



## ISE Accommodation Hosting Guidelines:

Please read through and familiarise yourself with these guidelines.



### Hosting students:

Students choose to live in homestay accommodation for the atmosphere, to learn experience English culture, to feel like being in a family home. When hosting a student you must agree:

- To treat the students as members of your own household.
- To encourage the students to speak English.
- To respect the different cultural backgrounds and try to be sensitive to the needs of the students.
- To provide bedroom and common areas in a proper state of cleanliness and repair.
- To provide privacy from members of the opposite sex
- Not to host more than 2 junior students (under 16 years old), or more than 4 adult students in my/our home at any one time.
- Not to accommodate more than 2 students in the same bedroom
- Not to accommodate more than one student of the same native tongue at the same time, except if requested or otherwise authorised.



### Welcome pickups and goodbyes:

When hosting some students, particularly under 18s or those from groups, the host will be expected to pick the student up from a designated meeting point e.g. in front of the school, Hove train station or Pool Valley to take them to their homestay.

The act of meeting younger students this way serves as a friendly welcome and a positive start for a student with their homestay.

Pickup and drop off times will always be after 9am and before 10pm but if you are unable to pickup or drop off a student in your own vehicle, we kindly ask that you organise and pay for a taxi to take the student with their luggage to/from the pickup point.

ISE will indicate at the time of booking when a pickup or drop off is required.



### Bedroom:

- Every student should have a comfortable full-sized bed (3ft width minimum), adequate drawer and wardrobe space, a writing desk or table and chair, a lamp, a mirror and wastepaper bin.



- Please note that sofa beds, camp beds, futons and bunk beds are not permitted for any student.
- Bed linen, towels should be provided and offered to be changed every week.
- Adequate heating should be provided in the student's room at no extra cost. Bear in mind that many students are accustomed to having a warm bedroom through the night. Students should be offered extra blankets if they're cold.
- Some students may not be accustomed to tidying their own clothes or making their own beds. You may have to explain they must do these jobs for themselves.
- If you have pets, check if the student is comfortable with the pet entering the student's bedroom and control the pet's movements if necessary.



### Bathroom:

- Students should have access to the bathroom in the same way as the family/host, which must include at least a daily bath or shower (showers are preferred by most students).



### Laundry:

- You should do a minimum of one wash load a week for the student or provide access to the washing machine, where appropriate.
- You may prefer to wash the students' clothes with your own wash or the student may wish to do his/her own washing separately.
- Let your student know your arrangement for ironing clothes.



### Meals:

- Many students are hosted on a HALF BOARD basis, i.e. breakfast and evening meal from Monday to Friday. During the **weekend** HALF BOARD students should also be provided with lunch.
- Students should have a good breakfast with perhaps fruit Juice, cereal, and toast or bread, with jam, marmalade, coffee or tea with occasional cooked breakfast at weekends.
- The evening meal should always be a substantial dinner including meat, chicken or fish (or cooked vegetables for vegetarians).
- Ask your student to let you know if they intend to miss a meal. Meal times are often the best time for your student to communicate and practise his/her English.
- If hosting younger students from all inclusive groups, you will be advised over lunch requirements. In some cases, students are to be provided with a drink and packed lunch, in other cases the school will arrange lunches at local restaurants.
- Students on B&B basis will be provided breakfast only and like SELF-CATERING students, must be allowed access to the kitchen.



- Some students may request a halal diet, which is no pork and only halal meat.



### Telephone:

- Use of telephone by students is a common cause of misunderstanding. Some students have no idea how expensive it is and they may be used to free local calls at home.
- A reasonable number of incoming calls to a landline should be allowed.
- The student should always check with the host family when it is convenient to use the house phone.
- Students must never use your telephone without asking your permission first.
- Mobile phones are the main use for calls made by the student. The school gives UK SIM cards to students who need them, free of charge.



### Wi-Fi:

- A Wi-Fi internet connection is required 24/7 and should be made available to students. Please give them the Wi-Fi password to use with phones or laptops.



### Keys:

- Individual students should be given a front door key and freedom to come and go as they please. Students cannot share keys as they often have different daily routines.
- If students lose the key, they may be charged up to a maximum of £10 per key. Please explain any rules regarding keys and locks and ensure that address details are not included on the key ring. You should not charge the student or school the cost of changing the locks in the event of a key being lost. (see insurance)
- Make sure the student returns the key when leaving.



### Leisure time:

- The student may expect to chat or watch television with you; it provides entertainment and improves his/her English.
- Students expect to be included in any family activities. Advice about local activities would be welcome.
- Schools' Social Organiser usually offers students a social programme, a variety of evening activities (theatres, discos, pub nights, school parties, sport activities etc) as well weekend trips within the UK and Europe.



### Damage and Insurance cover:

- Hosts should have household insurance that covers accidental damage, and should inform their insurance company that they host students to ensure that they are covered.
- We accept no responsibility for any loss or damage directly or indirectly caused by any students hosted by you.
- Students may be expected to pay for any damage caused through carelessness or negligence but not for genuine accidents.



### Safety at home:

- Explain the use of electrical equipment and any safety rules clearly to students.
- Students or the host should test any electrical adapters before extended use.
- Remind students of the emergency number for police, fire-brigade & ambulance: 999
- Our accommodation inspector will require a signature relating to Gas safety regulations.
- Before hosting students you are required to undertake a fire risk assessment of your home. We can send you a template to use to simplify the process.



### Notice:

- If you wish the student to leave earlier than arranged, you should give seven days' notice to the accommodation manager.
- Due to circumstances beyond our control students may be cancelled at any time before they arrive. If this happens we will endeavour to provide a replacement where possible.
- If your student does return home for any reason earlier than expected, you will be paid until the student leaves.
- In the event of a student being asked to leave the accommodation immediately, please call the school in the first instance so we may assist in relocating them.



### Rebates & retainers:

- We would advise you to ask a small payment of approximately £20 per week if the student wishes to keep their belongings in your house during any holidays spent away from your home.



## Arrival and Departures:

- The meeting and greeting of the students is essential and first impressions can last a long time. Ensure you or a responsible adult is home to greet the student at the agreed time. Some students have their transport from the airport arranged by us whilst others make their own transport arrangements.
- Most junior students are picked up from the airport by our taxi drivers and taken directly to their hosts but on some occasions families may be asked to pick up their student from the coach station or school.
- Hosts should ensure they are at home when a student arrives.
- Hosts should help their adult students find the quickest and cheapest route to and from school.

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## Under 16s:

- Most students you'll be asked to host will be over 18 years old. In some cases, especially with closed groups, we will require accommodation for students under 18 years old.
- Hosts of students under the age of 18 will be considered in loco parentis in terms of their duties of care and responsibilities including being present in the home overnight. Hosts must operate within the law as defined by the Children Act (see document attached).
- Students aged under 16 years old must be home by 21:30
- A DBS certificate is required to host a student under 18 years old
- Students under 16 years must not be hosted with students of 18 years or older.
- Students under 18 years old can stay a maximum of 4 weeks in any one homestay.

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## Under 18s:

- Hosts of students under the age of 18 will be considered in loco parentis in terms of their duties of care and responsibilities, including always being present in the home overnight. Hosts must operate within the law as defined by the Children Act (see document attached).
- Students aged 16 & 17 should be back in the homestay by 22:00.
- A DBS certificate is required to host a student under 18 years old.
- Students under 18 years old can stay a maximum of 4 weeks in any one homestay.



## References

- A character reference should be provided for any host wishing to register to take students of Under 18 years. ISE can provide you with a template.



## Medical Treatment & Emergency:

- Your local GP / family doctor should be able to see your student. Please give the name and address of the nearest surgery to the student.
- Some students may have to pay according to their nationality or medical cover except for emergency treatments or infectious diseases.
- Full time students under the age of 18 receive free prescriptions.
- If you have any medical concerns or other problems with students, contact the office: 01273 384800 / 01273 700666.
- In emergencies (night-time or during school closures) call our 24-hour emergency contact number 07480446767.
- This number is for an emergency only (e.g. your student has been involved in an accident, missed her/his plane or transfer, has been arrested or if under 16 has not arrived home at night time).



## Registering for a GP and a bank account

Longer term students may likely register for medical treatment with a GP or open a bank account registered at the home address. As such, they will receive mail by post at the address.



## Visits from The British Council

Every 2-3 years The British Council (The School and Accommodation's governing body) will carry out inspections on Homestay accommodation where students are staying. They may ask to visit your home, during the time of when they are carrying out an inspection. It is a short visit in which they will ask to see the room where the students stay and have a general chat with you. We ask for your co-operation during this time in allowing the inspectors to make a short visit to your home.

## Out of hours (24hr) telephone number

You can reach the school accommodation officer outside of school opening hours by telephone or text message at 07480 446767.

## Finally...

Please contact us if you require clarification on any of the guidelines in this document.