



HOMESTAY PROVIDER TERMS & CONDITIONS for Under 18s

2019

British law specifies that anybody under the age of 18 is a child. Due to this law and in the interest of safety, we expect students, parents, agents and group leader to be aware of the rules and conditions which must be followed while attending a course with PLUS.

General Requisites

The Children Act 1989

Under the Children Act 1989 (part IX) the following are not allowed to host children

- Anyone who has had a child removed from their care by order of a court
- Anyone who has been convicted of an offence against a child
- Anyone whose parental rights over a child have been taken over by a local authority
- Anyone who has had an order made against him/her refusing or cancelling registration under the Nurseries and Child Minder Act 1948 or the Children Act 1989 (part IX)

If any of these conditions apply to you, your spouse, partner or any other member of your household or visitor to your home, you must make it known to PLUS immediately.

The law is to provide protection for children who are potentially at their most vulnerable away from their families. The vulnerability can be even greater when the child is abroad and has only limited ability to communicate in English.

Hosts are expected to take the same care over the welfare and safety of under 18 student as the would with their own children.

Students are expected to live as a part of the family. The hosts must treat the student as a full member of the household, sharing the common living areas and eating together (students cannot be left alone especially at meal times).

Every member of the household or any visitor visiting the family during the presence of PLUS students must

- be free of any criminal record
- listed on the electoral register if aged over 18
- sign a DBS disclaimer.

The presence of an adult member of the family (aged over 18) is required at all times when a PLUS student is on the premises.



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Families can host a maximum of 4 students at any one time and students must be of at least two different nationalities and of the same age group. PLUS shall place no more than 3 students in the same family and no more than 2 of the same nationality unless specifically requested by PLUS in writing. No more than two students should be placed in the same room.

Host families cannot take a holiday (even one day) while hosting students and cannot re-accommodate students with other members of their family or friends.

Gas Safety Checks

Families must provide a valid Gas Safety Certificate to comply with Health and Safety Regulations and comply with the following criteria:

- All boilers and central heating systems must be serviced regularly
- No appliance should be used if it is known to be unsafe
- No free-standing calor gas type heating is permitted in the home as these contravene health and safety regulations.

Fire Risk Assessments

Families must make sure that sufficient smoke detectors are installed and in working order to comply with Fire Safety regulations.

Hosts must carry out a fire risk assessment and copies need to be forwarded to PLUS to keep on our records.

Student Arrival

On arrival students must be provided with a key and made to feel welcomed.

Advise students of meal times and ask them to keep you informed if they are going to be late.

Provide general 'household' information such as laundry, morning bathroom schedules (if applicable), kitchen use and so on)

Please consider students at all times and the difficulties they may be experiencing in trying to fit in with your family and different culture.



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Please make sure English is the only language spoken by members of the host family in the presence of international students and encourage them to speak as much English as possible in your home.

Do not provide any medication to students without prior parental consent.

Curfews

All students should return to their homestay for their evening meal straight after their lessons and activities (between **18:45** and **19:00**) The only exception is when there is an evening activity which requires students to stay on at school. In this case students are expected to return by **23:00**

Students under 14 are only allowed out in the evening if accompanied by their host, their group leader or to events organized by the school. In this case they are expected to return home with their group leader or accompanied by a member of school staff.

Accommodation facilities

Hosts must change bed linen/towels once a week and provide daily use of the bathroom/shower. Please make sure the common areas are clean and tidy whilst you are hosting students. Students must be treated as a family member and allowed to utilise all public areas of the house in the same way.

Student Bedrooms

To ensure a comfortable living environment, host families must not accommodate more than two students (unless specifically requested by PLUS) in the same room. Only students of the same gender can share a bedroom.

Bedrooms must meet the following standards:

- All rooms must have sufficient lighting, a desk and desk lamp, a chair for studying and wardrobe /drawers
- Each student must have a separate bed. It is strictly forbidden to place more than one student in the same double bed
- Folding beds, mattress beds, convertible sofas, or any other form of temporary bedding are not permitted
- A proper state of cleanliness and repair
- Adequate heating and lighting



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- Adequate window light and ventilation
- Paraffin heaters, electric bars and open flame fires are not permitted
- A weekly change of towels and bed linen and an adequate supply of duvets/blankets

Bathrooms & Toilets

Households must have suitable washing facilities with hot water and access to bathrooms, (with bath or showers) available daily.

Bathroom doors must have a lock and no glass panel doors.

Shared Living areas (Living room – Dining Room)

To ensure a comfortable living environment throughout students stay, PLUS students must be allowed to use the common areas of the house. PLUS students must be considered as family members. It is not allowed to confine PLUS students in their bedrooms.

Meals

Students should eat their meals with the rest of the family. Meals provided must be well balanced and varied and respect students' cultural/religious dietary needs.

Accommodation covers full board (breakfast, dinner and a packed lunch). Meals must be well balanced.

Host families are expected to have dinner with students. Breakfast and dinner must be served on a proper dining table. Drinks, cutlery and condiments must be provided.

Host families should remember that international children may have different tastes. Sandwiches should be filled with simple ingredients; spices should be used in a moderate way.

Breakfast

To ensure students receive a nutritional and balanced breakfast, the following should be offered: toast/bread with jam/marmalade, hot drink, juice, cereals.



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Packed Lunch

For a nutritional, balanced packed lunch, the following should be offered: two rounds of sandwiches (4 full slices of bread), 1 packet of crisps, 1 chocolate biscuit, 1 piece of fruit, 1 cold drink.

Evening Meal

For a nutritional, balanced dinner, the following should be offered: minimum two courses and drinks.

Planned mealtime arrangements should be discussed with students on arrival; remind students to contact you if they are running late for dinner or staying at school for an evening activity.

If students arrive home late a meal must be left for them.

School, Lessons and Activities

Transportation to/from school

On arrival and departure days, host families are expected to pick up and drop off students at the school/college/pre-arranged meeting point on both occasions and at whatever time, day or night.

Course and leisure activity programme

Students generally attend classes at the school/college every morning from Monday to Friday. Additional lessons, if and when required, take place in the afternoon or at weekends.

Sports activities are held twice a week in the afternoon. Discos and shows are organised on (at least) two evenings per week at the college. A full day excursion takes place on weekends (Saturday or Sunday) with coaches leaving/arriving the at the school/college/pick-up point at 08.15 and 18.30. Host families will be notified in advance of any alterations.

The course programme is sent to each host family prior to the arrival of the students; please note that Group Leaders may arrange additional excursions or activities for their students.

When there is no scheduled activity on campus, the student is expected to spend his/her time with the Host Family



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Students are not permitted to go out without supervision in the evening or on weekends.

Procedure for Missing Students

If your student has not returned home after an hour beyond an agreed curfew time and you are worried about their safety, please follow the procedure below:

1. **Try to contact the student directly** to find out where they are. If they are too far away to walk or if they do not know the way home, it is best to make them wait where they are and pick them up if you can or send a taxi for them. Make sure the taxi driver knows their name and ask the student to only accept a taxi driver who knows their name. The student will have to pay for the taxi.
2. **If you do not have the student's number** or cannot get in touch with them, contact the PLUS Campus Manager as they will have the student's Group Leader's details. PLUS may also have been contacted by the student on the emergency phone.
3. **If this is unsuccessful**, contact the PLUS Head Office emergency phone for further advice
4. **If all else fails, and you have no idea where they are, you will have to notify the police.** You will need a full description of the student, the area they may be in, any contact details you may have.

Complaints

Family accommodation

In the event of a complaint by a student regarding the standard of his/her accommodation or his/her relationship with the Host Family, the latter shall immediately be contacted and the matter investigated. If the complaint is justified, the student will be moved to another family and **no compensation** shall be paid to the Host Family.

Student Behaviour

Families should immediately report unacceptable student behaviour to the Campus Manager, who in turn will discuss the matter with the student and his/her Group Leader. Immediate action shall follow. Students may be moved to another family or, in the worst case, sent home. In this event, the Host Family shall receive compensation equivalent to three days of their weekly payment.



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Any complaint received will be given our full attention and will be thoroughly investigated. If a host family is not satisfied with PLUS' response, the host family may contact ABLS or the British Council.

Damages and Insurance

Any damage caused by students must be reported to PLUS prior to the student's departure so that it can be investigated as it is difficult to do so once a student has left. PLUS accepts no responsibility for any damage or loss caused by its students.

Host Families are strongly recommended to secure appropriate insurance to cover any accidents or damage caused by students.

Payment

Payments are made every 2 weeks directly into your bank account.

Cancellations & Penalties

Cancellation of booking by host

If a Family is no longer able to take a student/s, they must inform PLUS in writing at least one week before the scheduled student/s' arrival.

Cancellation of booking by student

If a student cancels the accommodation we have booked with you, we will notify you as soon as possible. In the event that we are unable to replace a student booking within 72 hours prior to his/her arrival, the Family will be paid the equivalent of three days full-board.

Summary

Please remember that we are here to help in any instance. If you have any concerns or are unsure of how to deal with any situation, please feel free to contact us and we will endeavour to be of assistance.

In accordance with the British Council

As a host I have provided an enhanced DBS certificate and understand that it is my responsibility to renew this on an annual basis.

I understand that this is in line with the care of under 18s and safeguarding vulnerable children and young people.



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I recognise it is my responsibility to inform PLUS if my circumstances change and if there are any other members of my family who are over 18 years old, they too will need to have an enhanced DBS check.

ACCEPTANCE OF TERMS & CONDITIONS

I hereby confirm that I have read and fully understood the PLUS Host Family Terms & Conditions 2019.

I hereby attest that it is my responsibility to comply with the above Terms & Conditions.

PRINT NAME _____

SIGNATURE _____

DATE _____