



Homestay Host Handbook

What you need to know about being a Homestay host for a student studying at Itchen College



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Welcome to the Itchen College Homestay Family!

We are thrilled to have you as part of our community of Homestay Hosts. By opening your home to an international student, you are not just offering them a place to stay, you are giving them a truly British experience.

The Homestay programme is managed by our friendly International Team. Your main point of contact is Coral Serjent, our International Student Accommodation & Welfare Officer, but anyone in the team is happy to help if you have questions.

Our students come from all over the globe, bringing fresh perspectives, different cultures, and lots of interesting stories. It is a great chance for you to learn about the world from the comfort of your living room.

This handbook gives you all the key information of what is expected of you, what you can expect from your student, and how we can support you both. We want the experience to be enjoyable, smooth, and enriching on both sides.

For students, Homestay means a safe, welcoming space where they can improve their English, adjust to life in the UK, and feel at home. For hosts, it is an opportunity to make a meaningful difference, build global connections, and maybe even pick up a new recipe or two!

Your support, guidance, and knowledge of the local area are a huge part of helping students settle in. You are often their first friend in the UK.

We are here for you every step of the way, so stay in touch and let us know how things are going. We hope you enjoy the experience as much as your student will!

Best regards

The International Team

Homestay Guidelines

All new Homestay applicants will be visited by our International Student Accommodation Officer to ensure the home provides a warm, safe, clean and comfortable environment - ideal for both studying and relaxing.

In line with the [Protection of Children Act 1999](#), all household members aged 16 and over, including lodgers or regular visitors, must undergo a [DBS \(Disclosure and Barring Service\)](#) check before being added to our Homestay Register.

Once approved, we aim to match students and hosts based on the preferences and information shared in the application form.

Please keep us informed of any changes to your household or accommodation so we can update our records.

As a Homestay Host, you play a key role in the student's experience. We ask you to involve your student in daily life, for example: sharing meals, conversations, and simple activities like watching TV or playing games; all of which help develop their English and confidence.

Lastly, please respect your student's confidentiality. Any personal or sensitive information must not be shared with anyone outside Itchen College



Homestay Tips

- Try to make your student feel as comfortable as possible, especially when they first arrive. They will likely be nervous due to the huge change.
- Encourage communication and reassure them that they can always talk to you or ask questions.
- Ask them about their day and plans for the weekend. This keeps you in the loop as well as making them feel that you are interested in them.
- Set rules and expectations on arrival. It may be helpful to have the rules written down or on a poster, to make things clear and ensure rules aren't forgotten.
- Try to involve your student in family activities and routines.
- Be open to cultural differences; try to be accepting, approachable, and flexible as you navigate this experience.
- Ask your student about food preferences and discuss menus with them
- When your student arrives, show your student how things work, eg: shower, electrical appliances. Explain times for showers and meals etc.
- Show your student the nearest bus stop, how to get to the shops or College and anything else you think they need to know whilst living with you.
- Please eat meals with your student in communal areas so you can all talk and share your day.
- Help your student register with a doctor and show them where the nearest chemist is situated.
- Try to be understanding and compassionate as they may not be used to doing things for themselves - encourage them to learn and gain independence.
- Do not 'put up' with bad behaviour or rudeness - enforce your house rules and if you need our help please do not be worried about contacting us, we are happy to help.

Host Requirements

We expect all Homestay Hosts to familiarise themselves with these college policies:

- [PREVENT Policy](#)
- [Child and Vulnerable Adult Protection Policy](#)
- [Safeguarding Overarching Statement](#)
- [Attendance Policy](#)
- [Whistleblowing Policy](#)

As a Homestay Host, Itchen College expects you to:

- Prioritise student safety and well-being at all times.
- Keep student information confidential, unless there's a safety concern.
- Care for your student as you would your own child or how you would wish for your child to be cared for by others.
- Provide a warm, supportive home environment.
- Ensure your home is clean, comfortable, and hygienic, with open communication and inclusion in family life.
- Provide balanced meals, considering dietary needs within reason.
- Inform the College immediately of any issues or absences.
- Give at least 10 working days' notice if your student will be left overnight or for extended periods (except in emergencies).



Requirements

Itchen College International School complies with the National Minimum Standards for Accommodation of students under Eighteen and are subject to inspection by Ofsted. Our hosts must meet our care standards. To become a Homestay Host, you must provide:

- A completed registration form
- Two character references (non-family, who have known you 2+ years)
- Agreement to the Homestay Code of Conduct and Handbook
- Bank details for payment once a student is placed

Additionally, hosts must:

- Allow annual home visits and fire risk assessments
- Have working smoke and carbon monoxide alarms, with supporting Gas Safety Certificate
- Complete annual safeguarding training
- Agree to our Child Protection and International Attendance & Behaviour policies
- Carry out a DBS check

DBS Certificate

All household members aged 16+ who are permanent or regular visitors must complete an Enhanced DBS check, as required by law for those working with children. The College will cover the initial DBS cost for immediate family members for the first three years of hosting. Renewals are due every three years (£49.50 from 2nd December 2024), or annually via the DBS Update Service (£16 per year), which must be renewed yearly.

Once you receive your DBS certificate, please provide the original to the College for verification. It will be returned to you for safekeeping.

Failure to complete or update DBS documentation despite reasonable notice may result in your student being removed. Hosts must inform the College of any changes or delays as soon as possible.

Gas Safety

As a Homestay Host, you're considered a landlord under Gas Safety Regulations and must ensure all gas appliances are installed and serviced by GAS Safe registered engineers. An annual Gas Safety Certificate is required, and the cost is your responsibility.

You must provide the College with an up-to-date certificate each year. Without it, we cannot place a student with you.

Personal Vehicle Use

As a host, you may sometimes need to drive your student in your own car. Your car must be fully insured and have a valid MOT. If you have any driving offences, you must tell the College - either when you apply or as soon as any new offences happen. The College will then do a risk assessment to decide if it's safe for you to transport students.

Accommodation

Each student must have:

- Their own private bedroom (exceptions apply at the college's discretion, e.g Group Study Tour groups), with: a single bed, clean bedding, storage for items and clothes, adequate lighting, adequate ventilation, a window, reasonable floor space and a satisfactory level of decoration.
- A quiet space to study; this can be a desk and chair in the room or a specific spot in the house.
- Adequate internet access.
- Heating and extra blankets for the colder months.
- Access to a toilet, wash basin and bath/shower facilities, with a working lock.
- A home which is kept tidy, clean and hygienic.
- Suitable, balanced daily meals for breakfast and dinner. A light lunch to be provided on weekends and during the holidays. Takeaways and microwave meals should be a treat only.
- Their own key to access the premises.
- A safe home between inspections by keeping fire and gas safety certificates up to date and addressing any maintenance issues promptly.

Students must not:

- Be left alone overnight. If circumstances arise where you will be away, the college needs to be informed at least 2 weeks in advance so cover can be arranged.
- Have sleepovers and must ask for your permission to invite a friends round.

We recommend having home and contents insurance, and updating your policy when hosting a student, to cover accidental damage or theft. Itchen College cannot accept liability for damage caused by students or their guests. If negligence on the part of the host leads to an accident, a claim may be made. Please ensure you have the appropriate insurance in place.

Inspection

To ensure student accommodation meets required standards, Itchen College must carry out yearly inspections in line with Ofsted requirements.

We'll contact you to arrange a suitable time - visits take around 30 minutes and are during office hours (08:30 - 16:30). The staff member will need to see all areas your student can access. They will:

- Review your Fire Risk Assessment
- Take updated photos of student areas
- Complete a compliance report

This report helps determine your continued suitability as a host. It will be stored securely in line with the Data Protection Act 2018. Feedback will be provided, and if any issues arise, you'll have 10 working days to make necessary changes.



Household Members and Pets

When applying, you must list all household members - both permanent and semi-permanent - and provide their name, sex, date of birth, smoking status, religion, and career (if applicable), as well as details about any pets.

This information helps us:

- Ensure all household members aged 16+ complete a DBS check.
- Match students based on household composition, especially regarding age and gender.
- Consider preferences such as smoking, pets, children, or religion.
- Pair students with hosts sharing similar interests.
- Avoid placing students with pet allergies in unsuitable homes.

If you get a new pet after registering or while hosting, inform the International School Office. Pets should not enter student bedrooms or food preparation areas.

Please inform the International School Office promptly if your circumstances change (for example, if a child moves back home) so we can make any necessary checks or arrangements. You must also notify us if:

- You want to change your preferences about hosting a student (e.g. faith, dietary needs, allergies, age, nationality, sex, or smoking status).
- You or anyone in your household changes their name, sex, religion, or smoking status.
- Your contact details change (mobile, landline, or email).
- You move house - you'll need to update your address and renew all related documents, including inspection of the new property.
- You no longer wish to host for Itchen College, either temporarily or permanently.

Facilities

Bathroom:

Not all students will have a private bathroom, so please explain the following on arrival:

- What facilities are available and how they work.
- Where the lock is.
- Who they'll share the bathroom with.
- Bathroom rules, e.g. toilet seat down, open a window after a shower etc. It is a good idea to have the rules on a poster on the wall, to help students remember.
- Where to find supplies.
- Any schedule or usage rules, and shower time limits if water is metered. Be flexible if they need extra showers, especially in hot weather or after sports. You can agree a reasonable time limit but please bear in mind girls may take longer to wash their hair.

Kitchen:

Students may need kitchen access for meals or snacks. Please let them know:

- Where to store food (especially if allergies apply).
- What appliances they can use and how to use them safely.
- Where to find utensils.
- Any restricted times.

Please report kitchen use issues to the College if needed, after first trying to resolve them directly.

Laundry:

As a homestay host, you're expected to wash your student's bedding and towels once a week. You can choose whether to include their other laundry or have them do it themselves. Active or sporty students may need more frequent washing. If laundry becomes a concern, try to reach an agreement with your student first. If the issue continues or you need support, feel free to contact the College. If your student is doing their own laundry, please show them how to use the machine, where to put wet clothes, and when it is suitable to do washing.

Facilities

Shared Living Spaces:

Your student should have access to and be encouraged to use shared living spaces. Help them feel welcome and comfortable interacting with you and your family.

- Involve them in choosing TV shows or shared activities.
- Let them know your expectations for using and leaving shared areas, including TV times.

Don't be concerned if they prefer time alone, especially in the early weeks or during busy periods at College—it's normal for teenagers to seek quiet or stay in their room.

Keep in mind they may feel homesick and call home frequently, especially if it is their first time away.

If you are worried they may be withdrawing or showing signs of poor mental health, please contact the College right away.



Meal Requirements

Hosts are required to provide catered accommodation on a half board basis. This means that you provide breakfast and an evening meal for your student Monday to Friday, with a light lunch included at weekends.

- Meals should be **balanced and substantial**, matching what you eat unless otherwise agreed.
- Students are responsible for buying their own snacks between meals. We encourage you to provide them with a small storage area to store these.
- During term time, students may purchase lunch from the College or local shops. They may need guidance or assistance with shopping.
- Any **special dietary requirements** will be communicated before a student is placed. A **weekly supplement** will be included in your payment if you accept a student with dietary needs.
- Please inform students of any **house rules** around meals upon arrival. Both hosts and students should inform each other of any **changes or absences**.
- You are **not expected to cook food from a student's native cuisine**; students are expected to adapt.
- Basic meals should consist of: **Breakfast**: Cereal or toast with tea, coffee, or juice; **Weekend lunch**: Sandwiches, soup, or a light hot meal with fruit and a drink; **Dinner**: A varied, well-balanced main with meat/fish, vegetables, and carbs, followed by dessert/yogurt/fruit and a drink
- We encourage students to share their culture by cooking a meal from their home country, if they wish.

Meal Requirements Continued

- Please maintain open, respectful communication around food preferences and mealtimes. Try to resolve any concerns directly before contacting the College.
- Students should not take food from your fridge or cupboards without permission.
- They may only cook in your kitchen with your approval but should be allowed to use the kettle, toaster, and microwave to heat food.
- Students must clean up after themselves, including washing any utensils used.

If you have any concerns about your student's eating habits, particularly if they do not appear to be eating properly or regularly, contact the College immediately



Arrival

Once a student is assigned to you, the College will provide an expected arrival date. While students are encouraged to arrive on this date, changes may occur. You'll be notified promptly of any updates. After the student's flight is booked, you'll receive their flight details, including the estimated arrival time in Southampton.

Airport Transfers

The International School or the student's agent arranges transportation from the airport to your home. If multiple students arrive on the same flight, they may share a taxi, which could affect drop-off times.

Host Responsibilities

- You are not required to collect the student from the airport. If you choose to do so, please inform the College to cancel any existing arrangements.
- Ensure an adult is present at home on the student's arrival day to welcome them. The College provides arrival dates well in advance to facilitate this.

Pre-Arrival Communication

The College will give the student your contact details and encourages them to reach out before traveling. Please respond to their messages, as early communication helps ease their transition.

Non-Arrival Policy

The College cannot accept financial responsibility if a student does not arrive but will endeavor to place another student with you as soon as possible.

Medical Matters

Itchen College International School maintains basic medical information for all students. If a prospective student has specific medical needs, the International School Office will consult with potential hosts before confirming placement. Upon agreeing to host, you will receive the student's medical details prior to their arrival. For any questions or concerns, please contact the International School Office.

As a temporary member of your family, the student should be treated like your own child and registered with your family GP as soon as possible. Due to Brexit, some non-EU students may not qualify for NHS care. In non-emergency situations:

- Understand the student's medical issue; they may prefer to write it down in English or their native language.
- If the student has an agent, advise them to contact the agent for guidance.
- If there's no agent but the student has private medical insurance, help them contact their insurer.
- If the student lacks medical insurance, call your family GP to explain the situation. If assistance is unavailable, contact the International School Office for support.
- Once the student is receiving care, inform the International School Office by emailing international@itchen.ac.uk or calling 02380 435636, option 3, so they can update the student's parents.

For urgent medical issues, regardless of nationality, call 999 or 111 immediately. After ensuring the student is in medical care, contact the International School emergency number - **07384832408**

Home Alone

- **Under 18s:** Students under 18 should not be left home alone overnight or for extended periods. Please notify the College at least 10 working days in advance to arrange supervision.
- **Alternative Accommodation:** If the primary guardian is absent, students may only stay with a family member who holds an Enhanced DBS check. Contact the College to discuss alternative arrangements.
- **Independent Trips:** If your student plans an independent trip and you wish to be away, inform the College with at least 10 working days' notice to ensure supervision in case of cancellations.
- **Over 18s:** Students aged 18 and over who wish to be left home alone must obtain permission from the International School Office, their parents, and the agent representing their family (if applicable). A minimum of 10 working days' notice is required.



Student Safeguarding & Prevent

Itchen Sixth Form College is legally required, under the Education Act 2002, to safeguard students under 18. The College prioritizes student welfare, implementing strict protocols and a clear reporting structure to ensure safety both at school and at home.

Please familiarise yourself with:

- [Safeguarding Overarching Statement](#)
- [Child & Vulnerable Adult Policy](#)
- [Attendance Policy](#)
- [Bullying & Harassment Procedure](#)
- [PREVENT Policy](#)

All relevant College policies are available on our website and specific international policies here.

Homestay hosts at Itchen Sixth Form College are required to annually read Part One and Annexes B and D of the **Keeping Children Safe in Education (KCSIE)** guidance. The College will provide the updated KCSIE link each year.

Primary hosts must complete safeguarding, Prevent, and other relevant training as advised by the College. This training is a condition for becoming and remaining a Homestay host.

Additionally, hosts are expected to support and promote the fundamental British values outlined in the Prevent strategy:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect and tolerance of different faiths and beliefs

Children's Act 1999

Concerns

If you observe any of the following signs in your student, report them immediately to the International School Office or Safeguarding Team:

- Unexplained bruising or injury.
- Losing weight and/or not eating properly.
- Isolating themselves from their friends, their family, your family, or College.
- Your student does not seem “themselves” physically or mentally.
- They are taking alcohol or drugs; use of alcohol and drugs is strictly prohibited.
- Missing curfew regularly. College must be informed if curfew is breached.
 - Curfew is 22:30 Sunday to Thursday, and 23:00 on Friday and Saturday
- Missing College regularly. Absences must be reported by the student for each day they miss College, but you may have more insight into why your student is missing College
- If their behaviour changes around the homestay or College, or/and shows sign of radicalisation (please read the College Prevent Policy).

Student Welfare

Concerns

If you observe any of the following signs in your student, report them immediately to the International School Office or Safeguarding Team:

- Unexplained bruising or injury.
- Losing weight and/or not eating properly.
- Isolating themselves from their friends, their family, your family, or College.
- Your student does not seem “themselves” physically or mentally.
- They are taking alcohol or drugs; use of alcohol and drugs is strictly prohibited.
- Missing curfew regularly. College must be informed if curfew is breached.
- Missing College regularly. Absences must be reported by the student for each day they miss College, but you may have more insight into why your student is missing College
- If their behaviour changes around the homestay or College, or/and shows sign of radicalisation (please read the College Prevent Policy).



Homestay Host Support

Itchen College pays homestay hosts every four weeks via bank transfer, covering two weeks in arrears and two weeks in advance. Payments are made for accommodation provided from Monday to Sunday. The payment schedule is released at the start of the academic year and is available to all hosts. For questions or to request a new schedule, contact international@itchen.ac.uk.

- £165 per week per student (increasing to £170 from 28/08/2025), to provide breakfast and dinner Monday–Friday; lunch included on weekends.
- £50 per week per student for Easter and Christmas holidays, if the student stays with the host.
- No additional payment during half-term holidays; students are to arrange their own lunch Monday–Friday.
- An additional £20 per week for students with special dietary requirements (e.g., gluten-free, vegan, Halal).
- If a student travels home with 2+ weeks' notice, you will be paid until the advised departure date.
- If student leaves on short notice (e.g., emergency), paid full weekly amount for up to 2 weeks
- If student travels abroad but can't return (e.g., due to travel disruption), retainer of £65 per week may be paid, depending on the circumstance.
- If you would no longer like to host you must give 2 weeks notice and you will be paid for your full notice period. If you wish to remove your student at shorter notice, you will be paid until your student has left.
- If you choose to go on holiday, you must give 4 weeks notice. We will make exceptions for emergency circumstances. You will not be paid for the time your student is not in your care.

Please do **not** accept payment directly from students. Students pay the College, and the College pays hosts. To set up your payments, the College will securely collect your bank details (name, bank name, account number, and sort code) under the Data Protection Act 2018. This information is requested using a form from the International School Office.

For your safety, **never** share card details or banking passwords—these are not needed. If you have concerns, call 02380 435 636 and ask for Sarah Dries, Finance Manager.

If your bank details change, request a new form from the International School Office.

Payments depend on meeting the standards in this Host Handbook. Non-compliance may result in the removal of your student and stopping of payments.

Resolving Conflict within the Homestay

We understand that hosting can sometimes present challenges, whether they're related to cultural differences, communication, or day-to-day living. It's important to remember that any concerns or issues your student may have should be addressed promptly and with care. Our International School Office and Safeguarding Team are here to support you and your student, ensuring a positive and safe experience for all.

We encourage open and respectful dialogue between you, your student, and the College. This collaborative approach helps prevent misunderstandings and fosters a harmonious living environment.

By welcoming an international student into your home, you play a pivotal role in their journey and contribute to a broader global understanding. We appreciate your commitment to providing a safe, supportive, and nurturing environment.

- **Communicate calmly and openly.** Listen without judgment and take notes if helpful.
- **Seek support.** If unsure how to handle an issue, contact the International School Office for advice.
- **Escalate if needed.** If communication breaks down or issues persist, fill out a complaint form with the International School Office.
- **Resolution process.** We'll work with both parties to reach an agreement and close the case once resolved.
- **Student removal.** If no solution can be found and the situation is harmful or unresolvable, the student may be moved. This is a last resort and decided by the International School Manager.
- **Right to appeal.** If you disagree with the outcome, submit a written appeal within three working days to international@itchen.ac.uk. It will be reviewed by the International Operations Manager and Senior Leadership.

Tax

Under the UK government's **Rent a Room Scheme**, you can earn up to **£7,500 per year tax-free** by renting out a furnished room in your main home. If your rental income exceeds this threshold, you must declare your earnings to **HMRC** and complete a **Self Assessment tax return**.

For full details and the most up-to-date information, please visit www.gov.uk/rent-room-in-your-home/the-rent-a-room-scheme

Amount correct as of November 2023. Please check for any updates.

You are **not liable for Council Tax** on students living in your home who are enrolled in **full-time study**. If needed, the **International School Office** can provide a letter to confirm the student's exemption status.



Complaints Process

We are committed to fostering successful homestay experiences. In the rare instance that a student's behaviour presents challenges, it's important to address the situation promptly and constructively. We encourage open communication with the International School Office to ensure all parties are supported. You have the right to formally share any concerns about the student or any member of College staff, including those within the International School Office.

If you wish to make a formal complaint about a student or a staff member, please follow these steps:

1. **Contact Us:** Email international@itchen.ac.uk (preferred) or call 023 8043 5636. For urgent matters or if you haven't received a response within 24 hours on working days, please call.
2. **Complaint Form:** A team member will confirm your intent to make a formal complaint and assist you in completing the International School Complaint Form. You will receive a copy to verify the details and suggest potential solutions.
3. **Investigation:** We aim to resolve complaints within five working days, unless external factors require more time. You will be informed of any delays.
4. **Resolution:** If you accept our proposed resolution, the complaint will be closed and filed.
5. **Escalation:** If you decline the resolution, the complaint will be escalated to the International Operations Manager and a member of the Senior Leadership Team for further investigation.
6. **Appeal:** If you accept the Senior Leadership Team's decision but later wish to appeal, you have three working days to do so.
7. **Final Appeal:** If you're still dissatisfied, you may appeal to the Principal via PA Angela Merrin at amerrin@itchen.ac.uk. You will receive an acknowledgment within five term-time days (longer during holidays). The Principal's decision is final.

Emergency Process

All hosts and students are provided with the International School Office's out-of-hours emergency contact number. This number should be used for genuine emergencies only. In case of an emergency requiring immediate assistance, call 999 first. Once your student is safe, please contact the International School Office to inform them of the situation so they can notify the student's family and agent, if applicable

Emergency Out of College Hours Number: 07384832408

- Student poses a danger to themselves or others (e.g., self-harm, threats, or attempts of suicide).
- Accident or incident requiring immediate emergency services.
- Student arrested and remanded in custody.
- Student uncontactable for an extended period or fails to return home by curfew.

If a student is uncontactable or misses curfew:

1. Attempt to contact the student directly.
2. If unsuccessful, try reaching their known friends.
3. If still uncontactable, call the International School Office emergency number.
4. The emergency phone holder will attempt to contact the student and their associates.
5. If contact isn't made, the police will be notified, and the student will be reported as missing.
6. The student's parents and agent (if applicable) will be informed, and College action will be taken

College Communication

The International School wishes to maintain a close relationship with our Homestay Hosts and reassure them that support is available from the College should they require it. In return, it is key that emails or phone calls from us to you are acknowledged and responded to when applicable. Please ensure the email address provided to the International School is your current one. If it does change, let us know as soon as possible.

We value all feedback from our homestay hosts, whether positive or negative. With your permission, we may use your comments or photographs to enhance our services or for marketing purposes. Rest assured, we will always seek your written consent before using any feedback in this way.

Itchen College Reception	02380 435 636 (option 3)
International Office	international@itchen.ac.uk
Accommodation and Welfare Officer	Coral Serjent: ext 305
Student Support Officer	Lisa Melendez: ext 271
Marketing & Programme Manager	Sam Byres: ext 301
Operations Manager	Lynne Jones: ext 302
Finance Department	Vicki Twomey: ext 220
Safeguarding Department	safeguarding@itchen.ac.uk
Emergency Out-of-Hours	07384832408
Minor Injuries	111
Emergencies	999
Youth Mental Health Crisis	Young Minds: text YM to 85258 Beat Youthline: 0808 801 0711 Samaritans: 116 123

Appendices

Appendix 1a: [Safeguarding Policies & Overarching Safeguarding Statement](#)

Appendix 1b: [Child and Vulnerable Adult Policy Safeguarding Policy](#)

Appendix 1c: [PREVENT Policy](#)

Appendix 2: [International Attendance Policy](#)

Appendix 3: [Homestay Code of Conduct](#) & [Homestay Code of Conduct Declaration](#)

Appendix 4: [Complaints Policy and Procedure](#)



Top Tips to Welcome your Student!

If you are new to hosting a student you may be apprehensive and unsure of what to expect. It is only natural to feel nervous and outside of your comfort zone whilst waiting for your new student to arrive. Please remember, they are in the same situation, and may be just as nervous as you are.

1. **Prepare Their Room:** Ensure the student's room is clean, private, and equipped with essentials like a bed, desk, and storage.
2. **Warm Welcome:** Greet your student warmly upon arrival. First impressions matter.
3. **Offer Refreshments:** Provide something to eat and drink. Ask if they'd like to rest after their journey.
4. **Exchange Contact Information:** Share your phone number and obtain theirs, if not already done.
5. **House Tour:** Show them around your home, highlighting communal areas and how to use appliances.
6. **Local Orientation:** Briefly walk or drive them around the local area, pointing out key locations and transport options.
7. **Discuss Dietary Preferences:** Inquire about their food likes and dislikes to accommodate their preferences.
8. **Set Expectations Early:** Clearly communicate house rules and expectations from the student's arrival.
9. **Address Issues Promptly:** If problems arise, address them calmly and promptly to prevent escalation.

By following these steps, you can create a welcoming and supportive environment for your homestay student.

Example of Homestay Information and House Rules

Please click the link below, for an example of a “Welcome Pack” to give to students when they arrive.

https://drive.google.com/file/d/1eS_pL8Ek31-KqDqla1d9fkTqGkdABypH/view

