

The Sheffield College

Student Accommodation and Welfare Manual



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Purpose

This information pack aims to provide written processes to help host families and students working with The Sheffield College to comply with the legislation and procedure in South Yorkshire for the care and protection of children in homestay arrangements, especially to:

- Ensure The Sheffield College delivers a quality service to students
- Promote the well-being of students and reduce the risk of harm
- Clarify our procedures for host families and students involved with The Sheffield College

This manual should be read in conjunction with the College Safeguarding Policy, Prevent Strategy, Criminal Conviction Policy, Vulnerable Student and At Risk Policy and Student Charter, available on our website at: <http://www.sheffcol.ac.uk/about-us/public-documents>

The English Language Department is inspected and approved by the British Council under the English in Britain Accreditation Scheme. This scheme demands that we meet certain criteria for teaching, management, resources, premises and welfare and this latter category includes the accommodation for the student.

The scheme asks particularly that students are encouraged by their hosts to converse in English, and are treated in certain respects as members of the family.

Emergency contacts list

During office hours

International Office – Monday to Friday 08.00 to 16.00:

International.office@sheffcol.ac.uk

0114 260 2676

Safeguarding Office

safeguardingwellbeingteam-city@studentsheffcolac.onmicrosoft.com

0114 260 3223

If you have any issue with your student or your homestay, please contact us during office hours.

Outside of office hours

The Sheffield College 24/07: 0114 260 2600

South Yorkshire Police:

Calling from the UK 101

Calling from abroad 0044114 219 6905

Other useful services

Sheffield City Taxis 0114 239 3939

Emergency procedures

Arrival

Over 18 years old students

The International Office will give the host family the student's contact details, travel arrangements from the airport and flight details. If your student does not arrive on the date and time agreed, please check their flight status and try to contact them to confirm their new arrival time. We advise host families to avoid making plans to leave the house on the day of arrival of the student, to allow for unforeseen arrival delays.

Prior to their arrival, the student will confirm their travel details with the International Office and receive a map of Sheffield and advice on how to contact their host family if they are lost or unable to use their mobile phone. If the student is delayed for longer than four hours or will arrive at the homestay after 10pm, we advise the student to book one night in a hotel and rearrange arrival the following morning.

Students who are not confident in their travel arrangements between the airport and the host family should arrange a taxi pick up with The Sheffield College.

Under 18 years old students

The International Office will always arrange for a taxi to take the student from the airport to the host family, at the student's charge. Host families will receive the confirmation of taxi booking and can ring Sheffield City Taxi to enquire about their student in case of delay.

In Residence

Curfew

Students are expected to respect the curfew rules in this manual (please see relevant section). If a student has not returned at curfew time and the host family is not aware of any reason why the student has not returned home, the host family should contact the police to report the student's disappearance and inform The Sheffield College on the emergency number.

Other issues

For any other issues relating to the student's behaviour or payments, please contact the International Office during office hours.

The Sheffield College 24/7 emergency number

This emergency number is covered by our security officers who have been trained to follow the above processes in case of emergency. You will be able to leave a message for the attention of the International Office, who will follow up the issue with you during office hours. Please note that the security officers will not always have access to the homestay or student details therefore you should refer to your booking confirmation to find this information.

Review

The international team will review this booklet on an annual basis as a minimum. Updates will be sent when any changes in immigration or recruitment rules and regulations affect students or host families.

Definitions

Guardian – designated member of the host family recognised in law as having all the duties, powers, responsibilities and authority relating to the child that, by law, parents have relating to children.

The College – The Sheffield College.

Host – designated member of a family who cares for the homestay student in the family home.

Host family – the host and all other members of the family living in the house.

Student – student staying in the home of the host family.

Visitors – anyone who is not a member of the host family and is not a member of the International Office team at The Sheffield College.

DBS – Previously called CRB, a valid Disclosure and Barring Service helps us assess your suitability to host students in your house. A valid DBS will be enhanced and include check on suitability to work from home and with children.

Accreditations



UK Quality Assured



Accredited by the



for the teaching of English



Selection and training of host families

The College values the work of host families and recognises the responsibility to offer support and assistance to ensure that homestay arrangements work well for all concerned.

The homestay induction process includes:

- Providing information to host families about the aims of the homestay program
- Responsibilities of host families and of the student
- Possible problems that may arise and possible solutions
- How to comply with the safeguarding requirements
- Contact points for host families needing assistance or in an emergency
- Cultural differences to be aware of

In addition, induction process includes, but is not limited to:

- Help and support with promoting British values to students
- Help and support with identifying and reporting harm or suspected harm
- Help and support with identifying and reporting radicalisation through PREVENT strategy

Adherence to our homestay contract will be monitored by the College through regular contact with the host families and students and completion of our feedback forms. Records of compliance/non-compliance will be kept in the International Office host family database.

Host family application and initial homestay visit

The Sheffield College has a legal duty of care to the students and the homestay host has certain legal rights and responsibilities in relation to that care.

The Sheffield College must take reasonable measures to ensure that students are placed in accommodation which is safe and with suitable hosts.

The Sheffield College will inform homestay hosts of their legal responsibilities and check, as far as possible, that they are acting within the law.

Before a student is placed with a host family, the College will check the host family's suitability through a series of checks and processes.

The host family must complete an application form and confirm a date and time for the International Office to visit their house.

Copies of our host family application form and visit checklist can be found as appendix A and B to this document. These forms should be used for all host family visits and should bring back satisfactory results before any student is placed.

The Sheffield College welcomes families from all communities as hosts provided they meet the required criteria.

Homestay agreement

As part of the recruitment process host families are required to sign an agreement to the terms and conditions of hosting a student for The Sheffield College. This agreement can be found in Appendix C.

DBS Checks

All our families undergo a DBS check.

The host family must show an Enhanced Disclosure and Barring Service or DBS (ex-CRB) that includes children barring check for:

- Each member of the household living in the house who is over 18 years old
- Very regular visitors (close family friends, boyfriend/girlfriend, grandparents)

They will be checked through the Disclosure and Barring Service with a satisfactory outcome known, before any student is placed. If the host family member already has a valid DBS they should send a copy to the International Office.

For short placements (under three months), the College will meet the cost of one first DBS check but hosts are required to maintain a DBS update account if they wish to continue hosting after the initial three year period the DBS will be valid for.

For placements longer than three months, the cost of DBS will be taken from the first homestay payment for a fixed charge of £50.

DBS update service

Joining the DBS update service puts the host family in greater control of their information when applying for a DBS. The service hosted by the British Government allows them to reuse a DBS certificate when applying for similar roles within the same workforce.

Joining the update service will reduce bureaucracy, saving time and money.

The host family must register with the DBS update service within 28 days of receiving their DBS certificate.

If a host family joins the update service The Sheffield College can go online, with the host consent, and carry out a free, status check to find out if the information on the DBS certificate is current and up-to-date.

Registration costs £13 per year (payable by debit or credit card).

Register on: www.gov.uk/dbs-update-service

Safeguarding training

Host families will be given updated copies of The Sheffield College policies relating to safeguarding and welfare of students every two years during the accommodation checks or on demand when changes affect the level of service expected from host families.

Safeguarding young people and vulnerable adults

- A young person is anyone under 18
- A vulnerable adult is anyone over 18 who can't take care of themselves
- We will look after the rights of all young people and vulnerable adults in all parts of the College
- All staff in the College will help to make sure young people and vulnerable adults are safe from all types of harm

We all have a responsibility to make sure young people and vulnerable young adults are protected from harm.

The Education Act of 2002 requires that colleges to look after and help to keep young people and vulnerable adults safe from harm.

The Governing Body of the College must make sure that we:

- tell all staff about possible abuse of young people and vulnerable adults
- have Safeguarding Officers who can deal with possible abuse
- only employ staff who will work to keep young people and vulnerable adults safe from harm.

This includes host family members, so it is important that the host and guardian understand these responsibilities and know how to raise a concern.

What is abuse?

- Significant Harm is harm to health or development from seeing or hearing other people being badly treated.
- Physical Abuse is being hit, shaken, being thrown at or burnt, or other types of physical harm.
- Emotional Abuse is ongoing ill treatment that will affect the emotional development of the young person or vulnerable adult.
- Sexual Abuse is forcing a young person or vulnerable adult to take part in sexual activity.
- Neglect is the failure to give basic physical and psychological safety and will affect the health and development of the young person or vulnerable adult.
- Bullying is being treated without respect by use of words, gestures and physical and verbal assault.
- Physical Punishment is the use of physical strength to control what is happening.

Action should always be taken!

Listen carefully - stay calm.

Ask questions only to understand what the child is telling you.

No closed questions, no putting words into the child's mouth.

Re-assure- tell them that they have done the right thing.

Inform them that because of the nature of this information you have to pass it on to a member of staff at The College. Tell them exactly who you will be telling. Note the main points carefully. Make a note of the details: dates, times, places, what they said, and any questions you may have asked them.

Inform the relevant member of staff

The host family must try and do this within 12 hours of speaking with the child. Please refer to the Emergency contact list for contact numbers.

Gas safety

Host families must arrange a Landlord/Homeowner Gas Safety Record showing that their boiler has undergone a full inspection or has been approved by an approved Gas Safe practitioner. This must be provided during our first visit and renewed every year.

It is essential that smoke detectors are fitted and a fire risk assessment conducted. In the worst scenario a householder could find him/herself being sued for negligence. For more details please visit www.gassaferegister.co.uk

Fire Safety Risk Assessment

The law introduced in October 2006 – known as the Regulatory Reform (Fire Safety) Order 2005 – makes the host responsible for taking steps to protect the people using their premises from the risk of fire.

The host family must:

- Carry out a fire risk assessment
- If necessary, improve fire safety measures
- Keep the risks, and fire safety measures, under review

In many cases, a fire risk assessment in a family home is something the host should be able to do themselves and may be common sense. However, the host does need to set aside the time to assess thoroughly the risks on premises and then to put in place measures to minimise them, to comply with the Law.

A Fire Safety Risk assessment can be found as Appendix D of this document.

FREE SAFETY CHECK

South Yorkshire Fire and Rescue provides a free service to ensure your home is safe. They can organise a free visit to your home, advice about fire safety and fit smoke alarms if necessary. Email cfsadmin@syhire.gov.uk to request a free appointment.

PREVENT Training

All Further Education providers have a duty to safeguard their students, Prevent is about safeguarding our students to keep them both safe and within the law. The Prevent Duty is not about preventing students from having political and religious views and concerns but about supporting them to use those concerns or act on them in non-extremist ways. The Sheffield College ensures that all host families are able to comply with their safeguarding duties towards hosted students by offering a free PREVENT training course.

What are British values?

Whilst opinion on what constitutes 'Being British' and 'British values' may be varied, these are defined as: *'democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs'*.

The Prevent duty also includes an expectation that students will be encouraged to respect other people with particular regard to the protected characteristics set out in The Equality Act 2010.

How can host families exemplify British values?

Host families should:

- Follow the Prevent duty to promote British values through their behaviour and practice with students
- Demonstrate and promote tolerance and mutual respect as part of their Equality duty, and/or
- Comply with the Equality duty as set out in the Equality Act 2010 to prevent discrimination against people with protected characteristics.

Host families must not discriminate against students because of their:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

All host families should receive the PREVENT training pack with step-by-step instruction on how to complete the course on the Education and Training Foundation website.

Re-visit

The Sheffield College will visit the homestay at least every two years to ensure all host family responsibilities are being met.

No booking can be confirmed if a homestay has not been visited and logged as suitable.

The Sheffield College reserves the right to inspect accommodation at two days' notice.

Service Provision

Bedroom

- A bedroom and common areas in a proper state of cleanliness and repair.
- A sufficiently spacious bedroom, adequately equipped and with natural light, with an adequately sized bed.
- Adequate lighting and heating.
- Appropriate privacy from members of the opposite sex. For example, a lock on the bedroom door is advisable if the host has children or other hosted students of the opposite sex.
- Adequate hanging and drawer space for clothes.
- A table for private study – this can be in the living room if the bedroom does not have enough space for a desk
- Each student will have their own room. Students can share a bedroom if they specifically request it in writing (or if requested by their agents, parents, or legal guardians).

Washing and laundry

- A weekly laundry service (especially in the case of under-16s) or clearly explained laundry arrangements.
- A change of towels and bed linen each week and an adequate supply of blankets or duvet.
- Adequate washing facilities and access to the bathroom as a member of the household, with baths or showers available daily.

Meals

- Meals should be taken together, unless the student has let the host know they are eating out on a specific day and have confirmed they will not need a meal.
- Homestay rules should include the time of meals. If the student cannot be there at that time, the host should leave their meal in the fridge and give their student the option of heating their meal up once they are back, unless they have confirmed they will not need a meal.
- Meals should offer a well-balanced diet, taking into account any reasonable dietary requirements expressed by students.
- A good, varied breakfast and a substantial dinner at night are required from Monday to Friday (with a healthy packed lunch on Full board basis).

- 3 varied and substantial meals per day are required at weekends on Half Board and Full Board basis.
- Snacks can be offered at the host family's discretion.
- Certain students may require special diets for religious or health reasons. Host families will be asked if they can cater for these needs in advance and additional payments to cover increased costs can be agreed with the student if required.

Cultural experience

- The common living areas of the house should be shared.
- All students should be treated as a full member of the household
- Host families should have a caring and friendly attitude towards their student.
- English will normally be the language of communication within the homestay home. Students sharing the same language should be encouraged to speak in English at all times.
- Host families should discuss any cultural or religious differences with the student, especially regarding the use of bathroom facilities and dietary restrictions, which might be necessary due to their culture or religion.
- Host families should take into consideration that students from warm climates may find even normally heated homes cold compared to their own country, and ensure they have sufficient bedding, or advise students on how to keep warm.
- Host families should take into consideration that customs and manners may differ between the UK and the student's country. It is not always the case that a student is being impolite in asking or responding bluntly, this may be politeness in their own country.

Sharing and Learning

- Host families should give the new student a general orientation to the local area and community facilities available, such as the public transport system.
- Host families should support the student's attendance at college and assist with homework.

Booking with other institutions – students of all ages

- No other students of the same nationality or speaking the same language will be accommodated at the same time, unless this is specifically requested in writing by the student, agent, parents or legal guardians in advance of arrival.

- No more than four students will be accommodated in homestay accommodation at any one time
- Host families hosting or planning to host students from other organisations at the same time as a Sheffield College student should always inform the College before confirming subsequent bookings
- Host families who do not inform the College might see their booking cancel, as the College has to follow specific rules regarding sharing homestay, especially for group bookings
- Specific rules apply when hosting under 18 students – please refer to the relevant section of this manual

Pre-arrival and booking

Students will provide The Sheffield College with the following information in order to confirm homestay booking:

- Type of homestay booked: half board or full board
- Medical problems and allergies
- Special educational needs and disabilities
- Parental consent for travel and accommodation for under 18 students
- Payment of a homestay booking charge
- Payment of a booking deposit, refundable if no homestay fees are owed upon leaving
- Optional payment of four weeks in advance if payment is arranged through The Sheffield College

Host families should be aware that international students cannot be subject to a DBS check.

After receiving a booking request The Sheffield College will match requirements of the student to the host families that have been successfully registered.

The Sheffield College will call the host family and provide the full details of the visitor. This will include information on nationality, gender, age, length of stay, reason for visit, likes/dislikes as well as allergies.

Once the host family confirms they accept the student, The Sheffield College will make the booking and send a homestay booking contract. The booking is confirmed once the host family signs the contract and returns it to the International Office.

Placement of students under 18

The Sheffield College has a duty of care to under 18s and had overall responsibility for deciding the arrangements for their care and for ensuring that hosts know and conform to these arrangements. The Sheffield College is responsible for ensuring parents or legal guardians give their consent to any change in accommodation arrangements made prior to the student's arrival in the UK.

Careful consideration must be made when placing students under 18 years old, in order to ensure their welfare and safety. Below outlines procedures for the placement of under 18s in host families.

Our English as a Foreign Language classes are open to all students from the age of 16 years old, therefore students will be in classes with over 18 students. Classrooms will be locked during break time and students invited to spend time in areas where College staff are present (Learning Centre, Diner, Hall).

Homestay for under 18s

Homestay accommodation will be recommended by default for all students aged 16 to 18 years old who are unable to stay with friends or family in Sheffield.

If hosting under 18 students, the host family must show or allow The Sheffield College to process an Enhanced Disclosure and Barring Service or DBS (ex-CRB) check for:

- Each member of the household living in the house who is over 18 years old
- Other people regularly staying in the house (close family friends, boyfriend/ girlfriend, grandparents...)

The host family should inform us of:

- Any regular visitors to the property and declare any known concerns relating to their criminal convictions
- Any circumstances preventing the host to be at home when the student returns home after College (usually from 5pm / 6pm)
- Any change of circumstance which may affect the host's suitability to hold an enhanced DBS throughout the period they are registered with us
- Any change in your work hours affecting your presence at the house after 5pm / 6pm and consequently leaving the students alone in the evening or at night

Host families do not take parent responsibility for the student but are expected to take reasonable measures to ensure the safety, care and wellbeing of the student.

The Sheffield College will seek parental consent from the student's parents if a host family who has children over 13 years old has requested to host an under 18 student of the opposite sex, before a booking is confirmed.

Booking with other institutions

Host families who host under 18 students:

- Cannot book another student who is over 18 from either The Sheffield College or another institution, as underage and mature students should not share homestay under the British Council regulations
- Cannot book another under 18 student of the opposite sex without first consulting with and receiving written confirmation from The Sheffield College that the student's parents have given authorisation for their child to share homestay with another underage student of the opposite sex
- Must inform The Sheffield College if they have booked under 18s with other institutions and the students are likely to be in the same homestay during their stay

Supervision, free time and activities for under 18s

Classes will normally start at 9am. Classes will normally finish at 12.30pm when the student will have lunch. In the afternoon, classes will normally finish at 3.00pm. Sometimes they will participate in activities with The Sheffield College during the afternoon or the whole day.

Under 18 students are required to sign in and out at College reception and write where they plan to go after class when leaving the College.

Shopping and outings without supervision are authorised within curfew hours (see below). However, students are expected to:

- Eat meals with their host family, at the time agreed with their host family
- Tell their host family where they are going after class, and who with
- Drinking alcohol is strictly forbidden. Host families must not allow the consumption of alcohol or purchase alcohol for students.
- Once they have a mobile number, students are expected to give it to their host family and the International Office

At week-ends the student may organise to meet up with their new friends/ classmates independently outside of class. The students are sometimes here on a short term basis so they will generally be looking to make the most of their time in Sheffield, explore as much of the city as possible and at the same time practise their English.

This will vary depending on the nature and reason for your guest's stay in Sheffield. We expect our host families to treat the student as a full member of the household and to involve the student in week-end family outings, visits and activities.

The minimum supervision required for a student under the age of 18 is that a responsible adult will always be present overnight and when the student is at home.

Curfews

During the week, we expect under 18 students to be back at their homestay before 10 pm. At the weekend, they must be back at their homestay before 10.30 pm.

If a student refuses to adhere to the curfew the host family should inform the College at the earliest possible opportunity. Disciplinary action will be taken.

Procedure in the event of a student going missing

Host families should be aware of their student's whereabouts by communicating every day and asking them about their plans after class. Students can collect free SIM cards at the International Office and are required to share their mobile number with their host family to ensure they have means of contacting their student when they are not with their host family.

Student going missing overnight

If a student goes missing after being there the evening before, the host family should contact the International Office during office hours, or the Police outside of office hours. If the student is absent from class the International Office will follow the below procedure for a student missing from school premises.

Student going missing during the weekend

Students are expected to arrive home for dinner or inform their host family of their plans after class if they do not plan to eat with the host family on that day. The host family should make every effort to contact a missing student, including search the surrounding areas and contacting the student emergency number and parents. These numbers will be on the homestay booking confirmation. If no contact can be made, the host family should contact the Police and inform The Sheffield College on the emergency number.

The security officers will inform the International Office during office hours. The International Office will make a risk assessment and review security and attendance procedure with the student once the student has been found.

Students going missing from school premises

Teachers will notify the International Office of the unauthorized absence. The International Office will search the premises and attempt to contact the student and their host family, group leader or emergency contact, ask the student's friends if they know of their whereabouts, until the end of the working day.

If the student has not returned to the host family by normal dinner time, the host family should contact the Police and inform The Sheffield College on the emergency phone.

The security officers will inform the International Office during office hours. The International Office will make a risk assessment and review security and attendance procedure with the student once the student has been found.

When the student is found, if the host family or The Sheffield College has contacted the Police, they will ring them to give an update on the student's whereabouts.

Overnight stays

If a host family is away from the homestay for any duration, they must inform the College who will find suitable arrangements for under 18 students. The host family cannot, under any circumstances, allow the student to stay overnight at a friend, neighbour or relative's house, or at the homestay with a childminder or anyone acting as a nanny, without the prior consent of the College, who will carry out appropriate DBS checks or find an alternative suitable accommodation.

Similarly, any request from the student to stay overnight at a friend's house should be agreed only once the College has been informed and confirmed suitability of arrangements.

Students are not permitted to receive overnight guests at their own accommodation unless permission is sought and the college satisfied that it is an appropriate and safe arrangement.

Relationships and sexual health guidance

The Sheffield College does not prevent students from entering into romantic relationships, however the college should monitor students and intervene if a relationship is considered to be inappropriate or unhealthy (e.g. large difference in age, perceived imbalance of power – peer pressure, pressure to be sexually active, etc.).

Where it is perceived that a student is sexually active the student should be encouraged to discuss sexual health, staying safe, healthy relationship choices and so forth with the Safeguarding and Wellbeing Officers at The Sheffield College.

The rules regarding overnight stay apply to students in relationships and therefore we do not generally allow students to stay overnight in the same bedroom as their girlfriend or boyfriend if they are under 18.

Parental consent

By making a booking with The Sheffield College, it is expected that parents of the student agree to our terms and conditions regarding booking accommodation and the level of care described in this policy.

Holidays for Under 18s

The college should be made aware of host families and students' plans for their holiday period:

- Where a student plans to travel back to their home country – the college should check that arrangements for travel and parental consent are appropriate
- Where a student plans to stay in their homestay and the host family is going away – the college will ensure that the student stays with another host family during that time and payment will be made to the replacement host family

instead and the rules for supervision, free time, activities and curfew will still apply

- Where a student plans to stay in their homestay and the host family will be present – the college will check that appropriate supervision is in place and the rules for supervision, free time, activities and curfew will still apply

Host families should inform the College if they are to stay away from the homestay for any duration.

Hosting Japanese students in the summer – Nichinara Programme

Arrival and Departure events

We require host families hosting Nichinara students to come to the pick-up meeting at The Sheffield College on Granville Road on the first day of the programme (Sunday) and where possible the departure meeting on the last day (Saturday). College will be opened and refreshments offered on the first day. College parking will be opened to host families.

Travelling to college

Nichinara students will be given a map of Sheffield and the location of their host family in Sheffield. We do not advise students on which bus route to follow as we find that host families usually know the area better.

Therefore host families should spend some time on the Sunday to show student(s) how to get to college and where possible, make the journey with them on Monday morning from their house to Granville Road, ensuring student(s) know how to take the bus back in the afternoon.

If a host family feels the student has not quite understood, they should ring the International Office who will print supporting material for the student.

Free time and activities

Classes will start at 09.00am until 12.30 when the student will eat their packed lunch in the canteen. They will then study until 03.00pm and meet with their Japanese teachers until 04.00pm.

Students taking part in the Nichinara programme in the Summer will have visits to other cities during Fridays and Saturdays and return to college for 6.30pm. Students are expected to arrange their own travel between The Sheffield College and their homestay, therefore it is recommended that students travel to

and from activities with friends. If a student is out and cannot return during day time, it is recommended that they use Sheffield City Taxis when travelling back to their homestay.

Host families are encouraged to take students to places of interest in and around Sheffield on Sundays. Host families can also stay at home but should interact with students, unless students have made plans to meet up with their friends.

Curfew

Nichinara students are expected to be back at their homestay between 6.00pm and 9.00pm during the week and at the weekend. Students are encouraged to talk to their host family the day before to confirm their plans after school and the time they expect to be home to eat with their host family.

Absences

Students feeling sick in the morning or during the day and needing to return to their homestay early may be left unattended but should be checked on regularly in person or in phone by their host or a college staff.

Nichinara students are accompanied by five Japanese bilingual staff. One member of staff will accompany the sick student back to their homestay by taxi.

Booking from other institutions

Host families hosting Japanese students from the Nichinara programme might accept to share their homestay with a student from another institution provided that:

- They are not mature students (over 18s)
- They are not from the opposite sex
- They are not Japanese

We expect host families to inform us of any students already booked or expecting to be booked during the Nichinara students' stay. Our contract with the Nichinara programme discourages us from booking host families who are already hosting Japanese students during the Nichinara students' stay.

Host families who fail to inform us might see their booking cancellation cancelled after the students' arrival.

Student induction

Picking up students – Meet and Greet

Hosts will ensure that there is an adult available to receive students on first arrival.

Whenever possible, a family member should accompany the student for their first journey to college on the first day.

Group bookings

Generally, when hosting a student from a group booking (for example a Nichinara student), the arrival date is on a Sunday at The Sheffield College city campus on Granville Road.

We expect all host families to come to the arranged meet and greet event. College will usually be open and parking available to host families. Students are given a short welcome speech and a welcome pack with their host family address, a map of Sheffield, information on their first day at college and any additional information. Host families are then invited to meet their student, take a photo and take the student to their home. Students usually have one rucksack and one large suitcase.

Individual students

Although The Sheffield College does not expect host families to pick up their student from the airport, host families should be available to pick up their student from an agreed meeting point whenever possible.

If a host family is unable to pick up their student, they should let the College know so a member of staff can make arrangements. The Sheffield College is able to arrange taxi pick up from the airport to the homestay, charged to the student.

Booking a taxi from the airport

The Sheffield College has a contract with Sheffield City Taxis which guarantees that taxi drivers booked by College have a valid DBS in place. The Sheffield College has a duty of care towards under 18 students and ensures the safety of the student whilst travelling alone.

First day at accommodation

Students should receive an induction on arrival to their accommodation which includes:

- Tour of the homestay
- Homestay rules
- Access arrangements – copy of the front door key or confirmation of presence of the host family at all times when the student has finished classes
- Facilities available – catering, bathroom, laundry, internet
- Meal times
- Curfews
- Fire evacuation procedure
- Contact details of host family
- College emergency contact details
- Direction to/from college
- Directions to/from local amenities – shops, pharmacy, library, etc
- What to do on their first day at college (time of arrival and report to reception with passport and letter of invitation)
- Arrangements for visitors

First night questions

Host families are invited to discuss questions at Annex E on this manual with their student to ensure they understand basic house rule such as using the bathroom, where and when to have their laundry done, meal times, etc.

First day at college

Students will receive an induction to the college and its facilities during their first day at school. This includes information about:

- Their learning and lessons
- College rules and disciplinary procedures
- Welfare support
- Timetables and lesson locations
- The college building and facilities
- Staying safe, fire safety and the law in England
- Our social programme
- Homestay information
- Local transport and what to do in Sheffield
- Key staff members

First two weeks at college – feedback forms

During their first two weeks at college, students and host families will be asked to complete a feedback form to confirm that they have settled in their accommodation and address any issue or communication problem.

The International Office will only process the payment to the host family once we have received the feedback form confirming they are happy to host the student for the agreed homestay period.

Payment options

The student will be offered two options for payment:

- Direct payment to the host family – the student should pay in advance the first 4 weeks of homestay directly to the host family, starting on their arrival day. The host family should provide a receipt for each payment confirming the amount paid and dates covered by the payment.
- Payment to The Sheffield College – the student has the option to pay in advance the full homestay or two months homestay to The Sheffield College, who will then pay the host family by BACS or cheque

The host family will be informed prior to the arrival of the student(s) if payment for homestay will be received directly from the student by cash, or from the College by BACS.

Payment disputes

The Sheffield College will provide support to students and host families in case of payment disputes. To ensure transparency of payments, students and host families must keep track of payments by:

- Keeping a written log of payments received by the host family including the amount and the period the payment covers
- Ensuring the host family provides the student a paper receipt with the amount and period covered by the payment
-

The Sheffield College will request the above evidence to help with the resolution of payment disputes between the host family and the student.

In any dispute about payments, the College decision is final.

Medical issues, medicines, sickness and absences

- Medical information will be collected from the student as part of their homestay application.
- Hosts should inform the International Office immediately if they become aware of any medical conditions or medications not previously known or new to a student.
- The Sheffield College will seek parental consent for students needing assistance with the administration of medication in college or at their homestay and confirm the designated member of college staff and of the host family able to help the student
- Records of all medication administered must be kept
- Students not attending college due to sickness must inform the college immediately
- Students staying at their homestay while unwell may be left unattended but should be checked on regularly by their host or a college staff member either by phone or in person
- If there is any reason to believe the student is seriously unwell or is in any danger they should not be left unaccompanied and should be taken to see a doctor

Visiting the doctor or the dentist

Host families should be aware of their family GP practice arrangements for visitors' registration. If their student falls ill or requires dental treatment, hosts should inform the International Office immediately, and take the student to their family doctor or dentist to receive treatment.

Accident in the homestay

If a student has an accident in the house, the host should notify The Sheffield College immediately. The host family will be liable if the accident or illness is due to their failure to ensure that gas appliances and their house are completely safe. Students must take out personal travel insurance which will normally cover most accident or illness.

The College cannot be held responsible for any debts incurred by students (e.g. telephone bills, internet bills, mail order items...). This includes damage caused by the student or any value linked to replacement of lost or damaged items or repairs. This should be claimed either from the student or via household insurance.

It is the host family's responsibility to ensure relevant home insurance covers hosting a student.

Alcohol / Drugs usage

If illegal drugs are kept or used by students in the homestay this should be reported immediately to the Police and The Sheffield College.

Any welfare concern regarding the student's consumption of alcohol or drugs should be immediately reported to The Sheffield College.

Students responsibilities

Payment of homestay charges

- The student must ensure they have sufficient funds with them in the UK to pay for their accommodation. The College will normally check funds available from students needing a visa to study in the UK.
- Students will be required to pay a deposit of two weeks homestay before their arrival. This will be refunded at the end of their stay via bank transfer if there is no outstanding payment to the host family.
- This deposit is to avoid students leaving homestay without notice, but is not intended to cover any damage caused by the student in the host family's house. Host families should check with their home insurance what is covered in case a guest makes damage in their house.

Damage in the house

- Any damage made in the homestay should be reported immediately to the host family as well as the International Office.
- Students are responsible to repay any damage to the host family directly.

Code of conduct

Students must respect the following code of conduct:

- Inform their host family if they are not having a meal together by texting or calling them (not email) at least the day.
- Ask the host family before bringing alcohol into the house, and where it is allowed to smoke.

- Ask the host family before inviting friends over.
- Do not use the telephone at the homestay without asking permission. It is advisable to get a free SIM card from the International Office.
- Free internet access is available in the Learning Resource Centre at College. Ask for permission before using the computer or wifi.
- Discuss with your host family when it is most convenient to use the shower/ bathroom in the morning and/or the evening.
- Bring enough clothes for at least 7 days.
- If a student wants snacks (chocolate/sweets etc) they should buy them themselves. The host family can show/explain where the nearest shop is.
- Talk to their host family as much as they can.
- Take care of the keys for their accommodation and adhere to any security measures requested.
- Keep their bedroom clean, tidy and in a good state of repair.

Additionally we ask under 18 students:

- During the week, to be back at their homestay before 10 pm. At the weekend, they must be back at their homestay before 10.30 pm.
- Students coming as part of a group booking might have earlier curfew times. The Sheffield College will ensure hosts and students are aware of the curfew times that apply to their homestay booking.
- Shopping and outings without supervision are authorised within curfew hours.
- Students are expected to:
 - Eat meals with their host family, at the time agreed with their host family.
 - Tell their host family where they are going after class, and who with.
- Drinking alcohol is strictly forbidden.
- Once they have a mobile number, to give it to their host family and the International Office.
- Students should sign in and sign out at The Sheffield College reception, confirming where they are going after leaving the premises.

The Sheffield College reserves the right to contact under 18 students' parents at any point during the students' stay if there are any concern regarding their welfare.

Students with bad attendance

It is the student's responsibility to attend his classes at The Sheffield College. Any concerns can be shared with the International Office. Host families are not responsible to ensure the student wakes up with enough time to attend their classes on time, however we would expect them to let us know if it happens regularly.

Cancellation policy

Cancellation of a booking prior to the start of a stay

Cancellation from the student or the College

The College will make all reasonable efforts to notify the host of changes to or cancellation of bookings at least fourteen calendar days prior to the booking start date. No payments will be made to the host for any changes or cancellations notified with fourteen or more days' notice.

Where changes or cancellations are notified with less than fourteen calendar days' notice, then the College will pay the host a fixed payment of £50 per student booking cancelled and this is the maximum liability of the College for all cancellations or changes.

The College reserves the right to cancel a host family booking at short notice in exceptional situations, for example if the student cannot obtain their required visa or is delayed due to circumstances out of their control.

The Sheffield College cannot be held responsible for any changes in dates of arrival or departure, or last-minute cancellations.

Cancellation from the host family

Where the host needs to cancel or change a booking prior to the student's arrival they should inform the College as soon as their decision has been made, to give the College enough time to find alternative suitable accommodation.

The College appreciate the host efforts to ask their neighbours or friends if they would be able to become a host family for the College and host their student in their place, provided they meet the College requirements.

No payment will be due to the host family if they cancel a booking prior to the student's arrival.

Cancellation while the student is in residence

Cancellation from the student

Students are required to give at least fourteen days' notice (verbal or written) if they wish to change their homestay residence or curtail their booking before the end date. Homestay fees are due until the student has vacated their room. The student should let the International Office know whether they have paid the

two weeks fees to the host family and wish to get their deposit back, or whether the deposit should be paid to the host family for their last two weeks residential fees.

Where a student leaves the residence early giving less than fourteen days' notice or without notice and there are fees due for the notice period then the College will pay the host up to a maximum of fourteen days' residential fees but will not pay for any period already covered by the student's payment in advance. The student will lose their deposit.

Cancellation from the host family

A student homestay might be cancelled if the host family's circumstances change and they are no longer able to host a student. The host family should give at least seven days' notice for the student or the International Office to find an alternative accommodation. Provided the student has respected the Student accommodation and welfare rules, The International Office will help the student find suitable alternative arrangements at no cost (alternative homestay booking or appointment to visit a student residence).

The host family should refund the College or the student any homestay fees received for the period of booking they have cancelled.

Cancellation from the College

The Sheffield College reserves the right to rehouse a student, without notice or compensation, if the guidelines in this document are not met by any member of the homestay host family.

Similarly, a student homestay might be cancelled by the College if the homestay guidelines are not respected by the student. The College will give one week notice to the student and the student will need to find an alternative accommodation. Alternative homestay might be available at an additional charge.

The College will apply the rules of the "cancellation from the student" or "cancellation from the family" sections regarding outstanding or settled fees.

Frequently asked questions from new host families

Income tax

Accommodation providers are advised to check their tax liability with their local tax office.

Under the Rent a Room Scheme householders are able to receive up to £7,500 per annum gross income tax free from letting rooms in their own home, separate from any other income they may have.

More information can be found online:

<https://www.gov.uk/rent-room-in-your-home/the-rent-a-room-scheme>

Insurance

Householders are advised to check insurance policies to ensure that any damage caused by a paying guest is covered under the policy. Some companies accept the risk with no additional premium; others may add a small supplement to cover the risk of having an accident.

It is unlikely that theft, where there has been no break in, will be covered by insurance. Householders should take due care of valuables.

It is unlikely that the student's possessions will be covered by the householder's policy – students will be advised to take insurance on their own property.

Rented homestay

Rented homestay – Tenants (including Council tenants) accepting paying guests should check that this does not contravene their tenancy agreements and provide evidence that they are able to have guests in their rented accommodation.

Where are the students from in the world?

Our students come from all around the world, with a high number of applicants from Japan and Europe but also countries from the Persian Gulf region and South America.

How old are the students?

Most of the them will be students aged between 16-25 years old, however our courses are open to all ages and we sometimes have requests from older students.

Will the guest need their own key?

Yes. Students should be given a spare key and should not be restricted to having to wait for the host family to return home at a certain time.

Will I have to cook for my guest?

Yes. We offer half board and full board as Homestay options. We will ask you when we first meet at registration to tell us which of these you would be happy to provide. This will form part of the information that we use to match student to host family. We very rarely offer self-catering and only to mature students who have already discussed this option with their host family, in that case students will cook for themselves.

What if I have plans on an evening and cannot prepare a meal?

Provided the meal is prepared earlier, it can be left for the student to be reheated on their return to the house.

Can I order takeaways?

Meals should offer a well-balance diet. Takeaways should be avoided.

Which is the most common meal package requested?

The most common package requested by students is half board which includes continental breakfast and evening meal during week days. All meals should be provided during week-ends. We have found that this is the most popular as it fits in best with the students' timetable while they are here. At lunch, students can use The Sheffield College City Diner to get sandwiches or a hot meal. Our most successful families are the ones who are in a position to integrate the student into the normal running of their household so that they are preparing meals for the family and the student together. Again, a guest's choice of meal package will vary depending on the reason and nature of their visit.

What should I do if my student never tells me where he/she goes or if he/she is going to be late home or miss dinner?

Students should tell you if they are going to be late home. It is always helpful for the student to know how you prefer to be told (in person, text, emails...). If problems persist please contact the International Office who will provide support.

Are students allowed to bring friends into my home?

We advise that on arrival the host family sit down with the student and run through the ground rules provided. These will be set in line with the normal running of your home. The above question can be covered from day one within your ground rules. We would suggest however that the student should only invite visitors with the prior permission of the host family.

How can I contact my student in case of emergency?

The Sheffield College will provide you with a contact number or email for the student while he settles in England. Please refer to your confirmation of booking to find these details. A few days after the student has arrived in the UK, please ask him if he had bought a UK phone or SIM card. The International Office has a selection of free SIM cards for students.

Can I take photographs of my student and share on social media?

Always get the student's consent before taking any photographs. Keep the sharing of photographs to a minimum and never share on social media, regardless of the age of the student. Please note that the distribution of photographs and videos in any form of students under the age of 18 can result in criminal prosecution.

How will students travel to college? Do I need to give them a lift?

Host families should be available to pick up their student from an agreed meeting point whenever possible and if The Sheffield College asked you to. If you are unable to pick up your student, you should let the International Office know so we can make arrangements. Hosts will ensure that there is an adult available to receive students on first day of arrival. On the student's first day

at school, please drop off your student at The Sheffield College whenever possible. You are responsible for showing the student how to travel to and from college by public transport.

What happens if there are disagreements between us and our visitor?

We have few problems between students and host family, however should you find yourself in a disagreement that can not be resolved, please contact us as soon as possible and we will either try and mediate or move the guest to alternative accommodation should a resolution not be possible.

How often will you visit our home?

Accommodation will be inspected (for safety and suitability) by the International Office at least once every two years.

Am I liable for income tax on earnings?

Under the government's Rent a Room scheme no tax is payable unless you earn more than £7,500 per annum through hosting (updated April 2016). Amounts higher than this may be subject to tax depending on your personal circumstances. We advise you to seek independent advice in this case.

How can I help my student with his studies?

Talk with your student everyday! Being able to talk and listen to English is the main reason why your student wanted homestay. Show them where your local library is so they can read books to practise their reading, watch movies with them to practise their listening (with subtitles), ask them about their country or origin. Ask them about their homework and ensure they have a suitable place for study.

Placement of students aged 16-18 in independent accommodation – student moving in with families and friends

- If a student ages 16-18 wishes to stay in independent accommodation this must be agreed in writing by the student's legal parents/guardians.
- The accommodation must be organised by the student, however The Sheffield College can offer reasonable support and advice.
- All accommodation details must be given to The Sheffield College prior to the student arriving at the accommodation.
- The Sheffield College may refuse a student based on accommodation arrangements which fail to meet adequate standards of provision and safeguarding.
- Should the student move accommodation, they must inform immediately The Sheffield College.
- Students are able to make a request to switch to a host family from The Sheffield College at any time during their studies, depending on availability.
- Guardians should be given a copy of this manual during the student's first week after enrolling at college.

Useful links

The Sheffield College public documents:

Guide for Parents & Carers

<http://www.sheffcol.ac.uk/media/editor/Public%20Documents/Parents%20%26%20Carers%20Guide%202017-18.pdf>

Safeguarding Policy:

<http://www.sheffcol.ac.uk/student-support/safeguarding>

Prevent Strategy

<http://www.sheffcol.ac.uk/student-support/prevent-strategy>

Anti-bullying Policy

<http://www.sheffcol.ac.uk/student-support/anti-bullying-policy>

Vulnerable Student and At Risk Policy

<http://www.sheffcol.ac.uk/student-support/vulnerable-student-and-at-risk-policy>

Equal Opportunities

<http://www.sheffcol.ac.uk/about-us/equality-and-diversity>

Freedom of Information Act

<http://www.sheffcol.ac.uk/about-us/freedom-of-information-act>

Criminal Conviction Policy

<http://www.sheffcol.ac.uk/student-support/criminal-convictions-policy>

Positive Engagement and Disciplinary Process

http://www.sheffcol.ac.uk/media/editor/Public%20Documents/Positive-Engagement%20book_2016-17.pdf

Complaints

<http://www.sheffcol.ac.uk/about-us/complaints>

Complaints Against Providers - Skills Funding Agency

[http://www.sheffcol.ac.uk/media/editor/Public%20Documents/Procedure_for_dealing_with_complaints_about_providers_October_2015%20\(2\).pdf](http://www.sheffcol.ac.uk/media/editor/Public%20Documents/Procedure_for_dealing_with_complaints_about_providers_October_2015%20(2).pdf)

Whistleblowing Policy

<http://www.sheffcol.ac.uk/media/editor/Public%20Documents/Whistleblowing%20Policy%202015sm.pdf>

Appendix A – Host family application form

PART 1 – Questionnaire

Please complete clearly in **CAPITAL LETTERS**

- Full name of the main carer
- Host family address
- Postcode
- Email
- Landline
- Mobile
- How many member of your family are living at home?
 - Please include adults and children, stating their names, sex and ages
- Do you have any pets – if yes what are they? Where do they live in the house?
- Does any member of the household smokes? If yes, is smoking allowed in the house, or outside only?
- How many bedrooms are available? Please indicate whether a room is single, double or twin (2 beds per room)
- Is the bedroom available for
 - Short stay (less than 3 months) all year
 - Long stay (longer than 3 months) all year
 - Summer only (July / August)
- Is there any period of time when the bedroom is not available (holidays, Christmas...)
- Please indicate if any of these facilities are available in the house:
 - TV / DVD
 - Unlimited Internet
 - Restricted Internet (please give additional information)
 - Weekly laundry (compulsory for hosting 16 – 18 years old)
 - Other:....
- Please tell us more about activities you could do with your student during the week end / holidays?
- What kind of good do you like to cook?
- Please let us know the best travel route to Sheffield College from your house (tram / bus / walk...).
- How long do you think it would take your student to make their own way to college?
- Do you have a preference of age, gender, nationality or religion of the homestay student?

Please note that The Sheffield College will not normally mix male and female students in the same host family. Consent of students should be received before arranging a new booking with a different sex student, either with The Sheffield College or another institution.

- Could you cater for
 - Vegetarians
 - Halal only diet
 - Other special diet (dairy free, gluten free...)
- Should the student be
 - Smoker
 - Non smoker

HOMESTAY BOARD Please tick if you would prefer to host a student for:

- Half-Board (bed, breakfast, evening meal, all meals at weekend)
Full-Board (bed, breakfast, packed lunch, evening meal, all meals at weekend)

HOMESTAY CHARGES

Half-Board: £115 per week

Full-Board: £125 per week

Part 2 – Documents to join to your application

- A valid DBS (CRB) check if you have one
- If you do not have a valid DBS, please complete the DBS application at the end of this form
- A valid gas certificate (must be renewed annually)
- A picture of the host family (to be shared with students at the time of booking)
- A copy of the host family main carer's passport (required and confidential)
- The fire risk assessment completed and signed
- The host family contract completed and signed

Appendix B – DBS Application

Please complete this form if you do not have a valid DBS (previously called CRB)
 This is not a DBS application form. All parts must be completed to enable that
 applicant's DBS application to be processed via the online method.

USE BLOCK CAPITALS ONLY

Company name of employer THE SHEFFIELD COLLEGE		
Position applied for: HOST FAMILY CHILDREN WORKFORCE		
Title: Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	
First Name		
Middle Name(s)		
Surname		
Date of birth		
Mobile		
Email		
Born in UK YES <input type="checkbox"/>	Town	County
Born in UK NO <input type="checkbox"/>	Town	Country
Mother's maiden name		
Other surnames used - have you ever changed surname by marriage? By divorce?		
Surname at birth	Used until, year	
Any other surname used	Used from	Used until
Any other surname used	Used from	Used until
Any other surname used	Used from	Used until
Any other surname used	Used from	Used until

Address History

Current Address. Ensure this is correct as your Disclosure Certificate will be sent to this address. If you move during the process, you must make arrangements for forwarding your mail.

This information must go back 5 years from the date of the DBS application. If you have lived at your address for more than 5 years, you do not have to complete anything more than your current address.

If you have lived OVERSEAS, only complete the main town and country you lived, the whole address is not required.

If you have any difficulty remembering your postcode, your agency representative can assist or you can look it up online with Google or Royal Mail Postcode Finder.

Work backwards in a chronological order from your current address

1 Street Name and Number/House	
Name	
Town	Post Code
County	Country
From month year	To month year

2 Street Name and Number/House	
Name	
Town	Post Code
County	Country
From month year	To month year

3 Street Name and Number/House	
Name	
Town	Post Code
County	Country
From month year	To month year

4 Street Name and Number/House	
Name	
Town	Post Code
County	Country
From month year	To month year

5 Street Name and Number/House	
Name	
Town	Post Code
County	Country
From month year	To month year

6 Street Name and Number/House	
Name	
Town	Post Code
County	Country
From month year	To month year

Identification

Please provide EITHER your passport or driving licence copy and information below. If you do not have either of these, complete the form and let us know. We will send you a list of identification documents to provide instead.

Passport Number (UK, EEA or Non EEA)
Date of issue

OR

Driving Licence Number
Date Valid From (section 4a on photocard)
Photocard YES <input type="checkbox"/> Old Style Paper Type YES <input type="checkbox"/>

DBS Applicant Declaration

I confirm that the information I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence. I consent to the Criminal Records Bureau completing various data checks for my Disclosure

Signed..... Dated

Appendix C – Host family agreement

MAIN CARER

I, (print full name), to the best of my knowledge, declare that all the information supplied on my application form is correct. I have read and understand the Student Accommodation and Welfare Manual, including the Homestay responsibilities and agree to abide by these. I agree to follow the guidelines and procedures to provide a safe, friendly environment for children and young people. I will work to contribute positively to the growth and development of my homestay student and to notify the International Office immediately if there is any change to the information provided on my application form.

Signed

SECOND CARER (if applicable)

I, (print full name), to the best of my knowledge, declare that all the information supplied on my application form is correct. I have read and understand the Student Accommodation and Welfare Manual, including the Homestay responsibilities and agree to abide by these. I agree to follow the guidelines and procedures to provide a safe, friendly environment for children and young people. I will work to contribute positively to the growth and development of my homestay student and to notify the International Office immediately if there is any change to the information provided on my application form.

Signed

Date:

Appendix D – Fire risk assessment

- Name of host family main carer doing the assessment
- Date of assessment

A – Property description

- Number of floors
- Construction type (bricks, timber frame, steel frame...)
- Age of property

Please indicate, for each of these, how you think a fire could start, and what can be done to reduce the chance of one:

- Cooking
- Electrical fault
- Smoking
- Bin fires

B – Escape routes in the house

- Please describe the escape routes for each floor (example: front door leading to front garden, back door leading to yard, door locked by a key that can be opened from inside...)

C – Fire alarm, escape lighting and smoke detector

Please note that testing your smoke detector is mandatory however, escape lighting and other items listed below are optional.

- Do you have a fire alarm system
- Do you have escape lighting
- Where in the house are smoke detectors
- When did you last change batteries of smoke detectors
- Please check your smoke detector now and indicate date of test. You should check your smoke detectors every 3 months
- Have you got an emergency flash light
- If yes, where?
- Do you have carbon monoxide detector (where)
- Do you have a fire blanket in the kitchen
- Do you have fire extinguisher (where)

Appendix E – First night questions

- What would you like the student to call you?
- Explain daily responsibilities while living in your home:
Make my bed
 - Keep my room neat and clean
 - Clean the bathroom after I use it
 - Other?
- What is the procedure for laundering clothes? Where does the student keep dirty clothes until they are to be washed?
- What is the procedure if the student need to iron their clothes?
- May the student use the iron, washing machine, sewing machine, etc.?
- Where can the student keep bathroom accessories?
- When is the most convenient time for the student to use the bathroom on weekday mornings (in order to get ready for school)?
- When is the best time for the student to shower or bathe?
- Is there anything special about using the bathroom the student should know?
- May the student use the family's shampoo and tooth paste or should they buy their own?
- When are mealtimes?
- Do the have any responsibilities at meal times, such as to set or clear the table, wash or dry their dishes, dispose of the rubbish?
- May the student help themselves to food and drinks (non-alcoholic) at any time or must they ask first?
- May the student use kitchen appliances such as the microwave, dishwasher or stove?
- What areas of the house are strictly private, for example, your study, bedroom, pantry, etc.?
- What are your rules about drinking alcohol?
Please explain no alcohol drinking if under 18 student.
- May the student rearrange the furniture in the bedroom?
- May the student put posters or pictures on the walls of my room? If yes, how do you want things attached to the walls?
- Where can the student store their suitcases?
- May the student use the stereo, computer or TV?
- What time should the student get up onweekends and holidays?
- What time must the student go to bed weekdays? Weekends? Please explain about curfew.
- What time must the student be at home on school nights and during week ends if they go out? Please explain about sharing meal with them and telling them if they are late for diner. Diner should be provided, the student can microwave or heat it up, provided the curfew is respected.
- What dates are the birthdays of family members?

- May the student have friends stay overnight? This is not allowed without the International Office consent.
- What is your rule on entertaining friends in the student's room?
- Can the student invite friends over during the day? After school? When no one else is home?
- What is the telephone number here? How do the student contact you in an emergency? Although the International Office give these details to the student, please make it clear once more.
- Please explain the rules about making telephone calls – the student should not use the landline. Please explain the student he can request a free SIM card at the International Office for his mobile phone (provided it is unlocked).
- What are the rules about access to the Internet and e-mail if there is a computer in the house? Are there time limits or time periods that use is permitted or prohibited? If you are not connected to the Internet, where can I find an Internet service to contact my family and friends?
- May the student receive telephone calls from my friends or family? Are there times of the day when calls are not acceptable?
- Do any of you have any special dislikes? For example, chewing gum, types of music, being late, wearing a hat at the table, being interrupted while reading, etc.
- What transportation is available to the student? (Walking, bus, bicycle, being driven, riding with friends, etc) Are there times or places it is unsafe for the student to walk unescorted?
- What transportation is available for shopping or going to movies?
- May I smoke? Where? (The Sheffield College discourages smoking in general and forbids smoking in bedrooms)
- If I have a problem with the family or a family member that is bothering me, how do you want me to handle it?
 - Write a note to you explaining it.
 - Ask for a face-to-face discussion with you.
 - Tell The Sheffield College International Office.
 - What do I do about school lunch?
Please explain the difference between half-board (they have to buy their own lunch) and full board (you will provide packed lunch). This information is on your booking confirmation letter.
- How can the student arrange to go shopping for personal items?
- Is there anything else the student can do around the house to be of help?
- Is there anything else you want to discuss with the student?

Remember, ask about those things you feel are most important the first night, and then others as appropriate. Try to always keep an open and honest communication with your student.

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