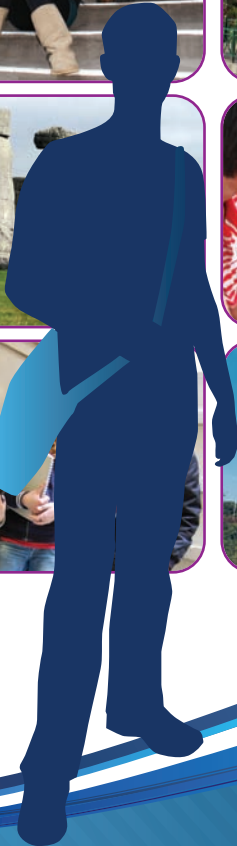


THE BOURNEMOUTH AND POOLE COLLEGE

ADVICE & GUIDANCE
TO HOST FAMILIES



This information has been produced as a friendly guide to help you and your student know what to expect from one another. If this is your first experience of accommodating our students, we hope you will find the following information useful and that both you and the student will find the experience rewarding and satisfying.

Bournemouth and Poole College is grateful to people who offer accommodation and all new host family accommodation will be inspected by our Accommodation Officer who will be looking for warm, comfortable, safe and hygienic conditions conducive to study and relaxation. Should your accommodation be suitable, you will be registered with us and we will do our best to match students to families where possible. If your circumstances change at any time or your accommodation is altered after inspection, could you please inform us so that we can update our records.

To become a host family we would ask you to accept certain responsibilities for the student's well being and comfort. Integration with the host family is one of the most important aspects of the student's stay with you so even if they give themselves a new 'English' name when they arrive, please respect them enough to remember their given names. We know that in most cases students would welcome the opportunity to share family life and it would be invaluable if they could have access to the living areas to watch TV or relax.

Meals

Host families offering half board are expected to provide a healthy dinner and breakfast during the week. Light lunches should be provided at weekends. Please let your student know when meal times are and provide a cold meal/salad if the student is unable to attend at the regular time. We would of course expect the student to inform you of their absence beforehand.

For your guidance:

- **Breakfast** – cooked English or Continental i.e. coffee/tea, cereals.
- **Evening meal** – at least two courses e.g. meat/fish, vegetables including potatoes/rice or pasta, dessert or fruit and coffee/tea.

If you agree to take a student of a different religion or cultural background, this may require special dietary or social provisions. Further information can be obtained from The College.



Facilities

The student's room should have adequate lighting and heating, and apart from the normal bedroom furniture, will require a table or desk and chair to enable the student to study quietly. If this is not possible, a room where the student can study. A change of bed linen should be made weekly free of charge.

Most students are used to taking daily baths or showers, whichever is available. You should therefore be prepared to provide this facility. It is advisable to come to an agreement about when it would be convenient for them to use the bathroom. Most students will bring towels, if this is not the case, the Hostess will be asked to provide them. Many of our students come from hotter climates and will appreciate extra bedding being provided during the winter.

House Rules

If you have any special requests, please make them clear at the beginning of your student's stay. It is reasonable to expect students to inform you of their time of return to your house or if they intend to stay out overnight.

Students are required to keep their room tidy and comply with family life and house rules.

The families should regard and treat the students as one of the family.

Students and families must talk about house rules, customs etc; to avoid misunderstandings.

If a student wishes to entertain friends, they should reach a prior agreement with you and ensure your wishes are respected in this matter.

Charges

Current rates are £112.00 per week for a single room and £98.00 per student per week for two people sharing a twin room. This should include bed, breakfast and evening dinner every day, and lunch to be provided at the weekends.

Payment

Where a student pays directly to the host family, we advise you to ask for five weeks' money on arrival. This is four weeks' rent and a week's deposit. The student should pay on the same day each week.

The deposit should be returned at the end of the student's stay, provided there are no outstanding bills or damages to be paid for.

Students wishing to remain with you throughout the vacation periods would expect to be asked to pay an additional £10.00 per week to include full board. A student wishing to return to you after vacation periods would be expected to pay a retainer of £25.00 per week (not applicable during the summer vacation).

Method of Payment

Most of our students pay rent directly to their host families. We receive group bookings periodically throughout the year and we would be responsible for these payments. At the moment (and this may change in the future) we will send a cheque directly to you. Your first cheque will be sent approximately two weeks after the student's arrival and will be for a 28 day period.

If a student is booked for less than 28 days, you will receive payment half-way through the student's stay, for the full amount.



Termination of Accommodation

Students are asked to give one week's notice to leave your accommodation. Failure to do this should result in the student forfeiting their deposit.

You are advised to keep a book to record payments and issue receipts for each payment made. **The importance of this cannot be emphasised enough.**

Student Arrivals

Unfortunately students do occasionally arrive at inconvenient times and we would ask you to take this into consideration.

Flights arriving from South East Asia sometimes arrive at unsociable hours. In normal circumstances The College will be informed of the time and we will endeavour to let you know as soon as possible.

Non-Arrivals

The College cannot accept any financial responsibility for the non-arrival of a student, although we would, of course, attempt to place another student as soon as possible. The College should be informed of the student's non-arrival on the first working day.

Telephone

To prevent any problems we would suggest a lock or a call-barring system being fitted to your telephone. We consider it is reasonable to expect a student to receive incoming phone calls, provided this is within sociable hours. May we suggest that all outgoing calls are made under your supervision. The College cannot take responsibility for telephone calls made by students in your home.

Laundry

If the facilities are available and you are willing, the student could do his/her washing at home. If you provide a laundry service for the students, you are at liberty to charge for this service.

Keys

All students should be given their own door key allowing them free access to your home. The College cannot take responsibility for any loss or damage that could occur through possession of this key. It is unlikely any student will abuse this privilege, but should this happen, please do not hesitate to contact the Accommodation Officer immediately.

Insurance

Host families are advised that Bournemouth and Poole College cannot accept liability for any claim in respect of damage caused by students, or their guests, whether by accident, negligence or design. All host families providing accommodation to students are required to inform their household insurers that they have students staying with them in the house. Some insurance companies apply exclusions to their policies if students are in residence, others even refuse to continue to provide cover.

Failing to inform your insurers of the reality may well have grave repercussions.

If you find that you are unable to obtain household cover we may be able to let you have the names of 'brokers' who know which insurance companies are familiar with institutions and students.

Home Alone

We are aware that on some occasions students may be allowed to stay alone in the house. If this happens you will need to contact us and we will remind you that the decision and responsibility will be yours.

Visitors' Book

Host families are reminded that in compliance with the law, they must keep a Visitors' Book which, records students' names, addresses and arrival and departure details.

College Attendance

Students should not be absent from college unless there are genuine reasons.

If a student is ill, could you please let the Accommodation and Administration Officer know as soon as possible.

Room Availability

It should be noted that preference is given during the winter months to those families who ensure that their rooms are available to the Accommodation Service during the peak summer season.

Gas Safety Regulations 1998 (Installation & Use)

It has been brought to our attention that hosts providing accommodation are classified as landlords/ladies under the Gas Safety Regulations (Installation and Use). These regulations were introduced to ensure that all gas appliances in rented premises were modern and safe for the tenants' use.

The regulations as amended define a landlord as someone who leases relevant premises for a period of less than 7 years and relevant premises as premises or any part of premises occupied for residential purposes. Thus renting a room in your home comes under the definition of a lease.

Consequently, providing a room for anyone, including an International Student, means you need to conform to the regulations by ensuring that all boilers and central heating systems are installed and serviced under contract with 'competent persons' only.

Such work can only be done by businesses that are members of the Gas Safety Register.

British Gas operate a certification system whereby your gas appliances are inspected annually by one of their engineers.

Further information on certification can be obtained from British Gas on **0345 226611**. Costs may vary regionally and we would advise you to approach other companies Gas Safe registered.

We would also like to remind you that it is your responsibility to conform to the regulations and obtain a certificate. Failure to do so would be breaking the law.

Children Act 1999

If you agree to accept students under the age of 18 years all members of the household and/or lodgers will be required to give consent to the Local Authority for a CRB (Criminal Records Bureau) check. It is also College regulation to comply with OFSTED (Official for Standards in Education) please see www.ofsted.gov.uk



Safeguarding for Host Families

The College has a statutory duty under the Education act 2002 to provide and safeguard the welfare of children. With regard to host families we are committed to ensuring a safe environment in which young people can live and learn whilst they are with us in college.

To this end the following measures have been established:

- All College staff are cleared through the Criminal Records Bureau (CRB) to ensure that they have no convictions that may jeopardise the safety of a young person whilst in College.
- All host families are CRB checked in the same way. All members of the household over 18 must be CRB checked at enhanced level. Please note that if you are away for any period of time, e.g. a holiday, and you ask someone to look after your home and the student is still in the family home, then these people too will have to be CRB checked.
- Young people have someone to turn to in College if they have concerns about their treatment, bullying or harassment. Usually this would be their tutor in the first instance. They can also talk in confidence to members of the Counselling and Welfare team. Students in College provided accommodation can also turn to the Accommodation and Administration Officers. The students are made aware of these contacts at induction and through the Student Handbook.

With regard to child protection issues, The College has a designated person responsible for child protection, to which all staff will refer.

Issues for Host Families

Where you, as host families, have issues or concerns on any of the above then your initial point of contact will be through the Accommodation and Administration Officers. Emergency contact is also available out of College hours and at weekends. Details of these contacts will be found below.

If for any reason you are dissatisfied with the care The College provides and, after having given us a chance to rectify the matter, you are still dissatisfied, then you can approach OFSTED directly, to complain. Their contact details are as follows:
Telephone: **08456 404040**
Email: **enquiries@ofsted.gov.uk**

Full copies of The College's Child Protection Policy procedures are available if required from Student and Customer Services at The College. Telephone: **01202 205896**.

Emergencies

To comply with OFSTED for accommodating College students, under the age of 18, The College has implemented a policy for cases of extreme emergencies as follows:

"The emergency procedure is to be implemented only when a situation arises that needs to be resolved prior to the next working day".

Typical examples of this would include student hospitalisation, physical abuse, or situations where the issue needs to be referred to the next of kin, due to consent requirements.



Emergency Contact details

Monday to Thursday: 08:30 – 17:00

Friday: 08:30 – 16:30 (*excluding bank holidays*)

Telephone: **01202 205317**

Email: **baenar@bpc.ac.uk** or
demchenkoe@bpc.ac.uk.

Out of College Hours.

Telephone: **07710 533499**

Queries/Problems

Since the student is a paying guest in the family, they have no particular duties or chores other than to fit in and take part in family life in the best way possible.

It is the responsibility of both parties to achieve this successfully, and will require an effort from both parties.

If any queries or difficulties arise, please try to sort problems out by talking about them with the student. If this does not appear to be working, or more serious problems arise, the matter should be referred to the Accommodation Officer as soon as possible.

In the case of illness or accident please call your own doctor and notify The College as soon as possible.

These guidelines have been written to offer advice and guidance to prospective host families. Although we cannot undertake responsibility for students and property, should any problems arise, the Accommodation Officer will always help and mediate where possible.

Students who come to Britain, take back to their country, not only the increased ability to speak the language and improve their educational qualifications, but also an impression of British family life. We try to ensure students are provided with a high level of satisfaction in both areas.

We know the standard of our host family accommodation is high and appreciate the work that is put into making international students welcome. We would like to acknowledge this high standard by asking you to sign our Code of Practice.

Please be assured that the Code of Practice is asking no more of you than most hosts already provide for their guests. It is designed to raise the level of awareness of the responsibilities of host families, and to furnish evidence to our overseas agents of the importance placed on the standard of accommodation offered.

On receipt of your application form, arrangements for a visit will be made at a mutually convenient time.

Although we cannot undertake responsibility for students and property, should any problems arise, the Accommodation Officer will try to help and mediate where possible.

We would like to maintain close liaison with you and be in a position to help to resolve any problems the student or yourselves may encounter.

We hope we have answered some of your questions, however, please do not hesitate to contact us on the number provided for any additional information.





Thank you to Bournemouth Tourism, Poole Tourism and Dorset County Council for the use of their photographs.

International Operations

The Bournemouth and Poole College, The Lansdowne
Bournemouth, Dorset, BH1 3JJ, England

Tel: +44 (0)1202 205161

Fax: +44 (0)1202 205991

Email: international@bpc.ac.uk

visit www.thecollege.co.uk/international

