



RICHARD
LANGUAGE COLLEGE
Bournemouth, England

Homestay Guidelines and Conditions Handbook

Accommodation Office

RICHARD LANGUAGE COLLEGE

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GENERAL INFORMATION

The information contained herein should hopefully answer any questions you may have.

Please note, in arranging the provision of accommodation, the College acts as an agent only between the student and the host family. It is very important to maintain a friendly family atmosphere at all times, with either the host or hostess being a native English speaker. In accordance with regulatory guidelines (Accreditation UK):

- There must be no other person staying in your home of the same nationality or mother tongue as your Richard Language College student(s).
- There must be no more than **four (4)** students staying in your home at any one time.
- Your student(s) must not be left alone overnight.
- You cannot host adult (18 or 18+) and junior (under 18) students at the same time.
- Students over 18 do not share a room, unless from the same group and have asked specifically to do so.
- We re-visit all host families every two (2) years.
- If you have a student arriving over a Bank Holiday weekend, please check with us as to whether they will have lessons on the Bank Holiday.

ACCOMMODATION BOOKINGS

The Accommodation Officer will call to place a student with you.

You will receive a confirmation letter, confirming the booking dates, student name, age and nationality and the payment rate. This letter will also contain details of any allergies and curfew times.

Please read the confirmation carefully and contact the Accommodation Officer if you have any queries.

In the event of a twin booking, both guests **must** be booked by Richard Language College.

The student's room must be adequately furnished, with space to hang and store clothes, a bedside lamp and a mirror. A desk or small table for writing must be available. The home must be suitably clean and tidy for the duration of the student's stay.

ARRIVALS

There must be a responsible adult at home to welcome the student on their arrival day.

Bookings are normally made from the Saturday before the commencement of a course to the Saturday at the end of the course. Most of our students are independent travellers, and we do not receive their arrival details. However, we do ask each student to inform you of their estimated arrival time in Bournemouth.

Please check your e-mails regularly if you have received a booking confirmation as the student will be given your e-mail address.

Whilst students make every effort to arrive at a reasonable time, please be patient with them when late arrivals are unavoidable.

For some group arrivals, you are requested to collect your student from, and return your student to, the College, bus or railway station. You will receive group arrival details and departure details prior to the arrival date. If you are unable to meet your student, please try to arrange alternative transportation i.e. family friend or taxi (**at no cost to the student**).

In most cases the student booked will arrive as expected and stay for the period booked. However, the college cannot guarantee this and in the event of a cancellation will endeavour to substitute another booking.

If the student does not arrive at the expected time, the host family should not assume cancellation. The student may arrive late, and the host family should always contact the College on Monday morning or the next working day from their arrival.

The College will not be held liable for the payment of fees in the event of a cancellation or non-arrival of a student.

Please remember to swap contact details with your student when they arrive.

KEYS AND WIFI

All students must be issued with a house key, at no charge, and allowed access to the host family accommodation at all reasonable times.

All students do now need Wi-Fi, and no charges should be made for this. We advise you not to let your students use your personal computer.

MEALS

With the exception of breakfast, when the host family may be very busy, all meals must be taken with the host family.

- On no account should a student be given meals separately from the host family.
- The student must be provided with breakfast and evening meal seven days a week.
- Lunch, or as appropriate packed lunch, must be provided at weekends and on Bank Holidays.
- In addition to drinks provided with meals, you should allow your student a reasonable amount of tea/coffee/cold drinks etc. outside meal times.

Some students may have dietary needs for health or religious reasons for which no supplement is paid, except in exceptional circumstances. We will inform you of any dietary needs when known to us, but please check with your student when they arrive.



ACCOMMODATION CLEANLINESS AND HYGIENE

Host properties must provide our students a home that is safe, secure, warm, clean and comfortable. The home must meet a good level of cleanliness, general good state of repair and hygiene.

We check facilities and levels of property standards in our first visit to new host families as well as during our regular two-yearly visits and on spot visits.

Richard Language College reserve the right to withdraw hosts from our books or move students if we feel that this standard has not been met or maintained.

LAUNDRY, HEATING AND BATHROOM FACILITIES

Please provide your student with clean bed linen and a clean towel every week.

- One wash and dry is included every week at no extra charge.
- For Executive students, all washing, drying and ironing is included at no extra charge.
- The temperature in the student's room should be warm and comfortable. Many students come from warmer climates and may need additional bedding.

GAS SAFETY

Homestay hosts are required to arrange annual maintenance and repairs of all gas appliances within the homestay by an approved Gas Safe Registered Engineer and provide RLC evidence of a current Gas Safe inspected status.

- Ensure that you have evidence of a current valid Gas Safety Certificate and provide a copy to RLC.
- Smoke alarms should be installed.
- A carbon monoxide detector is recommended.

FIRE SAFETY

In order to comply with the safety law, every homestay provider who has paying guests in their home is required to carry out and maintain a fire risk assessment of their home and keep a copy accessible to guests. RLC requires a copy for their records. Further details can be found within the HM Gov Policy document 'Do you have paying guests'. A written Fire Escape Plan is recommended.

- Please remember to keep all exit routes in your home clear at all times.
- RLC advises you to discourage students from using candles, electric blankets or incense.
- Give students emergency services contact number 999 and homestay personal mobile number within reasonable time of their arrival.

ATTENDANCE

Please ensure that your student(s) is in College by 08.45 on the first day of their course. Thereafter, they should be at college by 09.00 each morning.

Students will not normally be allowed to enter a class once it has begun and may also be expelled for continued lateness. The host family should ensure that the students leave in sufficient time to reach the school before the first lesson begins.

CURFEW TIMES FOR HOSTING JUNIOR STUDENTS UNDER 18

All of our junior students will have an evening curfew time, and this will be confirmed in your letter of confirmation.

It is absolutely vital, and a condition of your acceptance of a junior booking, that if your student has not returned by a reasonable time after the stated curfew, and if you have not heard from them regarding their lateness, you telephone the Richard Language College emergency number to inform a member of staff.

Please remember that if you are taking a student under 18 years old then you are not allowed a student over 18 years old at the same time from any other school/college.

If any of the circumstances within your household change then please inform us as soon as possible.

Please ensure that you read and understand our Homestay Safeguarding Policy when hosting students under 18.

Curfew Details:

- Under 14 year olds must not go out in the evening without a responsible accompanying adult
- 14-15 year olds must be home by 21.30 (with parental permission)
- 16-17 year olds must be home by 23.00 (with parental permission)

TERMINATION OF HOMESTAY

Should a student need to return to their home country due to an emergency, no compensation will be paid.

Richard Language College reserves the right to withdraw students without notice if there are sufficient concerns about the welfare of a given student. This may be as a result of negative feedback or a complaint in person. All complaints will be investigated and a decision will be taken regarding future student placements following discussions between the host family and Richard Language College.

The homestay host must keep in contact with Richard Language College if they are experiencing problems with their students. Most issues can be resolved with communication and support from the college. If the host decides that the student must be moved, we ask that the accommodation officer is given fair warning and please appreciate that at busy times this may not be possible immediately. In all circumstances, the host family will be paid for the number of nights the student actually stays with the family.



NOTICE PERIOD

Students/Richard Language College reserve the right to give one week's notice to host families if they wish to leave.

Host families must give Richard Language College a minimum of one week's notice of cancellation of an accepted student, rising to ten days during July and August.

PAYMENTS

Accommodation fees are paid on set dates every two weeks by bank transfer. Retaining fees are not paid by the college so if your student takes a vacation then their personal possessions can be packed up and stored if necessary so that the room can be used for other guests.

- Please see the information sheet provided for rates and payment dates.
- Twin booking rates will vary.
- Please remember to advise us if your bank or personal details change.

IMPORTANT CONTACT TELEPHONE NUMBERS

| | |
|--|--|
| Accommodation Number: | 01202 203073 |
| RLC Main Office Number: | 01202 555932 |
| Accommodation E-mail: | accomm@richardlanguage.eu |
| Out of Hours Emergency only mobile: | 07712 965925 |



STUDENTS INTEGRATION – HELPING STUDENTS FEEL WELCOME IN YOUR HOME

Here are a few tips or things to consider to help your students get the most out of their stay with you:

- Don't panic if your student's English level is low, this is why they are here. Short sentences with key words help. You can also use pictures, miming or simply showing them objects (e.g. a clock, a key or washing machine) to help them understand what you mean. Use translation apps as a last resort!
- Don't give the students lots of instructions or home expectations as soon as they arrive in your home. Give them time to adjust and rest from their sometimes long journey. Once they're rested, relaxed and fed, they will be more willing to retain the information given to them. Use positive language and be aware of your body language when speaking with them.
- Encourage students to come out of their bedroom. Initiate playing a game or watching a film (with sub-titles if needed) together.
- Don't assume that practices that are normal to us are normal to them. Things that are commonly different include:
 - Ways of locking doors
 - The way plug sockets work
 - Our taps, showers and door handles
 - Using toasters/kettles – many countries do not have these
 - Using the toilet (sitting/squatting), bath (many don't have it) or shower settings.
 - Putting paper down the toilet.
- Invite students to join in family activities where possible; days out, barbecues, picnics, takeaways, board games, family sports etc.
- It may seem obvious but many students do not understand many of our everyday customs. Saying 'please', 'thank you' and 'pardon' is second nature to us, but for most students it is not automatic. Similarly, queueing, is unheard of in many countries. Please do not think they are impolite – they just need to be introduced to it.
- Every student is different. This is the beauty of hosting. While different nationalities have different personality traits, all students have their own distinct personalities too, and no two students are ever the same – enjoy the diversity!

If you have any concerns talk to the student directly, following this, the school is here to help.

PLEASE REMEMBER TO SWAP CONTACT DETAILS WITH YOUR STUDENT WHEN THEY ARRIVE



FREQUENTLY ASKED QUESTIONS

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- **What should I do if I need help with a problem when the college is closed?**

If you have a **serious and genuine** emergency which cannot wait until the office is open then please use the 24 hour emergency number.

- **I don't know what time my new student is arriving**

We ask individual travellers to contact their families directly, and will advise of any group arrival details. **Please do not use the emergency number to ask about arrival times, call the accommodation number 01202 203073 during office hours.**

- **What should I do if my student is ill?**

Please ring the accommodation officer to report that your student is sick. If outside of College hours then please contact your own doctor, or if necessary please take your student to the nearest accident and emergency department. If this is the case then please also telephone the emergency number for the college. Sick juniors under 16 must not be left unaccompanied at home. For contagious viruses, sickness or diarrhoea, we ask students to stay away for 48 hours after the last episode.

- **What should I do if my student does not come home when expected?**

This does sometimes happen, often because your student has been out having a good time and feels it is too late to disturb you. Usually they will appear the following morning, but please telephone the office number if they do not. Please note that if your student is aged 18 or over then we have no control over their curfew. **If you wish us to speak to your student about their nocturnal behaviour then please telephone the accommodation number during office hours.**

- **What do students expect from a family?**

Students expect to be treated as part of the family, eating together, talking to each other and being included in family activities where possible.

- **What if I need to be away from home overnight?**

Please contact the Accommodation Officer. It is not normally acceptable for students to be left alone in your home overnight. Under 18s cannot be left alone.

- **What if my student loses their house key?**

It is reasonable to ask your student to pay for a replacement key. Obviously it is not sensible for you to attach your key to a key-ring showing your address.

- **What if my student decides to eat out in the evenings?**

We advise that you ask if your student has any food likes or dislikes on their arrival. Please make it clear to the student to inform you within reasonable time prior to dinner time should they decide to eat out. Quite often, it may be that they are unsure of what they are eating and in some cases this may need explanation. Please contact the accommodation officer if this is a cause for concern.