

Guidance Note for Homestay Providers

Hosting an international student in your home can be a rewarding and challenging experience. The following information should help to avoid problems created by misunderstandings. Discuss this information with the student at the beginning of their stay – please don't wait until problems develop.

CODE OF PRACTICE FOR HOMESTAY PROVIDERS

- Encourage your visitor to speak English as much as possible in your home (particularly if they are on a language course) but recognise that there will be times when your visitor needs to speak in his/her native language
- Encourage your visitor to feel at home and treat him/her as a member of the family rather than a lodger or paying guest.
- Never host more than one young person of the same native language unless by special agreement with the visitor and the placing organisation.
- Provide clean and comfortable accommodation.
- Provide a home environment in which it is possible, if appropriate, for the visitor to carry on his/her studies properly.
- Provide the visitor with a balanced and appropriate diet taking into consideration any special requirements.
- Always show due concern for the welfare, safety and security of the visitor during his/her stay.
- Give the visitor reasonable and regular access to bathroom facilities.
- Maintain a close liaison with the young person's placing organisation and so be in a position to help resolve any problems that they may encounter during their stay.
- Respect the visitor's different cultural background and be sensitive to their needs.

MEALS

Breakfast, lunch, and evening meals are to be provided for the student each day he/she is with you unless alternative arrangements have been made by the School and confirmed in writing.

Breakfast might consist of cereal, fruit juice, toast, tea or coffee. If it is the practice for the family to get their own breakfast, this should be explained to the student (**for private home accommodations**). The student should be advised that it is the practice for the family to eat the evening meal together. We shall let you know whether the student has special dietary needs before he/she arrives.

The student should be asked to be punctual at meal time and to always contact the family if they expect to be late or miss a meal. Indicate to the student if they may "help themselves" to food and drinks at anytime. You should ask the student if there are any foods he/she does not eat for religious or medical reasons.

BEDROOM

The student should be provided with an adequate sized bed, adequate hanging and drawer space for clothes and a study desk or table with a chair. The student's privacy should be respected by all members of the host family and the student should reciprocate. The student should keep the bedroom clean and tidy. Please make sure you establish the ground rules for cleaning and that these are understood fully.

DAILY LIFE

When the student arrives he/she will be probably be tired and may be shy or nervous. They may not understand you fully and may have difficulty speaking English. Be patient and friendly, and allow the student time and space to gain confidence.

Cultural differences also create problems between hosts and students. Manners, body language and intonation vary from culture to culture, which can lead to misunderstandings at times. If you are in doubt about the norms in the student's culture, the School should be able to give you information about the culture from which the student has come.

Student can reasonably be encouraged to assist with home duties such as clearing the table, washing or drying up. Please explain any restrictions clearly to the student; when they should shower or bath and ask them to keep the bathroom clean after use.

VISITORS

The student should ask your permission before bringing friends into your home and they should ask where they can entertain them. If you wish the friends to leave by a certain time, please indicate this to the student before the guests arrive.

TELEPHONE

It is best to establish the ground rules for using the telephone from the beginning. Students will be expected to use their mobile phones for local calls. Occasionally the student may request to use your landline. Please indicate your policy regarding local or overseas calls; the latter should be made using a pre-paid international phone card.

PROBLEMS & EMERGENCIES

In case of any difficulty with a student, which you cannot resolve yourself, please call us in the office or email us. We want you to enjoy hosting the students and we are here to help you if there is a problem. We may be able to assist by speaking directly to the student; possibly in his or her own language.

We expect the hosts to be patient with their student guests as sometimes what seems to be a big problem is the result of a cultural difference or misunderstanding of the language.

If the problem is medical, it is best to contact the emergency services or your doctor as they will be able to deal with this more effectively.

KKCL 24 HOURS EMERGENCY CONTACT – 07746 416 868

Please note this number is for EMERGENCY only, non-emergencies will not be dealt with by duty staff.

Please call 02088690910 for non-emergencies.

Agreement for Homestay Providers

KKCL act as an agent between you (the homestay provider) and our students.

The information on this agreement is extremely important. By agreeing to provide homestay service to our students, you are deemed to have accepted the terms and conditions of this document, and agree to follow our **Guidance Note for Homestay Providers**. The term “homestay provider” and “host family” carries the same meaning in this document.

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GENERAL

- A responsible adult will always be present overnight and normally present when students under the age of 16 are at home.
- Safe lighting, heating and adequate hanging space for clothing must be made available to all students.
- Single beds must be used for each student. Under no circumstances should double beds be used to accommodate more than one student.
- It is your responsibility to ensure any adults living in the household during hosting are free of criminal convictions pertaining to the safeguarding of children.
- Hosts are responsible for their own household insurance.
- Hosts are not to enter into any private homestay arrangements with any students referred to them by KKCL, this include extension or future bookings.
- In the case of a medical emergency, host families agree to reveal their address and telephone number for student's staying in their home to doctors or hospitals.

CANCELLATION

When accepting a booking through KKCL, please be aware that upon agreeing to take a student, a chain of events is activated. A cancellation not only involves extensive administration for us, a change of plan can also be a source of anxiety for the student who has mentally prepared him or herself for a new environment away from home. While it is understood that occasionally hosts have to cancel due to family emergencies, we do not expect our hosts to cancel, unless it is absolutely unavoidable.

KKCL will endeavour to provide host families with reasonable notice where possible when a cancellation is necessary. Unfortunately from time to time it may be that cancellation has to be made at the last minute, if KKCL cancels a booking within 48 hours of the check-in date, a compensation payment equals to one week's B&B accommodation will be made.

If a student asks to cut short their stay, please contact KKCL immediately. Our terms and conditions are designed to protect hosts from the inconvenience of a student leaving at short notice. The student is normally expected to give at least one week notice before leaving in order to avoid paying cancellation fee. The exception is when a student leaves as a result of a complaint about the accommodation or out of welfare concerns, in which case KKCL will resolve the matter with the host.

Homestay provider requesting a student to be moved to another provider must provide KKCL with written notice.

KKCL reserves the right to remove a student from the host family at its total discretion and permanently withhold any money due to the homestay provider should there be a serious breach of terms and conditions.

PAYMENT & RATE

You will be paid monthly in array for the students you have hosted. Payment is made by KKCL by bank transfer directly into your bank account. The payment leaves our account on 5th day of the following month and could take up to 3 working days to clear into your bank account. Under no circumstances should you speak to the student regarding payment.

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All fees are per week / 7 nights	September to June	July to August
Single - Self Catering	£112	
Twins - Self Catering	£105	
Single - Breakfast only	£98	£105
Twins - Breakfast only	£91	£98
Single - Half Board	£126	£140
Twins - Half Board	£112	£126
Single - Half Board + Weekend Lunch	£134	£148
Twins - Half Board + Weekend Lunch	£120	£134
Single - Full Board	£154	£168
Twins - Full Board	£140	£154

- Daily escort from / to meeting point +£10 per student per week
- Private bathroom / ensuite + £15pw
- Any nights outside of full weeks will be paid on a pro rata basis.

BOOKING EXTENSIONS

If a student tells you that he/she wishes to extend their stay, please ask the student to arrange this with KKCL. We are under obligation to pay you only for the period of stay booked by us. Only extensions of stay authorised by KKCL will be paid to Hosts.

DIRECT PAYMENTS & CONFIDENTIALITY

Under no circumstances should you accept payment directly from a student or discuss your rates of pay and arrangements with KKCL.

HOMESTAY PROVIDER RESPONSIBILITIES

- To pick up the student(s) from KKCL designated pick up point on day of arrival and drop off the student(s) on day of departure. This may not be required for all the students; however you must be prepared to do this if you wish to host students from KKCL. In emergencies we can arrange a transfer service but this will be at your cost.

- To provide accommodation for the student under-16s, 24 hour care and supervision, which includes 3 meals each day and is inclusive of all domestic bills excluding telephone bills, unless other provisions are arranged between the School and the host family.
- To provide accommodation for the student over -16s, which includes 2 meals each day and is inclusive of all domestic bills excluding telephone bills, unless other provisions are arranged between the School and the host family.
- To accompany the student one time on the public transport between the home and the School prior to, or on the first day of course. We do not allow children under 12 to travel alone on public transport under any circumstances.
- To encourage the student to speak English as much as possible in your home.
- To encourage the student to feel at home and to treat him/her as a member of the family rather than a paying guest.
- To provide a clean and comfortable student bedroom with adequate hanging and drawer space, heating and light.
- To provide adequate laundry and washing facilities with access to the laundry and bathroom as a member of the family, with a change of bed linen each week. In the case of students under 16, the host is responsible for providing laundry service once a week.
- To provide a home environment in which it is possible for the student to carry on his/her studies.
- To provide the student with an appropriate and balanced diet.
- To show due concern for the welfare, safety and security of the student during his/her stay and to inform KKCL immediately in the event of a medical emergency, illness or accident.
- To maintain a close liaison with KKCL and so be in a position to help solve any emotional or disciplinary problems that the student may encounter during his/her time with you.
- To respect the student's different cultural background and be sensitive to the particular needs of the student.
- To be responsible for the safety and security of the student and his/her belongings in your home.
- To not allow any illegal substances in your home while the student is staying with you.
- Hosts are required to make KKCL aware if they intend to host students from alternative guardian companies at the same time as hosting for KKCL.
- Hosts are required to ensure students Under 16 lodged in homestay will not be lodged with students of 18 years or older.

DATA PROTECTION

KKCL is fully committed to compliance with the requirements of the data protection act 1998. Therefore procedures will be followed which aim to ensure all employees who have access to any personal data held by the company are fully aware of and abide by their duties under the data protection act 1998.

STATEMENT OF POLICY

Personal information will be stored securely, ensuring that any information kept is adequate, relevant, not excessive, dealt with appropriately and kept for no longer than its intended use.

Host information may be requested by the parents of students seeking homestay arrangements for their child/children. Signing below will confirm that you are happy for your details to be passed on to the parents. You can request a copy of this information and we will be happy to send it to you.

REFERENCES & BACKGROUND CHECKS

As part of our safeguarding policy, KKCL requires that all adults living with or acting as part of a host family sign a declaration to confirm that they are not unfit to be in contact with persons under the age of 18 years. Please be informed that CRB background checks may also be required.

INSURANCE COVER

KKCL cannot be held responsible for any accident or damage to your property. Any accidents should be reported to KKCL immediately. It is important to inform your home insurance provider and to ensure you have adequate cover in place.

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It is understood that KKCL is under no obligation to settle disputes and does not incur liability for any claims arising out of a student/host family dispute.

KKCL reserves the right to remove a child from your care without notice and may enter your home to do so. You can contact KKCL **24 hours a day 7 days a week on 07746 416 868**. Alternatively, you may also contact us on **0208 869 0910** during our office hours should you or the student have any questions, concerns or need assistance in any way whatsoever.