



Please keep this document to hand so that you can refer to it regularly.

INFORMATION FOR HOSTS, BATH 2019 (updated January 2019)

1. INTRODUCTION

This document should give you all the information you need about hosting. Please don't hesitate to contact Elac if you have any further queries.

1.1 About Elac

The founders of Elac have been organizing and teaching English Language Courses for over 25 years. We offer language courses in eight centres around the UK, some in residential and some in homestay accommodation. The three main aims for our students are:

- To quickly improve their English language skills
- To learn about British life and culture
- To make new friends from many different countries

Staying with a host is a great way for a student to meet these aims, as they settle into a household.

1.2 Being an Elac Host

We hope your hosting experience will be mutually rewarding and enjoyable! The most successful placements are often those where the student and host have developed a relationship based on trust and mutual understanding of expectations. The following information should help to clarify any questions you may have about hosting an international student. If you have any further queries, please contact our Homestay Co-ordinator, **Ellie Thomas, on 07771279608**.

1.3 Correspondence and Communication

The Homestay Co-ordinator will be in touch in advance to give you information about your student. This will include any allergies or medical conditions we have been notified of, as well as their age and nationality. Sometimes, it is not always possible to give a student's name: this will be communicated nearer to their arrival. If possible we will email you a copy of the students' programme in advance. Occasionally it is necessary to change the students' programme whilst they are here and if this happens the students will either be given a note for you or an Elac staff member will phone, email or text you. A duty mobile number will be issued to you when the students arrive. This phone will be held by an Elac Duty Officer whom you can contact with any programme queries or concerns you may have regarding your student whilst they are staying with you.

2. ARRIVALS

Once we have the information confirmed, we will inform you of the time and date of your student's arrival, and whether they are travelling in a group, individually, or privately. You will be given the time and place to collect and drop off students. In Bath, this is usually the Riverside Coach Park.

We try to ensure that the arrival is at a convenient time, eg. after work if on a week day. For arrivals later than 11pm, we can assist you if you are unable to collect the students.

Please collect our student/s **in person** as this always gives the best impression and helps them to feel welcome. If you cannot meet them in person, please let the Homestay Coordinator know in advance who the person meeting your student/s will be. If you have to send a taxi, please arrange payment yourself. If for some reason the students' arrival is early or delayed, the Homestay Coordinator will keep you up-to-date, usually by text.

3. THE FIRST DAY: INSTRUCTIONS TO GIVE THE STUDENT

Many students are very nervous at the beginning of their stay. They may feel homesick and shy about using English. For many it will be their first time in England and often the first time away from their parents. Please do your best to make them relax and feel welcome and they will soon settle in.

Students will be handed a Welcome Pack on arrival, with a welcome letter, a programme, a bus pass and bus map if necessary, as well as the location of the course and an Emergency Contact Card. **Please ensure you exchange mobile phone numbers with your students.**

Please explain to them the journey and any risks involved in travelling, bearing in mind that crossing roads etc in the UK will probably be different to their own country. Please use the Elac Journey Risk Assessment document to cover all points – a copy is attached at the end of the document. You should also have received a laminated/card one in your welcome pack.

Please help them to make their way to the course centre on their first morning, either by helping them to get a bus stop (ensure they also know the bus number and dropping off point on their return) or giving them directions to walk on foot. You will have received a bus map in the welcome pack for this purpose which can then be given to the students.

3.1 Expectations

The students have chosen a "home away from home" experience, and will be expecting to be welcomed as such. They will have been reminded to treat their host and home with respect. It is always a good idea at the beginning of a visit to introduce all members of the household and explain your domestic arrangements, such as meal times, and any ground rules for the homestay, such as when to have a shower/bath. Most problems arise due to a lack of understanding and cultural differences rather than deliberate bad manners. Some students may not be used to making their own beds and tidying their clothes. Establish the ground rules for cleaning and ensure these are understood fully.

Please inform us if you are not going to be at home overnight. We need to ensure that a responsible, appropriate adult is present, and that the student is aware of the situation.

3.2 Communication

Be patient and friendly, allowing your student time and space to gain confidence. They may not always understand you, so try to ensure that they know what you are telling them. It sometimes helps to write down what you want them to know. Some hosts find it useful to use Google Translate to communicate with students.

4. ACCOMMODATION

Students should have a comfortable bed with a good supply of blankets/duvet, drawer and wardrobe space, and somewhere to study (either in their room or elsewhere).

Their room should be clean with adequate lighting and heating. Be prepared for each student to bath or shower once a day and make sure they know how to use all the facilities. If appropriate, make sure you explain the arrangements for disposing of sanitary towels or tampons. It is also advisable to protect mattresses with a waterproof cover. Please change towels and bed linen once a week and show them where they can charge their mobile phones, plug in hairdryers, etc.

Most students will ask for a wifi code so they can access the internet from their mobile phones. If you don't have wifi, students can access this from the course centre.

To meet British Council criteria, the following should be adhered to:

- **No more than two students should be accommodated in the same bedroom (unless previously agreed by Elac)**
- **No more than four students should be accommodated in one house (Elac will remove students if this is found to be the case, without compensation)**
- **Students under 16 should not be accommodated with over 18s (unless specified and agreed in writing)**
- **There should be no adult lodgers in the house, unless they have a current enhanced DBS (ie able to work with children)**
- **Genders of students should not be mixed (unless specified and agreed in writing in advance)**
- **Hosts will be asked to sign an Agreement regarding the above.**

Please note you are required to inform us if any additional adults are in the house during this time. Also, any other changes, such as pets etc, should be notified to Elac so that we can update the information we send to the students.

4.1 Nationalities

One of the conditions of being a host for Elac students is that there must never be more than one speaker of the same language staying in your home at the same time, unless we make special arrangements with you to the contrary. This is essential in order for them to maximise the opportunity to practise their English, both with you and any other students you may have staying with you. This is a contractual obligation we make to our students in our promotional material and therefore we must emphasise the importance of such arrangements. If the above is not adhered

to, Elac reserve the right to remove the students immediately and only pay you for the nights the students were accommodated.

4.2 Student Ages

Elac students staying with hosts are usually 14 – 18 years old. We do however, make some allowances for younger students, in the following circumstances:

Some students of 13 will be accepted where they are part of an older group and if a suitable host is available.

Students of 12 will only be accepted where a suitable host is available and if they are paired with another student of the same nationality from their group.

We appreciate that younger students often do not have the maturity or independence to be placed on their own in a homestay and this places a higher level of responsibility on the host.

5. MEALS and PETS

5.1 Meals with the Host

Meals are an ideal opportunity to sit down, converse with your student and make them feel welcome. We appreciate it is not always possible for everyone to eat together, but if your student has to eat earlier or later than everyone else, please stay with them whilst they eat.

Please ensure that your student always has enough to eat and that meals are healthy and balanced. Appetites vary considerably with young people, but providing extra bread with meals, or an extra portion of potatoes, rice or pasta, may help. It is also useful to ask the students on their arrival if they have any particular likes/dislikes. You should be notified of any allergies in advance, but it is always a good idea to check.

5.2 Breakfast

During the week you will probably find that a light breakfast of cereal, toast, butter and jam, juice/milk and tea/coffee is enough for your student. However, many students are very eager to sample a traditional English cooked breakfast and would greatly appreciate the chance to have at least one or two during their stay.

5.3 Lunches

A hot or cold meal will be served daily at the centres, or students will be provided with luncheon vouchers. Usually on Saturday, there is a full day excursion, for which your student will require a packed lunch. A suggested meal would consist of 2 large bread rolls/French stick/ baguette/2 rounds of sandwiches, a packet of crisps, piece of fruit, cake or biscuit, fruit drink or water bottle.

5.4 Water Bottles

Students will be asked to bring their own water bottle. However, if they don't have one, it would be helpful if you could provide one that they can re-use on a daily basis.

5.5 Pets

Students and leaders from some cultures are not used to pets or animals living in houses. They may see this as unhygienic, or see dogs as guard dogs, therefore something to be afraid of.

Students will inform us if they have pet allergies, but some may just require a little time to get used to a pet. If possible on arrival, please keep your dog in a separate room, and introduce it gradually to the student until they are comfortable. Please keep your pets out of the students' bedrooms – feedback often mentions pet hair on beds.

6. COURSE PROGRAMME

You will be supplied with a course programme at the start of the course, and updated regularly should any times and activities change.

6.1 Weekends

Please be aware that our fees include full board at weekends. Every Saturday during your student's course there should be a full day excursion. Please give your student assistance in getting to the departure point in good time for the excursions and be prepared for your student to arrive late for the evening meal after the London trip.

"Day with the Host" Sundays are often free days for your student and we would therefore ask you to include them in your normal activities as this is a further opportunity for them to experience English life. You may also wish to organize something specifically for them that you know they will enjoy, eg. Visit the beach, go swimming, or visit a nearby place of interest.

You may also find that the student is going on an extra Sunday excursion organized by their group leader. In this situation you should be informed of the details of times of return, etc., and a packed lunch will normally be required. Students may also wish to spend time with their friends, in which case their group leader would need to be informed. If you are in any doubt as to what your student should be doing, please call the Elac duty mobile for clarification (please see curfew information below)

6.2 Curfews in the Evenings and Weekends

Elac Evenings: During the Summer Courses, Elac runs 2 or 3 evening activities a week. These usually commence between 7.00 and 8.00 pm so please ensure students have enough time to eat then return to the centre. Students are told that they should be home by 10.30 pm.

If they have not turned up by these times, you must ring the Elac duty mobile number to report their lateness. Once they return, please call the duty mobile again to inform Elac so this can be followed up the next day with the student.

The only exception to this rule is if the student is taking part in an excursion or activity with Elac or a group leader which finishes later; in this case you will be informed by Elac in advance.

During Short Stay Courses, information about curfews will be specified on your welcome letter.

Free Evenings: Students are expected to stay with their hosts. However, with parental consent and by agreement of Elac and the group leader, students may go out with other students. **You will be notified by Elac if this has been agreed and that your student is allowed out in the evening. On these evenings students are expected to be home by 10.00pm.**

Weekends: Students are expected to stay with their hosts when there is not an Elac excursion/activity. An alternative activity may be organized by the group leader; in this case you will be informed by Elac in advance. With parental consent and by agreement of Elac and the group leader, students may go out with other students, as long as you know where they are going and when they will return.

7. HEALTH AND WELFARE

7.1 Illness

If your student is unwell, please inform the Elac duty mobile number immediately and then a decision will be taken as to whether they need to see a doctor/other medical specialist. An Elac member of staff and/or a group leader will accompany them to any appointment. If a student is unable to attend the course due to ill health, Elac will make alternative arrangements to ensure that the student is supervised in a suitable environment. If it is possible, we may arrange with you for the student to stay at home, with regular visits or calls from the Group Leader or an Elac staff member. **We don't expect you to take time off work as we cannot remunerate you for any loss of income, therefore please contact us as soon as possible if your student is unwell so we can make these arrangements.** You will be kept informed of any arrangements made. Equally, if as a host, you or any member of your household become ill or have an ongoing health problem that could affect hosting students, you must notify the Homestay Co-ordinator. Please do not give medication to a student under the age of 18 without permission from an Elac staff member, the student's group leader or the student's parent/guardian.

7.2 Safety

Basic safety procedures should be explained to visitors, such as how to use electrical appliances. You should have smoke alarms fitted throughout the house, and also a gas appliances certificate from a Gas Safe-registered supplier. It is also a good idea to have a Carbon Monoxide Detector in your home. We also require you to conduct a fire risk assessment so that you and the students know the best way to evacuate the building if there is an emergency. You will also be asked to explain to your student how to get to and from the bus stop, or centre, safely, using the Journey Risk Assessment as a guide.

If you are using your car to transport the students, you should ensure the car is roadworthy and has a current MOT/license/insurance. Please notify us if there is any reason you are unable to drive.

If you are transporting students under 13, or less than 135 cm tall, you will need to provide a suitable car seat. Please also explain to students how to put on their seat belts.

7.3 Privacy and Security

Please respect your students' privacy when they are in their bedrooms and the bathroom. Bathroom doors **must** have a lock on them. Students should be reminded to look after their belongings and give any large amounts of money to the group leader for safe keeping.

7.4 Emergencies

The students will have an emergency contact number on the Elac cards they are issued with, as well as how to call the emergency services. They will be told about keeping safe on the roads and at night during their induction meeting at the centre. If your student has something stolen and/or is the victim of any crime, report it to the police immediately and contact the Elac duty mobile to inform them as well.

7.5 Child Protection

Your DBS must be enhanced, to work with children and current (ie dated within three years). If you are the only member of your household, Elac can accept a DBS from another organization. All members of the household now need to be checked, so when applying for a DBS on your behalf, Elac will tick a box (box 66) that enables the police to carry out a check on your address. If you have a DBS generated by another language school, they should have ticked box 66, so Elac can accept this. Otherwise, when your existing DBS reaches 3 years old, Elac will need to apply for a DBS on your behalf to ensure that this has happened. Whilst we are waiting for your first DBS to come through we can accept two suitable references so that a student can be placed with you.

Elac also need to take up 2 suitable references before students are placed with hosts for the first time. All hosts are required to sign a Homestay Agreement which confirms that all members of the household have read our Safeguarding Policy.

Some students may report or experience abuse whilst on an Elac course. Abuse comes in different forms: bullying, racism, physical, sexual or emotional to name a few. If you have any concerns about your student's welfare, please contact the Duty Officer, Homestay Coordinator or Elac's designated welfare officer, Elaine Wickens, Tel. 01225 443261. All concerns will be treated confidentially and seriously.

If you wish, you can complete a free "basic awareness training on safeguarding" online, please take a look at: galleryteachers.com. You will be provided with a certificate at the end of the training which you can then let us have a copy for our records.

Please be aware of your responsibility to safeguard your student/s from any adult visitors to your home, e.g. ensuring their privacy is respected, or they are not talked to in an inappropriate way.

Elac will pay half of the fee (£25), and will then deduct the other half (£25) from your next homestay payment.

We also need to take up two suitable references before a student can be placed with you. All hosts are also required to sign a Homestay Agreement, which confirms that all members of the household have read our Safeguarding Policy.

Some students may report or experience abuse whilst on an Elac course, in different forms: bullying, racism, physical, sexual or emotional. If you have any concerns about your student's welfare, please contact the Homestay Co-ordinator, Assistant Centre Manager or Elac's designated welfare officer, Elaine Wickens, tel. 01225 443261. All concerns will be treated confidentially and seriously.

Please also be aware of your responsibility to safeguard your student guests from any visitors to the home, eg. Ensuring their privacy is respected, or they are not talked to in an inappropriate way.

7.6 Alcohol, Drugs and Smoking

Drinking alcohol is strictly prohibited for all Elac students. All Elac activities serve soft drinks only. If you suspect that your student has drunk alcohol, please remind them of the English laws on alcohol (they will already have been informed about this by our staff) and inform the Duty Officer immediately. We will then take appropriate action. All of our students have signed a code of conduct regarding this, and are told not to smoke at their homestay provider's house and have been told of the law banning smoking in a public place.

Regarding drugs, please notify us if you suspect your student is in possession of, or is using, any illegal drugs.

7.7 Weapons

It is illegal to carry an offensive weapon, eg. a knife or imitation gun, in the UK. If you suspect your student is carrying a weapon, notify us immediately so that relevant procedures can be followed.

7.8 "Prevent" Obligations

Prevent is a government strategy to stop people becoming involved in violent extremism and/or supporting terrorism. Hosts need to be able to recognise vulnerable students; if you are concerned, please notify us immediately. Elaine Wickens is the Prevent lead, tel. 01225 443261, email: elaine@elac.co.uk.

7.9 Protecting your own children

Whilst hosting is a great way for your own children to meet and interact with overseas students, please be aware of the issues surrounding bringing a stranger into your home. Your children may become jealous of the visitor if they are getting a lot of your attention. It's a good idea to involve your children in decision-making about hosting. If a leader is staying with you, we will ensure that we have seen a copy of their "Certificate of Good Conduct" (the equivalent of a DBS) before they are placed with you.

8. DEPARTURES

You will be notified when and where your student will be leaving from. If this is at an unsociable hour (ie after 11pm at night or before 7 am in the morning), Elac can assist you if you are unable to drop off the students. Please also check the students' rooms for damage, so that this can be raised before the student leaves. Please ensure they have all their belongings with them when you drop them off, and they have returned any keys. **Please let us know if you cannot drop the students off in person and are sending them by taxi. This must be paid for by you, and not the student.** Many farewells can be emotional, and many students remain in touch with their English host after their departure.

9. PAYMENTS

9.1 Payment

Payments are as follows for both students and leaders:

Short stay package £126 per week, pro rata

High season rate (July/August) £145 per week

Low season rate (rest of year) £120 per week

Supplements:

£4 per additional packed lunch (unless it replaces a meal that would otherwise have been provided by the host)

£25 per week for special diets (eg. For students with a lactose or gluten intolerance)

£5 per return journey for additional transport, £2.50 one way. This fee is per car, regardless of the number of students

Payment will be made to you by BACS approximately half way through your student's stay. **However, in our peak times slight delays do occasionally occur** and we would ask you to be patient if this happens. If your student stays for slightly more or less than a full week, you will be paid on a pro-rata daily basis. Please keep the Head Office informed of any changes to your bank details.

9.2 Problems with Students

If you experience a problem with a student, please contact the Homestay Co-ordinator as soon as possible so that it can be resolved - we have a procedure for dealing with complaints. We prefer to resolve a problem that may be caused by misunderstandings rather than move a student immediately. If in the unfortunate event there is need to move a student, we will endeavour to place another student with you, or compensate you for any loss of income.

9.3 If a Student Has to be Moved due to a breach of the Homestay Agreement or a Safeguarding issue involving the Host

If a host breaches the Homestay Agreement, or a student has to be moved in an emergency, you will be paid for the days you hosted. Any overpayment will be recouped from future hosting payments, or refunded to Elac.

10. GENERAL INFORMATION

10.1 Attendance

A strict register of attendance is kept by Elac every day. If your student is absent for any reason and we have not been informed, please expect a telephone call to find out why. Conversely, if your student stays at home, or you suspect for any reason that they are not attending, please inform the Duty Officer Homestay Co-ordinator or Centre Manager immediately.

10.2 Religion

Students' beliefs should be respected and if your student wishes to practise their religion during the homestay, then please help them to do so. You may wish to contact Elac for guidance. We have a list of local places of worship.

10.3 Pocket Money

If your student appears to run out of pocket money during their stay with you, please contact the Duty Officer or Homestay Co-ordinator. We will take steps to contact your student's parents or group leader. Please do not lend your student large amounts of money as Elac cannot accept responsibility for the repayment of such loans. Also, please encourage your student to leave money with their Group Leader rather than in their rooms.

10.4 Keys

It is your decision whether or not you wish to give your student a house key. However, please be aware that if you do not give a key, you should make sure you are always at home whenever the students return from their various activities. Also, if you will be out all day, please try to ensure that your students have all they need for the day's activities, e.g. sports clothes and shoes, money for snacks and lunch, etc., and that they know they will not have access to the house during the day.

10.5 Laundry

Please offer to do your student's laundry for them on a regular basis during their stay, (at least once a week) and show them where their dirty laundry should be left.

10.6 Use of Telephone/Internet/Wifi

If your student does not appear to have a mobile phone, please allow them one free call to their parents on the evening of their arrival, to let them know they is safe and well. From then on, if your student wishes to make any further calls, first check they have a special account number so that you will not be charged for the call. They may also need advice on where to buy phone cards. Please note that Elac is not responsible for any outstanding phone calls that the student may have built up – however we will seek to claim the amount on your behalf.

The internet is a good way for the student to communicate with parents. Remind the student to ask you first though! Please ensure your computer is fitted with a parental use filter to prevent the student accessing inappropriate sites.

10.7 Insurance

It is your responsibility to ensure that your insurance company is aware that you are hosting students and that you have adequate insurance cover to compensate for:

- injury suffered by the student in your care
- damage to you or your possessions (accidental or otherwise)
- the loss of your house key
- Please also ensure that your car insurance is adequate and your car is road-worthy

Elac cannot accept responsibility for any of these matters, but we can give our assurance that we will do everything possible to ensure redress on the part of the student should any unforeseen incident occur which is caused by this student. This is obviously easier if the student is still in the UK.

One company that provides insurance cover for hosting students is “Quoteline Direct”. Alternatively search online for a suitable company.

10.8 Social Security Administration Act 1992

Please note that Elac is legally obliged, if required to do so, to disclose payments made to hosts.

10.9 Cancellations

Although Elac **cannot** accept any liability for student cancellations, we will always endeavour to replace bookings as quickly as possible if a cancellation should occur.

We appreciate that sometimes at short notice, hosts have to cancel a student. If you have to cancel for any reason, please notify Elac AS SOON AS POSSIBLE.

CONCLUSION

Many thanks for hosting Elac students. Please keep this document to hand so you can refer to it regularly. We hope you have an enjoyable and rewarding experience.

Useful websites

www.elac.co.uk – Elac website

Online training:

This is a link so hosts can undertake free online training for Level 1 Safeguarding:
Please follow the link below:

<https://accreditation-uk.english.britishcouncil.org/>

Elac Study Vacations - Journey Risk Assessment 2018				
Please explain the risks to your student before their first journey to the centre. This forms part of the homestay agreement you signed.				
The student(s) will be asked to sign a code of conduct confirming this has been done.				
Review date: December 2018		Director approval: Andrew McPhee		
Please add any additional risk due to change of circumstances during the stay, ie road works, temporary bus route changes etc.				
No.	Identified Risk	Level of Risk*	Required Action to Eliminate Risk	Person(s) Responsible
1	Crossing the road	High 3	a. Brief your student on which way to look when crossing the road. b. Show your student to the nearest bus stop and where to cross the road safely, including where the bus will stop on the return journey.	Host/Student Host/Student
2	Using a zebra crossing	High 3	a. If there is a nearby zebra crossing please show the student how to cross one safely.	Host/Student
3	A serious emergency	High 3	a. Your student(s) will receive an Emergency Contact Card. Please explain how/when to use 999/112 in an emergency. b. Student(s) to be advised 999/112 can be called on a mobile even without phone credit.	Host/Student Host/Student
4	Walking home late at night	Medium 3	a. Advise student(s) to always/only use well-lit pathways and avoid travelling alone. b. Advise the Centre Manager on the Elac Duty phone if a student does not meet the curfew time agreed or is running late.	Host/Student Host
5	Getting lost	Medium 3	a. Remind student(s) to refer to their Elac Emergency Contact Card and the procedure to use if they get lost. b. Brief student(s) on walking along familiar routes c. Remind student(s) that they should always walk in pairs where possible. d. Ensure student(s) exchange mobile numbers with you. e. Ensure student(s)' mobile works in the UK and is charged .	Host/Student Host/Student Host/Student Host/Student Student
6	Getting on the wrong bus	Low 2	a. Show student(s) the correct bus stop, both for getting on and off. b. Explain that they can ask the bus driver to show them the correct bus stop and press the button in advance so the bus stops at the correct place.	Host/Student Host/Student
7	Travel in Host's car	Low 2	a. Show students how to wear the seat belt. b. Ensure that your car is adequately insured, MOT'd, serviced, etc. c. If student(s) are under 13 or below 135 cm, use a booster seat.	Host/Student Host Host
* Level of Risk				
This is measured using two criteria: 1) Severity - High, Medium or Low: 2) Likelihood - 1, 2, or 3 where 1 is most likely, 3 is least likely				