals

Students must be provided with meals that are appropriate in quantity and quality and are available at a convenient time for both you and them. It is important that you offer to eat meals with your student every day. Meal times are extremely important in many cultures and are an important opportunity for students to converse with English speakers.

It is also important that students should feel able to discuss their meals with you and that you should be willing to adjust them to meet the student's needs (within reason).

Please explain to your students what time you eat dinner, inform them of how and when they should tell you if they do not plan to return home for dinner at that time and explain what will happen if the student is unable to join you for dinner e.g. their food will be in the fridge and they can microwave it on their return.

Please grant reasonable kitchen access to permit students to make drinks and snacks outside of meal times. Please ensure that students know which appliances they are permitted to use and how to use them safely.

Some students have special dietary needs for medical or religious reasons. Middle Eastern students, for example, generally do not eat pork and many students ask for a vegetarian diet. Where we are aware of these dietary requirements we will, of course, let you know in advance and confirm this on your student booking. If we place a student with you and you discover that the student requires a special diet you are unable to offer, please inform us immediately.

Please do not forget to provide your students with:

Breakfast - Teenage students are often ready for a lie -in in the mornings and therefore a late breakfast is common. Although a cooked breakfast (e.g. scrambled or poached eggs) may be highly appreciated, an alternative offer of a combination of fruit, yogurt, cereal, toast and muffins should always be readily available for the student.

Dinner- should ideally be taken with the family, and consist of at least two courses eg. a main course of chicken, fish or red meat with vegetables and a dessert (fresh fruit salad, ice cream or cake)

Snacks - Students should not expect to help themselves and 'snack' in between meals, but encourage them to ask. If hungry (teenagers are often growing fast!) something like biscuit or cake or some fruit should be available. A hot drink and a biscuit before going to bed would be appreciated, especially if the dinner is early. Sometimes, the student's table manners- cause a little concern. Remember, for some of them, they have only just become accustomed to using a knife and fork (they may have only used chopsticks before). Please respect this difficulty and we would also ask you to appreciate that slurping food, talking with mouth full etc is broadly common and acceptable in China, but at the same time try to offer some sensitive guidance if you feel it is necessary.

15.7 Laundry

Hosts are required to do two loads of the students laundry a week, a colour and white wash where necessary. Please let your student know where they can put their laundry and the days you will be washing. All students are responsible for their own ironing (please explain how to use the iron and the appropriate place to do their ironing).

15.8 Internet and telephone Access

Students now expect access to an internet connection, preferably wireless. It is extremely difficult to place students in host families who have no internet access. Students are told not to download large files, such as films, games and music however students should be allowed to use the internet to contact their friends and family via means such as Skype (which enables them to make free calls abroad) or to do academic work. Please discuss any rules for using internet with your student when giving them internet access.

Students should not need to use your telephone landline, although some have pre -payment cards to ring home to their parents. They should always ask for your permission.

15.9 Heating

Adequate heating should be provided in the student's room. Please bear in mind that many students are accustomed to having a warm bedroom throughout the night, and should a student mention they are cold, we would expect hosts to be sympathetic in the provision of extra blankets and/or additional heating. If there are any problems, please consult the College for advice.

16. Hours of study/tutorial/private study

Students are provided with their tutorial and class timetables (you may wish to take a copy of this for your own information). The library is available as a place for private study and research, however students may prefer to study at home during the day outside class lessons.

17. Weekends

Hosts are not expected to take responsibility for the students during the day at weekends and/or Bank Holidays. Programme leaders are requested to ensure there are sufficient activities planned so the students are actively managed by the programme leaders during these periods.

18. What you can expect from the student

Students have guidelines on staying in a Homestay, and although they are paying guests and don't have particular duties or chores, they are expected to be polite and courteous. You should give them friendly guidance on this if required. It is likely that your student will have a lot of College work and possibly revision to do, so they may spend more time in their bedroom than you would expect.

a. Times to be Home

Cambridge Melchior College has guidelines on times to be home when not attending group activities (please see below). If your student goes out, you should always know their plans, return times and exchange telephone numbers. Students are told to always contact their hosts if there is a change to plans. Overnight stays are forbidden (see below).

Curfew times

- **Aged up to 16** - Home by 8:00pm
- **Aged 16-18** - Home by 10:00pm
- **Aged 18+** - Home by agreement

If your student does not come home by their curfew time, try to contact them on their personal mobile phone. Do not immediately call the emergency phone.

If the student has still not come home one hour after their curfew, don't panic! Call the Emergency Phone. **07851 491604**

Students are expected to behave responsibly. If your student regularly comes home late and/or you are concerned about their welfare, please contact the Accommodation Administrator. We will talk to the student (and the parents if necessary)

b. Not Allowed!

- Staying away overnight is forbidden unless permission has been given in advance to the College by the students' parents.

- Friends of students are not allowed to stay with you unless CMC has approved temporary guardianship in advance. This is for legal and insurance reasons.
- Students under the age of 18 are not allowed to smoke or drink alcohol.
- Hair dying, tattoos and body piercing are forbidden.

If you have any other concerns please contact us immediately.

19. Safeguarding

Cambridge Melchior College is committed to taking action to safeguard and promote the safety and welfare of young people and vulnerable adults receiving education at the College. The College also stresses the need for homestays to safeguard themselves. All homestays will be invited and expected to attend a 'safeguarding induction' held at the College before hosting any students.

If you are hosting a student who discloses information about any form of abuse, physical or mental illness, or if they are on medication, the College expects you to contact the College Designated Safeguarding Lead. If you are concerned about inappropriate behaviour by a student you should also contact the College Designated Safeguarding Lead.

20. Minors

The College will not place students under the age of 18 in the same homestay accommodation or room with students aged 18 or over. The only exceptions to this rule are as follows:

- Where students aged 16 or 17 arrive as part of the same group and the parents have consented to their child staying in the same homestay accommodation with an adult student from the same group or their group leader; and
- Where students aged 16 or 17 arrive as part of the same group and the parents of such students have consented to their child staying in the same room as a named student from the same group who is aged 18 or over.

Under no circumstances can a student aged under 16 stay in the same homestay accommodation as Adult Students. The College reserves the right to terminate any booking without notice if a Host is found to be in breach of this condition.

Hosts are requested to inform the accommodation department at time of booking if they are housing another student from another language school who is over 18.

21. Safe practices for homestay hosts

- Hosts should ensure their behaviour remains appropriate at all times including how they dress and use language
- Physical contact should never be secretive, or for gratification of the host or represent misuse of authority
- Intimate care should never be administered
- Hosts are in a position of trust and should never engage in sexual relationships with students or be sexually suggestive
- Hosts should never take any inappropriate photographs of the student

E - Safety

- Hosts should ensure emails and telephone contact with students, including messaging and social networking, is kept on a strictly professional basis
- Hosts should ensure any communication, including digital communication, is transparent and open to scrutiny
- Do not allow students access to your social networking accounts/passwords (e.g. Bebo, My Space, Twitter, Facebook, Instagram)
- Hosts should not be Facebook friends (or other social media) with students
- Hosts should not allow misuse of the internet for the purpose of access to inappropriate material.

22. Data Protection

Please note that we are registered under the Data Protection Act 1998. We confirm the information you provide will be kept confidential and used exclusively for the authorised purpose of accommodation and hosts' administrative support. You have the right to gain access to your own details on request.

23. Emergencies

For help in an emergency, outside office hours, please ring the emergency phone - 07851 491 604.

a. When to use the emergency phone

1. If your student is seriously misbehaving or ill, and you need urgent help.
2. If you realise suddenly that you are unable to host your student.
3. If on arrival day, your student still has not arrived at least 2 hours after their expected time.

b. When NOT to use the emergency phone

1. If it is a matter that can wait until the following working day to be discussed or resolved.
2. To discuss payment issues or to request future student bookings. These questions can only be discussed with the Accommodation Administrator during office hours.

The Emergency Phone is rotated between a team of experienced staff, who are on call specifically to deal with emergencies. Please carefully consider whether your call is an emergency and provide our staff with all necessary details to respond to your problem.

Please be patient and considerate of the person receiving your call and understand that they may also be dealing with multiple other emergencies at the same time.

24. Informing the College of changes

Homestays must inform the College of any changes concerning people living in their home, e.g a new police conviction, their son or daughter reaching their 18th birthday, an adult lodger starting to live in the home or a new partner staying overnight.

25. Feedback

Feedback is just one way in which we maintain and develop our standards both for the students but importantly for the hosts also.

We are able to continually monitor the progress of our students and have sufficient contact time with them to make sure they are happy at College, in work and in the home environment. If any issues arise we do our utmost to keep the homestays informed. We believe this honest and open dialogue helps maintain a positive atmosphere which intern benefits all parties involved.

We encourage the students to create and maintain this same dialogue stream with their homestays. We feel that if they are able to speak openly about any issues which arise with the host directly this is far more beneficial.

We find it is often the case that students are concerned about upsetting their host and come to speak with us about issues first. In this instance a short phone call to you to act as an intermediary will take place. Most of the time we are able to move forward having resolved the issue.

We collect and maintain a database of questionnaires from both Hosts and students. We will inform you of any issues and will discuss any comments and any rectification actions for future students that help you in becoming the best host you can.

This feedback enables the College and Homestays to continually improve the student experience.

Appendix A

Host Family code of conduct

Homestay hosts are expected to:

- Develop positive relationships with Homestay students based on mutual trust and communication
- Acknowledge the uniqueness of each student
- Support and assist students to live comfortably within a foreign environment
- Respect the student's right to privacy while realising that privacy does not equate to isolation
- Acknowledge the significance of culture, customs, language and beliefs in the life of their student and accommodate appropriately for these within the Homestay environment
- Assist, support and nurture where needed or requested, but keeping in mind that a desire to please may be interpreted as interfering by the student
- Encourage the student to speak English as much as possible in your home.

To achieve this desired outcome, the Homestay family will:

- Provide a safe environment which will offer the student positive experiences while living as a member of an English speaking family rather than as a paying guest.
- Provide the student with a private, clean and warm bedroom, good healthy food, laundry facilities and a supportive environment
- Applicable house rules should be explained e.g. what time dinner is, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews and bathroom conduct (you may wish to prepare a list of notes to leave in the students' bedroom)
- Offer sincere interest in the cultural background of the student and be responsive to the cultural differences and beliefs of the Homestay student by allowing them to continue familiar cultural practices without criticism
- Respect the student's need for privacy and allow them space to be alone
- Have a duty of care towards the student
- Provide breakfast and dinner during the week and all three meals on the weekends (unless otherwise stated)
- Only provide single room accommodation. A student is not to share a room with another student nor with a family member, unless specifically requested by the College
- Liaise with the Accommodation Administrator regarding any concerns or difficulties with the student
- Notify the Accommodation Administrator of any change of circumstances in the Homestay household
- Adhere to guidelines and requirements set down in the Handbook
- Provide the student with a balanced and appropriate diet (if applicable)
- Not host another student of the same native language at the same time unless by agreement with the College.
- Provide an environment in which it is possible for the student to carry out his/her studies properly.

I have read and understood the Homestay Handbook and I agree to the conditions described with in it.

Print name:

Signature:

Date:

Appendix B

Availability Form

Please circle any dates you will not be able to host Students

2016

January							February							March							April						
S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
					1	2	1	2	3	4	5	6	6	7	8	9	10	11	12						1	2	
3	4	5	6	7	8	9	7	8	9	10	11	12	13	13	14	15	16	17	18	19	3	4	5	6	7	8	9
10	11	12	13	14	15	16	14	15	16	17	18	19	20	20	21	22	23	24	25	26	10	11	12	13	14	15	16
17	18	19	20	21	22	23	21	22	23	24	25	26	27	27	28	29	30	31	17	18	19	20	21	22	23		
24	25	26	27	28	29	30	28	29						24	25	26	27	28	29	30							
31																											

May							June							July							August						
S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
1	2	3	4	5	6	7				1	2	3	4						1	2	1	2	3	4	5	6	
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
29	30	31	26	27	28	29	30	24	25	26	27	28	29	30	24	25	26	27	28	29	30	28	29	30	31		
													31														

September							October							November							December						
S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
				1	2	3						1		1	2	3	4	5				1	2	3			
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
25	26	27	28	29	30	23	24	25	26	27	28	29	27	28	29	30	25	26	27	28	29	30	31				
							30	31																			

2017

January							February							March							April						
S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
1	2	3	4	5	6	7				1	2	3	4				1	2	3	4							1
8	9	10	11	12	13	14	5	6	7	8	9	10	11	5	6	7	8	9	10	11	2	3	4	5	6	7	8
15	16	17	18	19	20	21	12	13	14	15	16	17	18	12	13	14	15	16	17	18	9	10	11	12	13	14	15
22	23	24	25	26	27	28	19	20	21	22	23	24	25	19	20	21	22	23	24	25	16	17	18	19	20	21	22
29	30	31	26	27	28	26	27	28	29	30	31	26	27	28	29	30	31	23	24	25	26	27	28	29			
																				30							

May							June							July							August						
S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
1	2	3	4	5	6				1	2	3						1	1	2	3	4	5					
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
28	29	30	31	25	26	27	28	29	30	23	24	25	26	27	28	29	23	24	25	26	27	28	29				
													30	31	27	28	29	30	31								

September							October							November							December						
S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
				1	2	1	2	3	4	5	6	7		1	2	3	4				1	2					
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23
24	25	26	27	28	29	30	29	30	31	26	27	28	29	30	26	27	28	29	30	24	25	26	27	28	29	30	
																			31								

Host Family Bank Details

<u>Host family</u>	
Name:	
Address:	

I. Bank Details

ACCOUNT HOLDERS NAME (IN CAPITALS)

--

BANK / BUILDING SOCIETY NAME

--

SORT CODE

		-			-		
--	--	---	--	--	---	--	--

ACCOUNT NUMBER

--	--	--	--	--	--	--	--

BUILDING SOCIETY ROLL NUMBER – FOR SAVING ACCOUNTS ONLY

--	--	--	--	--	--	--	--	--	--	--	--

I AUTHORISE PAYMENT TO BE CREDITED INTO THE ABOVE ACCOUNT

Print Name:

Signed:

Date:

Appendix D

List of valid DBS identity documents:

Can you produce any documents from Group 1?

- YES - 3 documents must be seen. One document from Group 1 plus 2 further documents from Group 1, 2a or 2b; one of which must verify their current address.
- NO – Please ask CMC to call us

List of valid identity documents:

Group 1 – Primary Trusted Identity Credentials

- Current valid Passport (any nationality)
- Biometric Residence Permit (UK)
- Current Driving Licence Photo card (UK/Isle of Man/Channel Islands and EU) (full or provisional) All licences must be valid in line with current DVLA requirements
- Birth Certificate (UK and Channel Islands) - issued at the time of birth. Full or short form acceptable (Photocopies are not acceptable)

Group 2a – Trusted Government/State Issued Documents

- Current UK Driving licence (old style paper version).
- Current Non-UK Photo Driving Licence (Non-UK licences must be valid for 12 months from the date the applicant entered the UK)
- Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars – Photocopies are not acceptable).
- Marriage/Civil Partnership Certificate (UK and Channel Islands).
- Adoption Certificate (UK and Channel Islands).
- HM Forces ID Card (UK).

Group 2b – Financial/Social History Documents

- Mortgage Statement (UK or EEA)** (Non-EEA statements must not be accepted).
- Bank/Building Society Statement (UK or EEA)* (Non-EEA statements must not be accepted).
- Bank/Building Society Account Opening Confirmation Letter (UK).
- Credit Card Statement (UK or EEA)* (Non-EEA statements must not be accepted).
- Financial Statement ** - e.g. pension, endowment, ISA (UK).
- P45/P60 Statement **(UK & Channel Islands).
- Council Tax Statement (UK & Channel Islands). **
- Work Permit/Visa (UK) (UK Residence Permit). **
- Utility Bill (UK)* – Not Mobile Telephone.
- Benefit Statement* - e.g. Child Allowance, Pension. A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)*- e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security.
- EU National ID Card.

Please note:

If a document in the List of Valid Identity Documents is:

Denoted with * - it should be less than three months old.

Denoted with ** - it should be issued within the past 12 months.

Not denoted – it can be more than 12 months old.

Fire Evacuation Procedure

IF YOU DISCOVER A FIRE

Shout **FIRE, FIRE, FIRE!** to warn everyone in the building that there is a fire.

CALL THE FIRE BRIGADE - 999

DO NOT DELAY in summoning the Fire Brigade. Call from a place of safety.

IMPORTANT POINTS TO REMEMBER

- Familiarize yourself with the building.
- **DO NOT** stop to collect personal belongings.
- **DO NOT** open a door if you suspect that there is a fire on the other side.
- **DO NOT** re-enter the building until advised to do so.

Evacuation Procedure ON HEARING THE FIRE ALARM:

- Leave the building quickly and calmly, **DO NOT WAIT TO BE TOLD.**
- **DO NOT** run.
- **DO NOT** attempt to collect personal belongings.
- Use your nearest Fire Exit, (front or back door).
- If you find smoke blocking your route, then go a different way.
- **DO NOT** block the fire exits.
- Move away from the building and keep the entrances clear for the Fire Brigade.
- Once out of the building proceed to a place of safety.
- **DO NOT** go back into the building until you are specifically told to do so by your host or the attending Fire Brigade Officer in-Charge.