



gloucestershire college

# GLOUCESTERSHIRE COLLEGE HOMESTAY GUIDE

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## **OUT OF HOURS EMERGENCY CONTACT**

Gloucestershire College's International Emergency contact number is:

**07976 428525**

This can be used by the student or you outside of office hours, in the event of a genuine emergency only.

Please use the main office numbers: 01242 532007 or 01242 532144  
for contact during office hours:

**Monday to Thursday 8.30am-5pm and Friday 8.30am-4.30pm**

## GLOUCESTERSHIRE COLLEGE

Gloucestershire College has welcomed students from over 35 countries, who come to us to study International Foundation Programmes, short Cultural Programmes, English language courses and academic classes.

In addition, our longstanding Summer School attracts large numbers of students aged twelve to adult who come to us to enjoy morning language classes and a wide range of afternoon and evening leisure activities. This means that July each year is our peak time for securing up to three hundred student beds.

Our international students are fully integrated into college life, with regular activities and excursions organised throughout the year and accommodation is arranged with carefully selected homestay families.

The College is proud of our British Council Accreditation for our International School. Our procedures have been developed in recognition of the high standards expected by the British Council and this booklet reflects current legislation, good practice, and recommendations by English UK, the national association of accredited language centres.



## AN INTERNATIONAL STUDENT IN YOUR HOME

This booklet is designed to help establish the best possible relationship between students and their homestay families. Many thousands of families already offer accommodation to international students throughout Britain. They do it not just for the financial benefit, but because it broadens their experience and is often the start of lifelong friendships.

Students choose this form of accommodation as it provides home comforts, a family atmosphere and an opportunity for them to practise their English and to learn about the British way of life. They are not simply renting a room, but expect to be treated with the same kindness, respect, but also the same discipline, as you would show to your own to your own children. However, students' expectations will vary.

For many students this may be the first time away from home. Their backgrounds will vary and they will have very different ideas of home life. Homestay families

should try to anticipate problems. It is important to give a friendly welcome and introduce all the members of the homestay family to the student as soon as possible after their arrival. Students will be unsure of house rules and normal daily routines. It will be useful to explain your family routine and what is expected of them as early as possible to make the student feel at home.

Please inform us of any other students you may be providing homestay accommodation for from other language schools, colleges or universities so that we can ensure that we comply with Gloucestershire College's students/group booking conditions.

Two students with the same mother tongue cannot be placed together unless this has been specifically requested by the parent(s) of the student or the group leader.

During the summer, we have a greater number of younger students aged between 12-16 years who are here for the Summer School. Their needs will be different and details can be found throughout this guide.

We hope that the Gloucestershire College – Homestay Guide will help to establish a professional relationship between you, your student and Gloucestershire College.

## Homestay Facilities

### The Student's Bedroom

Your student should be provided with their own furnished room, which has good lighting (windowless rooms are not accepted) and adequate heating. The bedroom should have a bed (futon, sofa beds and camp beds are not acceptable), ample drawer and wardrobe space, a securely fixed mirror to the wall, lined curtains or blinds and a fire-proof wastepaper bin. A pin-board would be useful for the display of timetables, posters, etc. The student must also have access to a table and chair either in the bedroom or in another quiet room in the house, such as the dining room, for the student to study or to do their homework.

There must be ample space in the bedroom for the student to keep their possessions and while some storage of the family's possessions is understandable, students should feel like the room belongs to them. Please respect the student's privacy during their stay.

Bed linen and towels should be provided and changed at least once a week. You might find it useful to provide crease resistant bed linen which will withstand the bed's inevitable use as a sofa and a glass/plastic covering which will protect good surfaces.

Electrical plug sockets should also be available for the student to use. Please ask if the student has any electrical equipment and check it for differences in voltage.

Students must not be asked to share a room with another student from Gloucestershire College, with a student from another language school or with a member of the homestay family, unless this is agreed in advance by Gloucestershire College.

Adult students prefer a single room and should not be asked to share unless this has been arranged in advance. There should not be more than two beds to a room.

### Common Areas of the House

Your student should have access to the living room, and other common areas of the house such as the bathroom and the kitchen which should always be kept clean and tidy when hosting a student. These rooms should not be locked.

### Cleaning

Some students may not be accustomed to tidying their own rooms or clothes or making their own beds. You may have to explain that they must now do these jobs for themselves, so that you can clean the room properly. Try to have a regular time for this, preferably when the student is at college.

### Bathroom

A student should have free access to the bathroom in the same way as the family, but you may have to work out a rota for baths and showers and indicate a reasonable timeframe of use to the student. The student should be able to have a daily bath or shower. Ask your student to leave the bathroom clean and tidy after their use; some students may not understand exactly how to use baths and toilets in this country and it may be necessary to explain this in detail, including the disposal of toilet paper down the loo and not in the bin as is the case in some countries.

Women should be informed of the arrangements for the disposal of sanitary towels as they are often too shy or too lacking in vocabulary to ask.

### Heating

The temperature in the house should be maintained at a warm, comfortable level and adequate heating should be provided in the student's room at no extra cost.

Please bear in mind that some students come from warmer climates and may feel cold in temperatures acceptable to people who live here. Please ensure that students have access to extra blankets or duvets.

Some students are accustomed to having a warm bedroom through the night and therefore these students may require additional heating. Check and discuss with your student about the hazard of using gas and electric fires, if necessary.

### Laundry

Laundry services are included in the homestay provision for one load of washing per week. Provisions for additional laundry should be discussed and agreed between you and your student.

There are various agreements you can come to over the washing of clothes and you should discuss this with the student at the beginning of their stay. It may be convenient for you to wash the student's clothes with the family wash or the student may prefer to do their own washing.

Drying and ironing facilities should be explained and made available to the student. The student's bed linen and towels should be changed once a week. It may be helpful to give your student a laundry bag which they can give to you on a weekly basis.

Please be aware of cultural differences and sensitivities. For example, some female students may be embarrassed about you seeing their dirty underwear, and therefore it may help to give them a pillowcase to put their underwear in and put in the washing machine.

### Meals

**Full Year Students:** a varied well-balanced breakfast and a main evening meal must be provided daily. Full board accommodation (breakfast, evening meal and a light lunch) is to be provided at the weekends and during the holidays.

**Summer School/Short Stay Students:** Full board accommodation (breakfast, lunch and evening meal) should be provided. We ask that you provide a packed lunch such as a sandwich, salad and a savoury snack ie crisps, with fruit and sweet biscuit or similar and a soft drink, during college and excursion days.



You are not expected to provide any special diets unless previously agreed. It is advisable to ask your student if they have any special dietary needs for religious or medical reasons or if the student has any particular food likes or dislikes. The college can provide guidance on halal or kosher cooking if required. The evening meal should always be a substantial dinner and include one of the following:

- Salad
- Meat and vegetables
- Fish and vegetables
- Pasta / rice dish including vegetables
- Casseroles / Pies—meat / fish / vegetable
- Dessert / pudding / fruit

Students will expect to have the same meals as the homestay family and to eat with them. Mealtimes can help build a strong relationship with your student, this will make the student feel part of the family unit as well as giving the student a chance to practise their English whilst engaging in conversation with the family during meal times.

A suggested website to consider for healthy recipes is:

<https://www.bbcgoodfood.com/recipes/category/healthy>

Microwave or frozen meals should be the exception rather than the rule. Ask your student to let you know if they will not be returning home to eat in the evening or will be arriving back later than usual. If you have a microwave, you may be happy for your student to heat up their meal when they get in.

### Self-Catering Homestay Accommodation

If you are providing homestay accommodation on a self-catered basis, the homestay host must provide the student with adequate facilities for cooking, dry food storage, refrigeration and washing up. Please discuss any restrictions on times when the kitchen will be available and what kitchen facilities and equipment the student is able to use, shortly after the student's arrival.

### Sharing Family Leisure Time

Students may enjoy accompanying your family on outings. The College often arranges leisure activities, but most students will also appreciate the chance to meet British people on social occasions. Students choose homestay to be able to experience a true British lifestyle and it is very important to them to be involved in family meals and leisure time.

### Friends and Visitors

Some students like to be able to bring friends home and you should make clear arrangements with your student at the beginning of their stay. Discuss reasonable rules, which are acceptable to you, about:

- Visiting times
- Noise late at night
- Are you happy for them to entertain guests of a different gender?
- Where can the guests be entertained?

### Safety in the Home

Shortly after the arrival of your student explain/discuss details of any special safety rules you have in your household. If you have small children, make sure that the student is aware of the need to keep pills, cleaning fluids and breakables out of reach of small children.

Use of electrical equipment and any room heaters should be explained carefully to your student, as should fire precautions. We would recommend to have a fire extinguisher or blanket in the kitchen.

Homestay providers are classified as landlords under the Gas Safety (Installation and use) Regulations 1998 and it is your responsibility to ensure that all gas appliances are completely safe. The property must be inspected and passed by a Gas Safe Registered engineer once a year, and a copy of the Landlord/ Homeowner Gas Safety Certificate will be required by the Accommodation Officer before a student is placed with you.

For further information, visit [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

### Fire Precautions and Escape Plan

As a precautionary measure, the homestay family should ensure that they have a fire escape plan in place, which should be discussed with the student on or shortly



after their arrival. The host family will also need to ensure that smoke alarms are provided and maintained. For further information on smoke alarms and working out a suitable fire escape plan visit the Gloucestershire Fire and Rescue Service website: <http://www.glosfire.gov.uk/>

The Accommodation Officer will complete a Safety/Fire Risk Assessment form with you during the initial inspection visit.

### Smoking

Please inform the Accommodation Officer and the student your wishes regarding smoking.

### Student's Money

Your student is responsible for their own spending money and is responsible for providing their own personal items including toiletries, travel expenses, entertainment, etc.

We would advise against lending money to your student as this can lead to misunderstandings and problems arising.

Students should be advised not to keep large sums of money in their rooms or on their person.

If your student is staying for 6 months or more they may be able to open an account with a bank. The College can provide the necessary references.

### Calls and the Internet

Most students now arrive in the UK with the ability to contact home on their own mobile phone.

Gloucestershire College cannot accept liability for telephone charges incurred by the student during their stay with you. Students may not be aware of how expensive it is to call abroad from the UK as they may be used to making free local calls at home. Any telephone calls made on the UK landline should be on a 'reverse charge' basis or made with an international telephone card. Please discuss this with your student on their arrival.

Please ensure that your internet is available for students to use when they need it. We advise that you discuss the monthly data allowance with the student on their arrival to avoid any misunderstandings about when and how often they can use it.

Where under 18 years old students are accommodated a parental lock facility should be in operation to control access to adult sites

Students will have free internet access at the college and must not be charged to use an existing internet connection at home.

### House keys

Students aged 16 years and over should be given a front door key to allow them free access to the homestay at any given time.

If the student does not have the front door key, the homestay host should ensure that they are home when the student returns after their lessons for the day or agree a time that a member of the homestay family will be home.

You may need to explain to the student that they are staying in a family home and therefore should not expect a lock on the bedroom door.

It is the responsibility of the homestay host to make arrangements with the student for the safe return of the house key before their departure. Gloucestershire College cannot accept liability for any charges incurred by the homestay family, for replacing keys or changing door locks.

### Insurance

Please note that Gloucestershire College cannot accept liability or responsibility for damage to your property caused by your students, whether by accident, negligence or design. You should ensure that you have adequate household insurance that covers accidental damage by your students. It may also be worth insuring valuables, in case of breakage. Wear and tear should not be charged to students but they may be expected to pay for any damage they may have caused through carelessness.

A Personal Liability Insurance policy would protect the homestay family against any claim which a student might make against any member of the family.

It is advisable that you inform your household contents policy insurers that you have a student living in your home. If your insurance policy does not cover paying guests in your home, you may be jeopardising your cover for damage caused by a third party.

In cases of dispute, the Accommodation Officer will be willing to mediate and should be contacted at an early stage, before the student leaves, to resolve any issues.

For further information contact the Association of British Insurers on 020 7600 3333 or via their website: [www.abi.org.uk](http://www.abi.org.uk)

### Sub-letting

If you are a tenant in rented accommodation you should ensure your landlord is aware of your intentions to act as a homestay provider. There may be instances where this is not permitted under the terms of your lease.

## Understanding and Overcoming Cultural Differences

### Culture Shock and Homesickness

For many students this may be their first time away from home. The students' background will vary and they will have different ideas about home life.

Whilst you may host up to 4 students if you have suitable space, these students must not speak the same first language unless this is requested in writing in advance by the student, their agent, or the college – this applies if you host students from different language providers (schools/colleges etc.). This means that students will speak more English and will be more immersed in the UK cultural experience.

Differences in culture can rise to misunderstandings for the homestay family and the student. What you may consider rude or unacceptable may be normal behaviour in the student's culture and vice versa. We can feel offended when things are said in the wrong way. We expect our guests to use 'please' and 'thank you' as we do. The way we use these social skills may seem like common politeness, but different cultures express social skills in very different ways and it may be necessary for you to explain how and when we use these typical social niceties.

Many languages do not have such a wide range of intonation as English, so foreign learners can sound gruff and unfriendly when in fact they are not.

Whilst the student adapts to their new environment they may suffer from feelings of alienation, confusion, anxiety or even culture shock. Feelings of alienation can be caused by relatively minor things such as unfamiliar food, differences in routine, differences in travel arrangements and, for long term students, unfamiliar official procedures.

They can be exacerbated by the deeper cultural differences in the family life or language. Students may have difficulty coping if their English is very elementary.

Many students are initially very excited and positive about the new culture. But as the reality of deeper cultural differences sinks in, this excited feeling wears away. Students may then start to miss friends, family and places as they begin to have doubts about themselves and their new environment. Failure to adjust can bring serious problems for the student and they may experience insecurity, panic and depression.

Culture shock may manifest itself in a wide range of behaviour, from confusion, withdrawal and tiredness to anxiety, irritability, rejection and anger. If you have a home sick student, inform the Accommodation Officer for support.

Successful adjustment to the British culture is essential but there is no one way of achieving this. Providing a comfortable and welcoming home will help the student to adjust to the different culture. However, students are as likely to encounter the same feelings when they return to their own country after a long period of time abroad. Do not be surprised if a long stay student feels anxious about returning home.

### Language

Conversation is an important part of the student's learning process. Spending time each day in conversation with your student is a valuable way of helping them to improve their English and learn about the British way of life. Most students love to talk about their homeland and their families. It will be very valuable if you show an interest in their progress at college and even help them to complete their homework.

Most students like watching television as it provides entertainment and improves their English.

It is essential that as a homestay host you help and encourage them to communicate in English – this is supported by the policy of not having more than one student who speaks the same first language in the homestay household. Patience and understanding will be appreciated, as the student's level of English may be basic when they first arrive. When talking to your student, try to speak slowly, simply and clearly.

### Religion

Although not all members of a religion are equally devout in practice, for some religion is not merely a code of conduct, but it dictates their way of life.

Students' beliefs should be respected and received with an open mind. Religion can also provide security for some in an alien environment. The College may be able to help students contact local community groups if they wish to practise their religion.

### Relationships

International students may find attitudes to men, women and relationships very different from what they are used to. Some may not be accustomed to public displays of affection between couples or even a friendly hug or kiss. Men from some cultures may have problems accepting authority from females as it is highly unusual in their own country. Women may feel uncomfortable complaining about something as they are afraid that it may be taken as an insult.

### Hygiene and Health

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. Many cultures prefer a shower to the bath as 'sitting in dirty water' is seen as unhygienic. In Japan the body is washed outside the bath and the soap rinsed off before getting in the bath to soak. Please do not be thrown by unusual behaviour but try to tactfully explain the facilities in your house.

The key to overcoming all of this is to maintain an open mind and to communicate with your student in a mutually respectful way.

## MEDICAL, WELFARE AND SAFETY

### Emergency Contact Number

Gloucestershire College has an International Emergency contact number which is **07976 428525**. This can be used by the student or you outside of office hours, in the event of a genuine emergency only.

Please also make sure that you swap telephone numbers (mobile and landline) with your student on arrival.

### On Arrival - Orientation and Contact Details

Students can become overwhelmed when they are in a new town/environment and can easily get lost. Before your student goes out on their own for the first time please ensure that they have your address, telephone number and the International emergency mobile number either saved in their phone or in a sensible place; write down the location of the nearest bus stop to your home and ensure that the student knows the relevant bus numbers going to and from Gloucestershire College and the town centre. Please check that the student has the house key and has put it in a safe place, and ensure that they tell you where they are going and what time they are coming home.

### Medical Treatment

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. Check that your student knows whether or not they are entitled to free NHS treatment and direct the student to Gloscol's International Department if they have any questions. All students are recommended to have adequate accident and medical insurance cover in place prior to their arrival to the UK.

Any student staying in the UK for longer than six months should register with a doctor on arrival. Your family doctor may be able to take new patients or you can ask the College or your local chemist for a list of doctors. If any medicine is prescribed, make sure dosage instructions are understood and the medicine is kept in a safe place.

If a student needs a dentist, it is usual to send them to the dentist used by your household, but please inform the student that they will be expected to pay for the treatment, and that they should establish the cost and extent of treatment in advance.

If your student has a non-emergency illness or accident, please notify the Accommodation Officer immediately. For Summer School students contact their course leader.

### Incidents Involving Emergency Services

If your student should be involved in any way with the Police or other emergency services, please contact the Accommodation Officer or International Manager on 01242 532007 or 01242 532144 during office hours (Monday to Thursday 8.30am-5pm and Friday 8.30am-4.30pm). For out of office hours contact the International Emergency number on 07976 428525 to report your concerns.

### Student Passengers in Your Car

If you are likely to be transporting students in your car(s), we will ask you to sign a safety declaration and provide evidence of your current driving licence. We will also ask you for details of your vehicle(s) students may be a passenger in so we can do a check on the government website [www.vehicleenquiry.service.gov.uk](http://www.vehicleenquiry.service.gov.uk) to confirm the vehicles are taxed and have an MOT. Please inform the Accommodation Officer if your circumstances change i.e. if you have received a driving ban or points on your licence.

Students should not travel in a vehicle which has failed its MOT or has lapsed insurance.

During Summer School it is your responsibility to drop off and collect your student from the disco which takes place during the week in the evening and after any planned excursions during the week and at weekends.

### Cars and Bicycles

If your student has access to a car or bicycle, please ensure that they understand the British Highway Code. To be able to drive a car in the UK, students must be aware of the necessity to have a driving licence and insurance which satisfies UK law and appreciate the penalties on breaking the law.

If you are providing your student with access to a bicycle, you should provide them with a properly fitting cycle helmet and visible lights.

### Help with Local Transport

Your student will be expected to come and go independently. However, we advise that you help the student to find the quickest and cheapest routes to and from Gloucestershire College and town. We recommend that you accompany the student on their first journey to the College or organise a recce trip beforehand. It is essential for students to know the address of the College (they will be given a contact card during their college induction), where to catch their bus/train, how long the journey will take, how the system works, how and where to buy a ticket, the approximate cost and the need for small change. A local town map will be very useful.

### General Welfare

It is important to keep an eye on your student to make sure that their work and health are not suffering in any way. Please ensure that they have plenty of good food and not too many late nights.

Students should always tell you if they are going away for a night or a weekend. If the whole household is going to be absent for any significant period of time, you should inform the Accommodation Officer to make any necessary alternative arrangements for the student.

Please also contact the Accommodation Officer if there is any change of circumstances such as your marital status, new children or pets.

Most students are happy and uncomplicated, but from time to time problems may arise. The College are very experienced in dealing with many situations that you will not have met before.

Please do not hesitate to contact the Accommodation Officer if you feel the student is excessively homesick, not adjusting to life in Britain, or suffering from any illness or stress. These are often more evident when the student is alone and away from the College.

Please contact the Accommodation Officer if you have any problems with your student. Please remember only to use the International Emergency number in the event of a genuine emergency, otherwise please contact the Accommodation Officer during office hours which are 8.30am-5pm Monday-Thursday and 8.30am-4.30pm Friday. If a medical emergency arises, contact the emergency services or your doctor before you contact the Accommodation Officer as they will be of greater assistance.

### College Attendance

Most students are expected to attend College every day. Your student is responsible for getting themselves up and ready for College, although you might decide to give them a wake-up call, if they need it.

Absence is only permitted for legitimate reasons such as illness. If your student is under the age of 18 years, the homestay lead will be contacted to ascertain why the student is not at College and their whereabouts.

### Curfew Times

Parents of students aged under 18 years old are notified of the College's curfew times before agreeing to let their children travel to the UK. Please, therefore, make sure your student adheres to the following:

Ages 12/13 years old	curfew time 9:00pm
Ages 14/15 years old	curfew time 9.30pm
Ages 16/17 years old	curfew time 10:00pm

(Exceptions may be agreed otherwise by the college.)

### Smoking and Drinking

Students must observe the following laws in the United Kingdom

- a) Under 16's are not allowed to smoke in the UK;
- b) It is illegal for under 18's to buy tobacco in the UK.;
- c) It is illegal for under 18's to buy and consume alcohol in the UK.

Smoking is not permitted inside any Gloucestershire College Campus site. Arrangements for over 18's to smoke should be agreed with the homestay, if permissible.

Please ensure that you discuss laws for drinking and smoking in this country with students that are underage. Photo identification may be required when purchasing cigarettes or alcohol.

### UK Law

Shoplifting (theft) is taken very seriously and may result in arrest and prosecution. Any student found to have broken the law will be expelled from the school.

## SAFEGUARDING

### Children under 16

27 nights is the maximum time that we can place students who are aged 15 years and under with a homestay. Rules relating to fostering come into play if 27 nights is exceeded.

All adult members (18 years and over) of your family will be required to hold a satisfactory Disclosure and Barring Certificate (DBS certificate). This is no reflection on you, but a safeguard for the children which the law requires.

Requirements are covered in our Homestay Application Form and Homestay Contract. If you have any queries, please contact the Accommodation Officer who will be able to advise you further. Please be aware that making a DBS application could be a lengthy process.

The Accommodation Officer will provide you with information about the student's arrival and departure, details of any medical problems, and contact details of their group leader/guardian while in the UK.

It is a good idea to encourage the student to contact home when they first arrive to reassure both themselves and their parents/guardians.

All children 16 years and under, come under the jurisdiction of the Children's Act 1989. Both the College and the lead homestay host are considered to be 'in loco parentis'. This means that you must know where the child is at all times. Students, will be given curfew times by the College which they must adhere to (see section Curfew Times). If you have any questions or are concerned about the amount of time the junior is spending away from their homestay, please contact the Accommodation Officer to discuss further.

The student is given an ID card with your contact details together with the College's contact details. Please ensure that the student understands that they can refer to the card in emergencies.

## Roles and Responsibilities of the Homestay Host

Lead hosts will be required to undertake training on **Safeguarding** and **Prevent**. This can be done on line (in college or at home) and you will receive a certificate on successful completion (training must be updated every 2 years). This training is not Gloucestershire College specific and may be referred to for any other commitments you might be involved with. Details of the training will be provided by the Accommodation Officer. We ask that the person who has undertaken the training cascades the learning to other adult members of the homestay family.

## Safeguarding

Is the term used for the many different actions the college has taken to try and ensure that all our students are safe from abuse and other actions which may lead them to be unable to function effectively as a student e.g. bullying, health and safety, lifestyle choices, etc. Abuse happens to people of all genders, at all ages and in all cultures, religions and social classes and both with and without disabilities.

All children and young people under the age of 18 are covered by the Children Acts of 1989 and 2004 and the Education Act of 2002 in relation to Child Protection. All groups are covered by the Safeguarding Vulnerable Groups Act 2006.



A Vulnerable Adult is any adult who is or may be in need of support by reason of mental or other disability, age, or illness or who is unable to take care of or protect themselves against harm or exploitation.

Safeguarding issues usually cover four main forms of abuse which are:

- Physical – physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. It can be difficult to spot as the victim is often embarrassed of any marks/bruising/scars on their body. Giving children alcohol or inappropriate drugs is also termed as physical abuse.
- Sexual – 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 or young person is aware of what is happening. It also covers pornographic-related offences, grooming, and the dangers of social-networking sites on the internet.
- Emotional – emotional abuse is the persistent emotional maltreatment of children or young people which includes the inappropriate use of criticism, isolation, cyber-bullying and threats.
- Neglect – neglect is the persistent failure to provide food, warmth, clothing, protection from physical harm and appropriate medical care affecting the child or young person's health or development.

Safeguarding concerns include, forced marriage, child exploitation, trafficking, female genital mutilation, radicalisation and terrorism, domestic violence, gender based violence, faith abuse and drugs.

Some typical warning signs of abuse are physical injury and bruises, change in physical presentation, change in behaviour, change in attitude, excessive homestay family dependence, substance issues, self-harm, low self-esteem, attendance issues, reluctance to stay at their homestay, etc.

If a student discloses to you that they are or have been abused, you now have a legal duty to refer this information on and you are not bound by confidentiality.

Listen carefully to what the student is saying and stay calm. Only ask questions to clarify what is being said. Inform the student that you have a duty to protect them from harm and that you will need to refer the disclosure to Gloucestershire College's Safeguarding Team.

## Prevent Strategy

The Prevent Strategy is a government initiative to safeguard children and adults from the risk from radicalisation leading to terrorist activity and can come in many forms such as religious, materialistic, nationalist, or animal rights, etc.

If you have any concerns regarding your student's behaviour or their internet activity, it is your duty to report your concerns – see Emergency Contact details below.

We will provide you with links to on-line training so you can understand more about the Prevent strategy and how to recognise risks.

## Emergency Contact

If this occurs during office hours (Monday to Thursday 8.30am-5pm and Friday 8.30am-4.30pm) contact the Accommodation Officer or the International Manager on 01242 532007 or 01242 532144. If the incident happens out of office hours contact the International Emergency number on 07976 428525 to report the incident.

## Family Safety

Recognising the importance of safeguarding for all parties (we do not undertake any background checks on our students) please be vigilant regarding members of your own family, we recommend you:

- do not leave a visiting student alone with or responsible for your own children under any circumstances,
- tell your children they should not go into the student's room,
- make sure your children know the student should not go into their room.

## Equal Opportunities

Gloucestershire College is committed to providing a fair environment that embodies and promotes equality of opportunity and values the diversity of all members of our community. To reflect this, the homestay family must ensure that there is no discrimination in the homestay provision and that all students are treated respectfully and fairly.

Discrimination on grounds of disability, gender, sexual identity, marital status, family, race, colour, ethnic origin, sexual orientation, age, gender identity, national origin, nationality, political or religious beliefs, work or study pattern, will be a breach of Gloucestershire College policy.

## HOMESTAY BOOKINGS, ARRIVALS AND CANCELLATION POLICIES

### Visit from Gloucestershire College Accommodation Officer

The Accommodation Officer will visit you at your home to complete and collect all homestay documents and to establish that you are able to offer accommodation at a suitable standard which meets all requirements of the Gloucestershire College Homestay Contract.

### Student Bookings

The Accommodation Officer will email or contact you via telephone to discuss a potential homestay reservation. You will be given details of the student's age, gender, nationality, medical issues/allergies, student contact details and duration of stay.

It is your responsibility to inform us immediately if, during this booking, you will be hosting other students who speak the same first language as this is not permitted under British Council and Gloucestershire College requirements. We will aim to offer you an alternative nationality student if possible. Similarly you must inform us if the booking would mean that you would be hosting more than four international students at the same time.

Once you have accepted the booking verbally, you will be sent a letter confirming the booking with the student's details and their arrival and departure dates. We will try to inform you of the specific arrival time of the student. However, please be aware that the College does not make the flight arrangements for students (as the majority of our students are recruited via educational agents) and therefore we do not have direct contact with the student before they arrive.

For long term students we advise that once you have received the homestay reservation to confirm arrival/ transfer details, you contact the student directly to introduce yourself.

### Arrival and Departure

Arrival/ departure times are planned to be between the hours of 8:00am to 9:00pm but occasionally students may arrive at outside these times due to flight times or delays. Please try to be accommodating during these situations, as they are beyond the control of the student or College.

You will be notified of the expected time of arrival for all students.

- Long term students will make their own way to the homestay so please ensure that a member of the family is home to welcome the student.
- Summer school and short stay students should be collected from the College campus where they are based for their studies.
  - ❖ Cheltenham Campus, Princess Elizabeth Way, Cheltenham, GL51 7SJ, or
  - ❖ Gloucester Campus, Llanthony Way, Gloucester. GL2 5JQ.

An accommodation week consists of 7 nights, and the majority of students arrive and depart during the weekend, however this may not always be the case due to the length of stay, whether or not they arrive in a school group or have travelled independently. The student is expected to attend college on the Monday following their arrival, at the latest.

Occasionally the student may not arrive due to unforeseen circumstances. If this is the case, please inform the Accommodation Officer immediately.

If your student would like to extend their stay with you, or cut it short, please contact the Accommodation Officer before agreeing any terms with the student.

### Student Transfer to Another Homestay

The Accommodation Officer will try to place the right student with the right homestay family, but occasionally there may be some reason that the student and homestay family are incompatible. This may happen for many different reasons and the students requests for transfers should not be taken personally.

It may well be in your interest to arrange a swift move should a transfer be necessary. One weeks' notice will be given by either side if the student or homestay host wishes to part company (this does not apply during Summer School).

### **Cancellation by the Host**

All homestay hosts are required to give at least 7 days' notice to cancel your homestay booking.

### **Cancellation by the student**

If a student cancels their homestay booking with us due to unforeseen circumstances (such as their visa has been refused at the last minute) we will make every effort to find a replacement student for you. However, please note that Gloucestershire College is unable to accept liability for any financial impact this may have.

## **OUR COMMITMENT TO YOU**

### **Data Protection - Privacy Notice (Homestay)**

Personal information you supply to us may be used in a variety of ways, for example:

- To undertake checks as part of our safeguarding procedures
- For audit purposes, e.g. British Council inspection
- To be able to match suitable students to your homestay provision
- To provide initial introduction information to assigned students/parents or guardians, direct or via their agents who may be outside the EEA.

We will not disclose or share information with any other third-parties, except if required to do so by law.

We want to make sure that your personal information is accurate and up to date. Each year we will provide you with a summary profile of the details we hold which we ask you to amend or verify for accuracy. You may ask us to correct or remove information you think is inaccurate.

We will retain your information on file until a period of 2 years has elapsed since the last date you hosted a student, should you reapply to be a homestay we will need to collect all data afresh.

For further information on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you, please contact:

Data Protection Officer, Gloucestershire College, Princess Elizabeth Way, Cheltenham GL51 7SJ. Email: [dataprotection@gloscol.ac.uk](mailto:dataprotection@gloscol.ac.uk)

Follow this link to see the College's Data Protection and Information Security Policy <http://www.gloscol.ac.uk/about-us-and-jobs-at-gc/partnerships-and-governance/governance/policies/>

## Homestay Remuneration

Homestay hosts will receive monetary expenses for hosting a student from Gloucestershire College. This sum is to support your family with the weekly costs of having a student stay with you.

The homestay remuneration rates (with effect from 1 September 2018) are:

Expenses paid per student	Single or twin room	En-suite room	Meal Plan
<b>Year round or short course students</b>	£150	£170	Bed, breakfast and dinner when student attends college. Bed, breakfast, lunch and dinner at all other times.
<b>Summer School</b>	£165	£165	Bed, breakfast, packed lunch, dinner at all times.

A retainer of £30 per week will be payable by the student for them to secure the bedroom whilst they are away.

Payments will be made by BACs transfer on a half termly basis for long term students or on the second week of stay for summer school and short stay students. You will receive an email to confirm the payment. Please report any discrepancies to the Accommodation Officer as soon as possible. Deposit payments may be made to secure a bed.

### Tax implications

The income you receive from hosting students is classified as taxable by the Inland Revenue Office (as guidance, Gloucestershire College understands that you can receive up to £7,500 before tax is due but please contact your local tax office for clarification). Please contact your local Inland Revenue Office for further information.

## Partnership between Gloucestershire College and the Homestay Family

### Student Feedback

Students will be asked to complete an evaluation form shortly after their arrival and again on departure for our quality assurance procedures. Relevant feedback will be reported back to the homestay families.

### Homestay Feedback

At the end of each booking, we will give you the opportunity to feedback on the homestay experience.

We recognise that many of you have undertaken hosting for several years so if you have any tips or suggestions for successful hosting which we could forward on to other hosts, please let us know.

## Support from Gloucestershire College

In addition to this Homestay Guide, we are always available to discuss any issues that you may have, whether by telephone, email or face to face.

### Contact Details

Accommodation Officer:

Telephone:

01242 532007

Email:

[accommodation@gloscol.ac.uk](mailto:accommodation@gloscol.ac.uk)

International Manager:

Judith Woodman

Telephone:

01242 532144

Email:

[Judith.woodman@gloscol.ac.uk](mailto:Judith.woodman@gloscol.ac.uk)

The International Department team are based at:

Cheltenham Campus,  
Gloucestershire College,  
Princess Elizabeth Way,  
Cheltenham, GL51 7SJ

If you are coming to college to meet the team, please report to reception to sign in.

College Website [www.gloscol.ac.uk](http://www.gloscol.ac.uk)

Follow us on social media

