

Aspire - Achieve - Succeed

Agreement between Homestay Providers and The Bournemouth and Poole College

New Homestay Hosts

To become a Homestay host for Bournemouth and Poole College you will need to complete and return the Homestay Host Application form. If your application is successful, the following will need to be completed before we are able to place students with you:

Initial Homestay Visit

Two members of the Accommodation Team will arrange to visit you in your home. This initial visit will take approximately 1.5 hours and the following topics will be covered:

- the Agreement for Homestay hosts including information on the Ofsted National Minimum Standards and room requirements
- training on Safeguarding and protecting vulnerable adults
- assessment of your home
- DBS applications
- · any questions that you may have

Gas Safety Certificate

Homestay hosts providing accommodation for our students are classified as landlords under the Gas Safety Regulation 1998. This means all gas boilers, gas fires and gas central heating systems need to be installed and serviced by a 'competent person' i.e. Gas Safe registered engineers. You can learn more about gas safety checks at www.gassafetyregister.co.uk or you can call 0800 408 5500.

You will need to provide a copy of your Gas Safety Certificate to show that your gas appliances are safe and that they have been checked by a Gas Safe Registered engineer. Certificates are valid for one year from their issue date.

DBS Checks

Enhanced Disclosure and Barring Service Certificates must be obtained for each individual who is over 18 years old and who lives in the home or will stay there overnight whilst you are hosting students. The cost of this (£44 per person correct May 2018) is payable by the applicant. Furthermore, we require hosts to disclose any convictions which may post-date the completed DBS Application Form. Failure to do so will jeopardise your host status.

It is possible to make your DBS 'portable' so that other organisations can use it. To do this you will need to register your certificate with the DBS Update Service during the application process or within 30 days of the certificate being issued. Registration with the update service costs £13 per year (information correct May 2018).

If you have already applied for a DBS Certificate through another organisation and you have registered it with the DBS Update Service please inform the Accommodation Officer.

References

Two character references per host are required. The references will need to be from someone who has known you for two years or more and should not be a family member. Acceptable referees may be your employer/manager, business colleague, neighbour, volunteering leader or a family friend. If you already host with another organisation we ask that you provide your main contact in their accommodation

department as one of your referees. These references will be validated by a member of the Accommodation Team following your initial visit.

Prevent Training

All Homestay providers are required to complete training on the government's Prevent Strategy. The Prevent Strategy aims to prevent children and young people from being drawn into terrorism. As a host, it is very important that you are aware of the guidance offered on this and that you know what to do should you have concerns about a student. The Prevent training is to be completed online – the Accommodation Officer will provide you with more information on how to do this.

Set-up Fee

There is a £100 (correct May 2018) set-up fee for new Homestay hosts. This fee covers administration and the visit to your home. This fee is payable by cash, card or cheque at the college reception (cheques should be made out to Bournemouth and Poole College) or by card over the phone.

Fire Risk Assessment

All homestay hosts are required to have a Fire Risk Assessment in place. You will be asked to complete your own Fire Risk Assessment and you will be provided with a template from the college to help you do so.

As part of this Fire Risk Assessment, you should also ensure that you have a clear fire escape plan/route in your home. This plan should be explained and practiced with everyone in the household and students should be advised of the details of the fire escape plan within the first 24 hours of their arrival.

Further information on fire safety in the home and how to plan a safe escape can be found at www.dwfire.org.uk.

Key Ongoing Host Commitments

Once you have been set up as a Homestay host with Bournemouth and Poole College you will required to adhere to the below ongoing actions to remain compliant as a host:

- DBS certificates to be renewed every 5 years (unless registered on the update service)
- DBS Certificate to be obtained for any member of the household who is due to turn 18 years old, and for any adult (e.g. lodger) moving in to the property <u>before</u> the event
- Gas Safety Checks to be renewed annually, and the Accommodation Office must be supplied with a
 copy of your new certificate before the previous one expires.
- annual visits to your home to be completed by a member of the Accommodation Office. The visit
 will include a refresher on the Agreement and Safeguarding training as well as a re-assessment of
 your home. This is completed at a cost of £40 (correct May 2018).
- annual review of your Fire Risk Assessment (it should be reviewed sooner should you have any alterations made to your home).
- online Prevent training to be completed every three years

Data Protection

All personal information that Bournemouth and Poole College holds is processed in accordance with current UK data protection legislation. The College is the data controller and contact details for our data protection officer can be found on our website www.thecollege.co.uk. The information you provide will be used for providing the services outlined in this document. Your data will be shared with your student(s) and their parent, guardian or agent where appropriate. We will contact you where

necessary in order to provide the service detailed in this document. For more information about how we use your data, please see our full privacy notice at www.thecollege.co.uk/privacy-notice

Bournemouth and Poole College, the data controller, will share with you, the host, the data processor, personal data about your student(s). This personal data will include name and date of birth and should only be used for the purpose of providing the student with accommodation as set out in this document. The personal data shared with you should only be kept for as long as the student is staying with you. Once the need for the data has ended, the data should be returned to the College in full or destroyed confidentially. All personal data provided to you is confidential and should not be shared with anyone without the written consent of The College. This includes asking a third party to process the data on your behalf. The personal data provided to you should be stored and processed securely. You should be able, where necessary, to assist The College in providing the data subject with access to their information and allowing data subjects to exercise their rights under the General Data Protection Regulation (GDPR). You will also assist The College by ensuring: that all data is handled in a secure manner; any data breaches are reported to The College as soon as possible; and data protection impact assessments are carried out if necessary.

If you have any problems with this, please raise this with your College contact. You can find more information about GDPR from the Information Commissioners Office at www.ico.org.uk

Matching Students and Student Bookings

Students complete an accommodation application form which includes details of their personal profile and any special accommodation requirements they may have (for example dietary requirements, disabilities or allergies). The Accommodation Team uses this information to match them to a Homestay host. If you are selected as a good match we will contact you by phone or email to see if you would like to accept the booking.

Once the booking and the student's arrival details have been confirmed a booking confirmation letter will be sent to you by email with all relevant details. Please note that The Bournemouth and Poole College are not able guarantee student bookings as bookings are dependent on student numbers, demographics and individual requirements.

Hosts must also be aware that whereas students of The Bournemouth and Poole College go through our course, visa (if appropriate) and homestay application process, it is not possible for police checks to be carried out. Therefore hosts must recognise that they are inviting students into their home at their own risk.

Cancellation of a Booking by a Host

Once a booking has been accepted we do not expect a host to cancel unless it is absolutely unavoidable (e.g. due to a family emergency). Cancellation of a booking (even if it is weeks in advance) can cause a lot of anxiety for the student, create an extensive amount of work for the Accommodation Office to ensure that an alternative family is found and can damage The College's reputation. Please note that cancellation of a booking within seven days of the student's arrival may jeopardise your status as a host.

Hosting Students from another Organisation

The College are aware that you may wish to also accommodate students from other organisations. If this does occur, you are required to inform the Accommodation Office of the age, gender and nationality of the student(s) you are hosting. This ensures that we are best able to match our student bookings and make sure that the students' requirements are being met. If you are hosting a student under the age of 18, we require that you do not accept any bookings for students who are of the opposite gender and over the age of 18.

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Student Arrivals and Departures

Please be aware that there is no set day or time in the academic year for students to arrive.

Sometimes it will be necessary for you to pick up/drop off your students from either the Lansdowne or North Road campus. This will be usually be necessary for students who are travelling as part of a group. Other students may make use of an airport taxi organised by The College or make their own way to your home. The Accommodation Office will notify you of the time and date of the student's arrival and their method of travel or students may contact you directly.

Non-arrivals

If you are expecting a student and they haven't arrived please contact the Accommodation Office, or if outside of The College opening times please call the out-of-hours emergency number.

Please note that The College cannot accept any financial responsibility for the non-arrival of a student. Our arrangements are made in good faith but sometimes circumstances change which are beyond our control (e.g. visa refusals). We will of course try to find another student for you as soon as possible should a student booking be cancelled.

Visitor's Book

On arrival to your home any paying guest is required by law to enter the following information in a 'visitor's book': name, home address, home telephone number, passport number, date of arrival and departure, car/motorcycle registration number, forwarding address and signature. The information must be kept by the host for a minimum period of 12 months. A basic notebook will suffice but as this will contain the student's personal information it should be kept it a secure place.

Welcome Information and House Routines

Hosts should discuss household routines and show the student around their home as soon as possible. As well as showing the student how to use certain appliances (shower/taps, how to lock the front door etc.), you should also talk to the student about the fire escape plan, recycling and rubbish, laundry, curfew times, mealtimes and inform them about how to communicate with you. It is the host's responsibility to ensure that the student knows how to get to College on their first day – whether this is by driving them to The College, showing them where the bus stop is, helping them with the bus times or practicing the bus journey with them.

If you have 'house rules' written down, please share these with the Accommodation Officer as it is important that they don't conflict with ours.

Food

Hosts should provide students with a healthy, balanced and nutritious breakfast and hot evening meal Monday to Friday. A dessert or some fruit should also be provided after the evening meal. Full board accommodation (breakfast, lunch and a hot evening meal) is required at weekends, College holidays and bank holidays.

If the student informs you that they are due to arrive home later than the scheduled meal time then their food should be saved for them.

The College does not recommend that you allow students to cook their own food unsupervised using your oven or gas hob as this may pose a health and safety risk and could invalidate your household insurance. It is, however, a reasonable expectation for students to make use of the microwave to reheat food as needed.

Integration into Family Life

One of the most important aspects and the essence of a 'real homestay experience' is integration into the family. This can be achieved through sharing mealtimes, regular conversation and inviting students along to your family activities. It is the responsibility of both the host and the student to achieve this successfully and will take effort from both parties. Since the student is a paying guest, they should have no particular duties or chores other than to take part in family life.

Students should be encouraged to speak English as much as possible in your home. If English is not your first language then you must ensure that only English is spoken in the presence of any students.

It is at your discretion whether you are happy to allow students to have guests visit your home. Students should be made aware that guests are only allowed with the permission of the host.

Smoke and Carbon Monoxide Alarms

All homestay hosts are required to have at least one smoke alarm on every floor of their property, a carbon monoxide alarm in any room where solid fuel or a gas appliance is used and ensure that the alarms are regularly tested (once a week is recommended) and are in working order at all times.

Access to Keys

All students should be entrusted with a house key allowing them free access to the homestay. Please note that The College cannot take any responsibility for any loss or damage in your home through possession of this key.

Facilities

The student must be allowed to make use of communal areas in the homestay. Hosts are required to maintain a good level of cleanliness and tidiness in the home whilst accommodating a student.

Student Bedrooms

The student bedroom must provide the following:

- standard, good condition bed and mattress (futons, pull out couches or bunk beds are not permitted)
- adequate space around the bed for students to change comfortably and sufficient head room above
- desk or suitable surface for study with a satisfactory level of lighting (or another suitable quiet study space within the house)
- a chair
- bedside cabinet or table
- wardrobe
- chest of drawers
- a window which can be opened for ventilation, which provides a good level of natural light by day and with curtains or blinds which can be drawn at night
- electrical sockets sufficient in number and appropriately located for electrical equipment to be used without excessive or dangerous use of trailing extension cables
- a safe and adjustable source of heating
- suitable flooring which does not risk splinters or cuts or present a risk of tripping, and is of acceptable cleanliness and condition
- provision to keep personal items in a lockable cupboard, drawer or box (optional)

Please note that for twin rooms there must be two of each piece of furniture listed.

The student bedroom must also be clear of any family belongings and all storage units must be empty for the student to use.

Students are expected to keep their rooms tidy, however it is the responsibility of the host to clean the room on a weekly basis.

Bathrooms

Adequate toilet and washing facilities must be readily available to the student and with an appropriate level of privacy and cleanliness. There should be no more than five people sharing a toilet at the homestay and there should be enough hot water for students to shower/bathe each day.

Laundry

Bed-linen and towels should be provided and changed once a week. Additionally, hosts are expected to provide a laundry service to the students, or allow the student to use the washing machine themselves. Included in the price of homestay is one load of washing per week. A small charge may be agreed directly with the student if additional laundry services are required or they can be directed to your local launderette.

Internet

Students should have access to the internet within the homestay at no additional charge. Please inform students of how to access the internet and any codes needed when they arrive.

Students are expected to follow the responsibilities laid out in the 'Policy for the acceptable use of college IT systems by students' whilst using your internet connection.

You have the right to limit internet usage (using your internet provider's parental controls or virus protection services for example) and if necessary restrict use during the night.

Telephone

To prevent any problems of misunderstanding or misuse, please speak to your students about outgoing calls from your telephone. If the student would like to make outgoing calls you are entitled to charge them cost price for doing so. The Bournemouth and Poole College cannot accept liability for any telephone charges incurred by a student.

It would be reasonable to expect the student to receive incoming calls at acceptable times (without preventing your own use of the telephone) as it is important that we facilitate the students in keeping in contact with their family.

Curfews

Curfews apply to any student under the age of 18 years old. The college curfew times are as follows:

16 years of age - 21:00 hours

17 years of age - 22:00 hours

It is absolutely vital, and a condition of taking one of our students, that you report any non-compliance of the above to us.

Occasionally, some groups have different curfew times which will have been pre-arranged with The College before the student arrives. In all instances you will be made aware of what these curfew times are in the booking confirmation letter.

Privacy

The student's privacy should be respected and they should be given exclusive use of their bedroom at the homestay. This means that access to the bedroom by the host and other members of the household is not permitted unless previously agreed by the student (e.g. in regards to regular cleaning/laundry days).

Using students room whilst they are away (during half-term for example) should be avoided. If you need to use the room whilst the student is away then this must be agreed with the student in advance so they can pack their own belongings before they leave. The room retainer fee should be waived if this does occur.

Students will be expected to honour your privacy also – this includes not taking photographs without permission, not entering other bedrooms in the house without invitation and not disclosing details of your family to others.

Home Alone

We are aware that on some occasions you may need to stay away from your home overnight, however if you are hosting a student under the age of 18 under no circumstances are they to be left overnight in your homestay without your supervision (from their curfew onwards).

If you are planning on going away you will need to inform us at least two weeks in advance so that arrangements can be made. This may involve further DBS checking of anyone who will be involved in the supervision of the student (if time allows), or the use of a temporary or emergency host family.

In respect of students over the age of 18, it is acceptable for them to be home alone overnight but it is at your own risk and responsibility. You must inform the Accommodation Officer if this is to occur.

Attendance and Illness

Attendance is taken very seriously at The College and is monitored closely - especially as for many international students a condition of their visa is that they must have good attendance on their programme of study.

If your student does not attend College for any reason please contact us - even if your student is over 18 years old. If the student is unwell the host is expected to check in with the student regularly throughout the day and the student should be able to summon assistance readily and rapidly when necessary.

Student absences should be reported to the Accommodation Office on 01202 2053 17.

For long-term students please inform them of where your doctor's surgery is so that they can register with them as soon as possible after their arrival with you. International students can obtain a letter from International Office to assist them with this.

Medications within Homestay Accommodation

Students are responsible for the self-medication of all homely remedies and prescription medications whilst in homestay accommodation. The College will advise hosts of any declared details of medical requirements and any emergency medications that are needed for the students' wellbeing. Whilst there is no expectation or requirement for hosts to actually administer medications, there is a duty of care for The College to advise of the students medical needs. All applications for homestay accommodation are assessed by Student Health Coordinator on referral by the Accommodation Office, following the assessment and formulation of Medical Care Plans this information is to then be disseminated by the department to hosts.



The students and host are to arrange for the suitable storage of any medications as per pharmacy instructions.

Payment

There are three different payment methods:

Payment Method	Information
Direct:	The student will be paying directly to the host for the duration of their stay. The student will pay for the first four weeks' accommodation on their arrival and after this period the student will make payment weekly. It is essential that a receipt is issued to each party at the time of payment.
College pays first four weeks:	The College will make payment to the host for the first four weeks of the student's stay (in line with the accommodation payment schedule). After the first four weeks, the student will pay the host directly on a weekly basis. It is essential that a receipt is issued to each party at the time of payment.
College pays for full term of accommodation:	For the duration of the student's stay The College will make payment to the host via bank transfer on the last working day of each month. Payments made will be in line with the accommodation payment schedule. We recommend that the host maintains a record of all payments received for tax purposes.

The College will advise you of how you will receive payment for each of your students prior to their arrival - this information will be detailed on the booking confirmation letter.

If your student stays with you during the Christmas (two weeks), Easter (two weeks) or half-term (one week each) holidays you will receive an additional fee to cover the cost of the additional lunches provided. If, on the other hand, the student is going away during these times, you will receive a room retainer fee to hold the room whilst they are away.

Please refer to our website for the current price list:

http://www.thecollege.co.uk/international/become-host-family/

Tax Implications

You may be required to pay tax on some of the income you receive from providing homestay accommodation to students. The government's Rent-a-Room Scheme does allow you to receive tax-free rental income, however this is only up to a certain amount. For more information please contact HM Revenue & Customs.

Termination of Accommodation

Students are expected to stay in their homestay for a minimum of four weeks (unless it is a prearranged short-term stay). If a student leaves your home before the end of this period they are still required to pay for the full four weeks.

Students are expected to give their host one week's notice if they wish to leave their accommodation. The same notice period applies for hosts giving notice to their student.

Any student wanting to leave their accommodation, whether over or under 18 years old, must inform the Accommodation Officer prior to leaving their homestay. Students under 18 will require written permission from their parent/guardian before they can move out of host family accommodation.

The College reserves the right to move a student for their wellbeing without a notice period and payment will cease with the departure of the student.

Damages and Insurance

Hosts are required to inform their household insurers that they have students staying with them in their home. Some companies apply exclusions to their policies if students are in residence so it is important that hosts ensure they have adequate cover.

Hosts should accept that there will be a certain amount of wear and tear and a risk of accidental damage to their home whilst hosting students. The Bournemouth and Poole College cannot accept liability for any damage caused by students. If damage beyond normal wear and tear does occur, the host should claim through their insurance company where appropriate or negotiate directly with the student to agree a reasonable amount to repair the damage or replace the item. We recommend that an inventory is completed and signed by both parties on arrival and departure of the student to avoid dispute.

Hosts may also wish to take out a Personal Liability Insurance policy. This would protect the host against any claim which a student might make against them, for example in regards to injury or property damage.

Student Agreement

If you would like to read a copy of the Agreement for Students in Homestay Accommodation a copy of this can be found on our website:

www.thecollege.co.uk/international/student-life/accommodation/

Student Concerns

If you have issues or concerns about a student who attends The College your initial point of contact will be the Accommodation Office.

Accommodation Office Contact Details

Monday to Thursday (excluding Bank Holidays): 08:30 – 17:00 hours Friday (excluding Bank Holidays): 08:30 – 16:30 hours Telephone: 01202 205317

Email: studentaccommodation@bpc.ac.uk

Emergency contact number*: 07970173218

*The Emergency Contact number should only be used in an emergency and outside of normal office hours.

Emergencies

The emergency contact number is to be called only when a situation arises which needs to be resolved prior to the next working day.

Examples of this would include:

- student hospitalisation
- safeguarding issue
- student not returning to your home by curfew

- cancellation of a booking within 24 hours of the student's arrival time
- non-arrival of an expected student
- situations where the next of kin need to be informed for consent requirements

Child Protection and Safeguarding

The College has a statutory duty, under the Education Act of 2002, to provide for and safeguard the welfare of children. With regard to homestay we are committed to ensuring a safe environment in which young people can live and study whilst they are at The College.

The College has designated Safeguarding Officers who may be contacted during office hours by anyone having concerns about a young person who attends the college.

The Safeguarding contact details and opening times are as follows:

Monday to Thursday (excluding Bank Holidays):

Friday (excluding Bank Holidays):

Lansdowne:

North Road:

Fulcrum:

08:30 – 17:00 hours
08:30 – 16:30 hours
07774 974781
07714 851103
07528 364120

Ofsted

The College complies with Ofsted (Office for Standards in Education) regulations. We are usually inspected every three years by Ofsted. This means your home may be visited by an Ofsted inspector by prior arrangement with you. You can view the national minimum standards that The College must abide by at www.ofsted.gov.uk

Complaints by Homestay Hosts

If you are in any way dissatisfied by the service that The Bournemouth and Poole College provide please do not hesitate to raise your concern with the Accommodation Office. If you feel that your issue cannot easily be resolved please follow The College complaints procedure – this can be found on The College website or can be requested from a member of College staff at any time.

If you are dissatisfied with the care or welfare support provided by The College and, after having given us the chance to rectify the matter, you are still dissatisfied, you can also approach Ofsted directly. Their contact details are as below:

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Address: Ofsted, Piccadilly Gate, Store Street,

Manchester, MI 2WD

The information contained in this document is correct at the time of going to press (May 2018) but may be subject to change. E&OE.











For further information please contact:

Student Accommodation Team, The Bournemouth and Poole College, The Lansdowne, Bournemouth, BHI 3JJ, United Kingdom **Tel:** 00 44 (0) I 202 205317

www.thecollege.co.uk/international