



Host Family Booklet



Thank you

Dear Host Family,

First of all, let us say thank you for working with The Leeds School of English, and hosting our students.

Our School provides high quality English language courses for international students who typically stay with us for 2-12 weeks to study English, far from their home country. We do believe that the best way of learning English in the UK is to be immersed in the life and culture of people living here, and that students who stay with caring host families benefit most from their stay.

The service that your family provides to our School is key to our success, as our students will typically spend more time with you than at our school. We would therefore like to ask you not only to provide the student with a room and meals, but to spend quality time with them, encourage conversation in English, and help them both with their studies and with feeling at home not only at your place, but in Leeds, in Yorkshire, and in the UK.

Our team are available to help 24/7, so if you have any questions, issues and in particular, concerns about the welfare of our students, we encourage you to contact us as soon as possible. We aim to help you with hosting our students, so that you can help them benefit from their stay here.

This booklet contains key information about the service we require from you, as well as some rules we expect students to adhere to. We will also regularly provide you with a copy of our brochure, so that you can be fully aware of the services we provide.

Once again, thank you for working with us, and we hope you will enjoy hosting our students.

Kind regards,

The Leeds School of English Team

Contact details

Office phone: +44 (0) 1132 456476 (Monday–Thursday 8.30 – 5; Friday 8.30 – 4)

Out of hours phone (emergencies only): +44 (0) 7397 883 675

Address: Stewart House, St Andrews Court, Leeds, LS3 1JY

Key contacts



Imran Sajid, Founder & CEO
imran@leedsschool.co.uk

Imran is in charge of the operation of the school.
He is your point of contact for issues that you have not been able to resolve.



Anisah Asghar, Admin & Finance Manager
anisah@leedsschool.co.uk

Anisah is in charge of administration in the school.
She is your point of contact for financial enquiries.



Nicholas Edwards, Academic Manager
nicholas@leedsschool.co.uk

Nicholas is in charge of teaching, learning and safeguarding in the school.
He is your point of contact if you have questions about courses or if you need to raise a safeguarding concern.



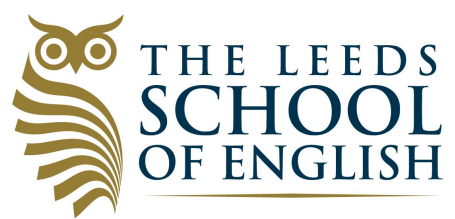
Karim Karoud, Operations & Development Officer
karim@leedsschool.co.uk

Karim is in charge of day to day business activities at the school.
He is your point of contact regarding any management or services issues.



Abi Cutler, Student Services & Accommodation Officer
abi@leedsschool.co.uk

Abi is in charge of student services and accommodation in the school.
She is your point of contact for student welfare and social activities.





Key Terms

Contract

We offer host families yearly contracts. These will set out the general terms of the service we require, as well as terms of payment. If you have any questions about the proposed contract, please feel free to raise them with the representative of the School before signing the agreement.

References are made to this Handbook, and although it is not contractual, it includes important guidance on the services you have to provide, so please read it thoroughly and keep it in a safe place.

Home Visits

We carry out Quality Assurance visits at least annually, but sometimes more frequently. A visit does not mean that we have concerns about the quality of the services you offer, these are routine inspections that serve the purposes of ensuring that our Homestay providers meet our standards.

It is also our duty to carry out a revisit if a complaint has been made by a student or client. You will always be informed about the reason of our visits. When investigating complaints, it is our policy to listen to all stakeholders, so your views will always be recorded.

Changes

You must keep us informed if circumstances to your provision or availability change. Please contact us without any delay if there is a change to the room(s) you offer, or to the people who reside in your house or flat.

Payment and charges

Payments are made fortnightly on a Friday and will be made by bank transfer or cheque.

Payment must never be discussed with or imposed on students.

Cancellations

If for some reason you have to cancel your booking, please inform us as soon as possible.

Should a student's stay be cancelled, we will give you five days' notice. Payment, if already agreed, will be made for this period.

Should a cancellation arise from you breaching our contract, no notice period will apply.



Welcoming the Student

First impressions are very important – a warm welcome is vital to help the students settle in. Please take the time to properly introduce yourself and all members of your household to the arriving student. You should show the student around their new home including their bedroom. This is your opportunity to break the ice with the student and explain the daily routine of your home, we have also provided documents for meal plans and family rules that you can complete with the student and stick to the fridge. It would be helpful to the student if you describe to them the local area and transport links. Students should receive the route to school. However, please help them to understand the transport times, location, cost and system as this will be a new adventure for them.

General Welfare

Do not hesitate to contact the School if you feel the student is excessively homesick, not adjusting to life in Britain, or suffering from any illness or stress. These are often more evident when the student is alone and away from the school environment. If you are worried about your student, you should contact us immediately, if outside normal office hours then please use the emergency number below.

There should not be more than four students and not more than one speaker of the same language at any one time. We normally try to keep it to a maximum of two students unless authorised by the school's Operations Manager. The school should also be informed of any change of circumstances for example marital status, occupation, children or pets.

An out of office hours' emergency contact number is provided: **07397883675**. Please remember that this number is for **emergencies only**. Office hours are Monday to Friday, between 9am and 5pm. If a medical emergency arises, contact the emergency services or your doctor before you contact our emergency number as they will be of greater assistance.

Safeguarding

As our school accepts students under the age of 18 (but at least 16), we have important safeguarding measures in place.

We expect you to be familiar with our Safeguarding Policy and Procedures, which sets out all the measures we take.

You can find this document on our website: <https://www.leedsschool.co.uk/school/safeguarding/>.



If you are ever concerned about the welfare of students, please contact our Student Services Officer. If your concern is of a safeguarding nature, please contact our Principal Safeguarding Lead, Tammy Smith. Contact details can be found on page 3 of this booklet.

DBS checks

All adult members of your family must hold a valid DBS stating that you have had no previous convictions against children. This is no reflection on you, but a safeguard for the children which the law requires. You will be provided with a DBS form for the school to register you. The charges of the DBS checks will be deducted from the first payment that you receive from the school. You can only be exempt from a new DBS if you are registered on the DBS update service; this way we can use a previous check made for homestay provision instead of getting a new one.

Student information

The School should provide you with information about the child's arrival and departure and details of any medical problems. It is a good idea to allow the child to make a collect call home when they first arrive to reassure both themselves and their parents/guardians.

Responsibility

You are fully responsible for the student whilst they are in your home. This means you must know where the child is at all times and ensure curfew times are met.

No under 18 students can be left alone overnight. Please make sure the student returns the key on departure as they are very difficult to retrieve once the student has returned to their home country.

Curfew

We suggest you set a curfew time for all your students, but you must agree on a curfew time with all students who are under the age of 18. We suggest setting it to 9 pm. Please inform our Accommodation Officer if you set a different curfew time to your students. You must always contact us without any delay if the student you host does not arrive home by the agreed time or you are unsure about their whereabouts.



Host Family Application Process

We are very selective when choosing our hosts, our priority is always our students' satisfaction and comfort. If you're interested in working with us as a host family, below some important links that you need to visit and read through:

To submit your initial interest, please visit <https://www.leedsschool.co.uk/host-with-us/>

If we're satisfied with your inquiry form and think that you may meet the requirements then you will need to submit a full application form with reference form at <https://www.leedsschool.co.uk/host/>

Now that we have received your application, we will be in touch to arrange a home visit and discuss everything in more detail. Agreement's terms and conditions in addition to the weekly rate will also be discussed at this point.

Finally and before sending the agreement to be signed, we will have to carry a DBS check and once it has been issued then the school will start working with the host immediately.



Accommodation Requirements

A student should have a room where they can study and be alone when they wish. Students should not be asked to share the room unless it has been requested in advance by The Leeds School of English. There should never be more than two beds per room and a maximum of four students in the house at any given time. Students whose mother tongue is the same should only be hosted by the same family if they expressly request this.

Every room should have:

- a comfortable full-sized bed,
- a seasonally appropriate duvet, minimum of two pillows and a spare set of clean bed linen
- adequate storage space - wardrobe with hangers and drawers
- study desk and chair and lamp
- a mirror
- electrical sockets in working condition
- reasonably thick curtains or blinds to black out any external light at night time
- door must have a handle and student should be able to close it properly (no lock as such required)
- a heating appliance
- a window
- Wi-Fi/Internet access at no additional cost

This will be the students' home therefore students must have access to the living room and other communal areas at all times, the locking or restriction of reasonable use of common areas is deemed unacceptable by the school. Students choose a homestay instead of residential accommodation to experience British culture, meet new people and practice their English therefore Host Families should encourage socialising, learning and culture.



Bathroom and Toilet

A student should have access to the bathroom in the same way the family does. If the student is sharing the bathroom with the family, you are welcome to create a reasonable rota permitting practical shower times. Students must have both hot and cold water on a daily basis. Students are entitled to shower daily to a reasonable amount. You may remind the student to leave the bathroom clean and tidy after use and make sure the student understands how to use all of the facilities. Female students should be informed of the arrangements for the disposal of sanitary items; laundry bags should be provided for all to make them more comfortable. Clean bath and hand towels are to be provided for the students at no additional cost.

Damages

We hold a security deposit from students to cover for accidental damages, and we will help you get compensation from our students should any damages occur. Please notify us using the Checkout and damage claim form of any damages immediately, so that we can take action as soon as possible. Do check the student's room very carefully when they leave, as that's the last time we will be able to collect payment from the student.

House Rules

We encourage you to set clear rules to the students about what they can do and what is expected of them. Please try to be reasonable and not too prescriptive with your rules; only expect them to undertake duties that are proportionate to their 'footprint'. For example, do expect them to tidy their room and put their own things away in common areas, but don't ask them to tidy a room after others.



Cleaning

Some students may not be accustomed to tidying their own belongings or making their own beds. You may have to explain that they must now do these jobs for themselves so that you can clean the room properly. It is the host family's obligation to clean the room and provide a change of clean bed linen and towels every week.

Laundry

It is your responsibility to provide regular and reasonable laundry and drying, at least once a week. We encourage you to make an agreement with the student at the beginning of a student's stay. Ironing facilities should be made available to students at all times. It is not your responsibility to iron the student's belongings. Our weekly rate covers the laundry use, you cannot charge any extra fees for this to the student.

Heating

Sufficient heating should be provided in the students' room at no extra cost. Most of the students are not used to the low temperatures in the UK; please do not be offended should they ask for more blankets or the heating to be turned on/turned up.

Lighting

Please do not place a curfew on lighting for students but you may remind the student to be conscious to turn the light off after use, also you can remind the students that they should have a full night's rest for school.

Pets

Please 'introduce' your pet(s) to the student; some may be shocked to find that household pets have access to most areas of the house, including the kitchen. Let the student know of any of the pets' habits and behaviours.



Internet and Telephone

Students should have free access to the internet at all times to study and to contact relatives, please bear in mind the time difference between the UK and other countries. Internet safety is important; please make students aware of this and of any parental control restrictions. We advise you to explain to students that downloading and streaming may cause internet usage issues and advise against such use.

We also stress that host families are aware of internet safety and look out for cases of:

- Cyber bullying
- Viewing of inappropriate content
- Access to age restricted websites
- Sharing of personal information
- Gambling

Dating sites Telephone use is at the discretion of the family but it is advised that you allow the student to contact their parents on their safe arrival. Incoming calls will not be charged on your utility bill, if you are happy for the student to receive calls please make them aware. Outgoing international calls can be expensive; it may be worth explaining this to the student and making it clear if they are/not allowed to make outgoing phone calls. Please bear in mind, if you do agree for the student to make these calls they cannot be charged at an extra cost.

Alternatively, international calling cards can be purchased from most local shops. Please make the student aware of where these can be bought. Any calls you do not wish to authorise can be blocked by your phone line provider. Students can also use internet based calling facilities such as Skype, Viber and Whatsapp which will come at no extra cost to the phone bill as long as it is used correctly.

Keys

All students should be given a front door key so they may come and go as they wish. Please advise them not to keep a copy of the address with the keys.



Meals

Please make sure you are aware of any dietary requirements before the student's arrival. This information is normally confirmed when a student books a course. However, it is advisable to ask students if they have any dietary requirements for medical or religious reasons, on arrival in case students did not understand the booking form and or that items such as halal meat are special requirements. Please ensure the student is made aware of your meal times and ask the student to let you know if they intend to miss or be late for a meal. The meal planner provided should help to remind the students of meal times and what will be prepared. If the student has informed you they will be late you should leave a meal out for them to heat up when they come home. You should also sit with the student when they return if it is at a reasonable hour. At dinner time you are expected to eat the same meals with the student and encourage conversation at the dinner table. Meals should be varied, fresh, nutritious and of generous portions – keeping in mind the age and gender of the student. Apart from designated meal times, you should arrange with student's acceptable amounts of snacks and times when the kitchen is closed. However hot and cold beverages should be available at all times.

Meals must contain the following food groups:

- Protein (meat, fish, egg, beans etc.)
- Carbohydrates (bread, pasta, rice etc.)
- Dairy (milk, cheese, yoghurt etc.) Fruit and Vegetables

Family Life

Please make students aware of any visitors and contractors. Please be aware of how their presence may make the student uncomfortable and react accordingly with the students' interest at top priority. Any overnight visitors must be reported to The Leeds School of English.

Leisure

We encourage hosts to include the students in activities, where possible. Advice about local activities would be welcome.

The schools arrange leisure activities which are great for student's development whilst in the UK.



Medical Treatment

Students studying in Britain who are not nationals of an EU country or a country which has a reciprocal health agreement with Britain may have to pay for NHS treatment except in the case of out-patient emergency treatment or treatment for an infectious disease. Check that the student knows whether they are entitled to free NHS treatment and direct them to the Student Services Officer at school for advice on medical insurance if there are any doubts. Please make your student is aware of the prescription cost. Any student staying in the UK for longer than six months should register with a doctor on arrival.

Students are asked to disclose details of any pre-existing medical conditions or regular prescriptions. Please do not give students home remedies, any illnesses should be treated by a pharmacist, doctor or nurse. If any medication is prescribed, make sure the dosage instructions are understood and the medication is kept in a safe place.

If the student needs a dentist, it is usual to send them to the dentist used by your household, but you should tell the student that they will be expected to pay for treatment, and that they should establish the cost and extent of treatment in advance.

Please contact the school by 9am if the student is not able to attend classes that day due to illness. We also suggest you keep an accident report book to log any issues that may be prevented from occurring again.

Religion

Students' beliefs should be respected and received with an open mind. Religion can also provide security for some in an alien environment. The Student Services Officer will be able to help students contact local community groups close to school and we also have a quiet room for praying, if they wish to practice their religion. Some students may require a quiet area at home to pray in.

All religions are welcome but they should not be enforced on the students. Host families should not expect the students to participate in their religious practices nor should the practice make the students uncomfortable.



Cultural differences

Often, we all get offended when things are said in the wrong way. We expect our guest to use 'please' and 'thank you' as we do. In many cultures, requests are expressed much more directly than British people are accustomed to. A student who says 'give me the salt' at the dinner table may not be disrespectful, they may just be unaware of what is polite and impolite language.

Students may have difficulty coping if their English is limited; they may also interpret certain British traits (such as reluctance to speak to strangers) as unfriendliness.

Food is also a big part of the students' experience. You must recognise that some students will not be used to certain flavours and spices. Please be sympathetic to this. Communicate with your student, discuss what you like to eat, what they like to eat and find your common ground. Make a meal plan, a fun thing to do is a cooking day and have students help and show you how to cook food from home.

Culture shock is similar to the feelings we have when we are adapting to a new environment. When people are surrounded by a different culture where everything is new and potentially confusing, they go through changes of mood and attitude before coming to terms with a new environment. Culture shock may manifest itself in a wide range of behaviours, from confusion, withdrawal and tiredness to anxiety, irritability, rejection and anger. Please let the school know should you suspect this as our Student Services Officer is happy to help.

Solutions for Culture Shock at Home

Communication: Talk with your student, show an interest in their lives and tell them a bit about yourself. This will help them to feel safe, relaxed and comfortable.

Homesickness: Encourage the students to talk to about their families and keep in regular contact with them. You may even wish to introduce yourself to the family during this period.

Activities: Keep your students busy and out of their room. If the student has an enjoyable time doing different activities, they will have a better experience and will be distracted from their worries.



Language and Interaction

Host families **must** speak English in the home. Students feel intimidated and isolated when hearing a language, they are unfamiliar with. Students are with a host family to improve their English language skills and will want to improve their learning with the family.

Conversation is an important part of the students learning process, help and encouragement is essential. Remember the students are here to improve their English so patience and understanding will be appreciated. When talking to the student the main thing to remember is to speak slowly, simply and clearly. Students who speak the same mother tongue should not be with the same homestay family unless they have specifically requested it, because it means they will get less practice in speaking English.

Most students like watching some television. It provides entertainment and improves their language skills. The students expect to be able to watch television with you. Bear in mind that certain programmes may be more interesting to the student than to members of your household.

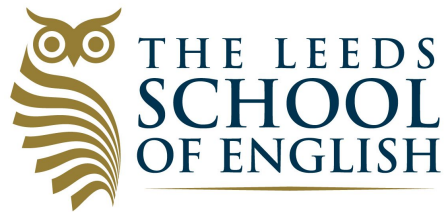
Smoking

The School is aware of your smoking preferences but please be reminded most students are non-smoking and as such we appreciate your understanding of this. When the student arrives at your home please explain your smoking policy

Transport

Hosts should help their students find the quickest and cheapest route to and from the school. On the first day it would be useful for students to know the address of the school, where to catch their bus/train from, how long the journey will take, how the system works, how and where to buy a ticket, the appropriate cost and the need for small change. They will be aware from correspondence with the school. However, they may need additional help from yourself. Please help students with alternative routes in case of transport issues.

If the student has a car or bicycle, make sure that (s)he is fully acquainted with the British Highway Code, the penalties for driving offences and the obligation to have a driving license and insurance, etc. Students should arrive



on time for all their lessons, which start at 9.30 am. Please ensure they leave your house in time to get to the School every day.

Transfers

Many students book our airport transfer service whilst others will make their own way to the host family. In any case, we will inform you of arrival times.

Please remember that some students take very long flights, and due to late flight arrivals, holdups at the UK border and traffic delays, students at times may be arriving later than expected. We will endeavour to keep you informed about any delays, but at times we may still be waiting for updates.

Insurance

Host families should have household insurance that covers accidental damage done by students. It may also be worth insuring valuables, in case of breakage. General wear and tear is part of hosting. It is imperative that you inform your household contents policy insurers that you have a paying student in your home. If your insurance policy does not cover paying guests in your home, you may be jeopardising your cover for damage caused by a third party. For further information you can contact the Association of British Insurers on 0207 600 3333 or via their website www.abi.org.uk.

Safety

Do explain to students any special safety rules and if you have small children, make sure that the student is aware of the need to keep medication, cleaning fluids and breakables out of reach of small children. Use of electrical equipment and any room heaters, water heaters etc. should be explained carefully, as should fire precautions. It is a good idea to have a fire extinguisher or fire blanket in the kitchen. It is a legal requirement to have a smoke alarm installed and a carbon monoxide detector.

The Gas Safety Regulations 1994 state that it is your responsibility to ensure that gas appliances are completely safe. This involves obtaining a Gas Safety Certificate annually and sending a copy to us. Failure to do so may mean you are breaking the law. For further information, call the Health and Safety Executive Gas Safety Advice Line (0800 300 363).



Fire Safety

There must be a written risk assessment in place to comply with the Fire Safety regulations. Checks must be done annually at no more than 12 month intervals and copies of all certificates for checks must be presented to the School's representative during the annual home visits.

It is your responsibility to make students aware of fire safety arrangements in your house, including fire exits.

Electrical inspections and appliances

Where a property is provided with electrical appliances it is the landlords responsibility to make sure that they are safe at the outset of letting. Checks must be done annually at no more than 12 month intervals and copies of all certificates for checks must be handed over to the office.

Carbon Monoxide and Fire Alarms

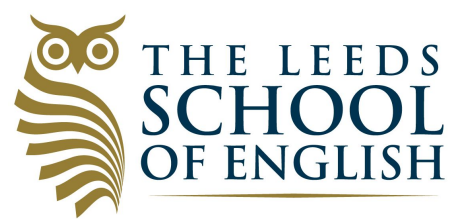
Landlords in England are required to provide smoke alarms on every floor of their property and a carbon monoxide alarm in every room with a solid fuel source. Checks must be done annually at no more than 12 month intervals and copies of all certificates for checks must be handed over to the office.

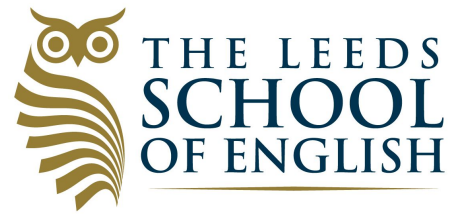
Courses for Safeguarding and Prevent

We recommend that you take a short, free online course to raise your awareness in Safeguarding and in issues related to the Prevent strategy. The following course has been designed for the context of English Language Teaching in the UK, so its content will be relevant to anyone who deals with foreign students studying English in the UK.

You can find the course on the Gallery Teachers website:

<https://galleryteachers.com/course/safeguarding-basic-awareness-training-and-prevent/>





Thank you for hosting our students.