



# **Homestay Handbook for Providers**

## **Caring for Under 18s**

### **2018**

**Your guide to becoming a homestay accommodation provider**

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## Welcome to Celtic!

Celtic English Academy has been welcoming international students to the UK since 2004. We are a friendly and welcoming English language school in the centre of Cardiff which takes pride in its small classes, great teachers and wonderful support staff. Our small class size provides a friendly student-focused learning environment, ensuring that each student will get the attention that he or she needs to succeed.

We offer General English courses from beginner to advanced level as well as IELTS and Cambridge Exam Preparation courses for adults. In summer there is also a young learners' programme for junior students. Celtic is now one of the most successful and reputable English language providers in Wales

Celtic English Academy believe that living in homestay accommodation is the best way for students to experience life in Wales. Celtic would like to ensure that both hosts and students get as much enjoyment and satisfaction out of the homestay experience as possible.

Providing a home away from home for an international student can be a very rewarding experience. There are huge cultural benefits for both hosts and students alike and strong personal bonds are often created which last well beyond the hosting period.

The key to a successful hosting experience is mutual understanding and mutual respect. We believe that this can be achieved by providing hosts and students with sufficient information in advance. That is why we have created this handbook for you so that you know what to expect from this experience.

### Accommodation Officer



**Nicole Hayward**

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Email: [nicole@celticenglish.co.uk](mailto:nicole@celticenglish.co.uk)



**Celtic Homestay Cardiff & Penarth Group**

[www.facebook.com/groups/celtichomestay](http://www.facebook.com/groups/celtichomestay)

### Emergency numbers

Celtic has one emergency number that can be used 24 hours a day, 7 days a week.

**+44 (0)7765 678189**

If you have any problems please call one of these numbers.

## PART 1: Rules

There are strict rules regarding accommodation arrangements with homestay providers for students under 18. Adherence to these rules is a condition of our accreditation by the British Council. They are therefore carefully monitored by our Homestay Coordinator.

Before you sign the Homestay Declaration for hosting under 18s, you should read these guidelines carefully.

1. All members of the household older than 18 years old should have a valid DBS check.
2. Should an adult become a regular overnight visitor to your home they should obtain a valid DBS check.
3. Under-18 year old students are always full-board. You should therefore provide all meals for them.
4. A responsible adult will always be present overnight.
5. Under-18s must not be hosted at the same time as students of 18 years or over (unless specifically arranged by the school in response to parents' or agents' request). If you accept students from other schools please be aware of this.
6. No more than two students (of any age) must share a room (unless specifically arranged by the school in response to parents' or agents' request).
7. No students (of any age) of the same mother tongue should be placed in the same household (unless specifically arranged by the school in response to the parents' or agents' request).
8. Homestay providers are not permitted to accommodate an under-16 student for more than 28 days.
9. You are responsible for reporting anything of concern to the school.
10. You should notify the school immediately if you know that your student is going to miss class or school for whatever reason (e.g. illness).
11. Please ensure your student knows how to get to and from school and the city centre, and that they know the correct bus numbers / times, especially of late services.
12. You should keep alcohol and other age-restricted substances or content in a lockable storage unit.
13. Keep an eye on students' internet use and report to the school if you suspect that cyber bullying may be taking place (this includes text messages as well). If you think an under 18 student may be accessing inappropriate material, you must report it to the school.
14. Under 18 year old students are more prone to homesickness. We recommend that you find out the school's social programme so that you can encourage the student to attend activities and make friends.
15. We advise a curfew of **22:00**. Please ensure that your student sticks to this. If your student does not arrive home on time, you must inform us within 10 minutes using one of the emergency numbers.
16. Students may want to go out with their friends independent of the school's social programme. For most activities you can use your own judgement and common sense. For example, under-18 students should be

allowed to go out by themselves as long as they inform you where they are going, what time they will be back, and know the way home. However they should not be permitted, for example, to spend a night in London by themselves (or any overnight stay). If you are unsure on what a student is permitted to do outside of class time then please contact the school. In some cases we can contact the parents or agent for permission.

17. You should be aware of the signs of child abuse and of how to act if an under-18 year old student discloses a report of abuse to you. Advice on this, as well as on general behaviour when in the presence of under-18s, is provided on the next page.
18. Any present or prospective homestay provider should contact the school if they have questions or doubts about any of the above matters before agreeing to accommodate any student under 18 years of age.
19. The designated safeguarding person (DSL) at Celtic English Academy is Steven Kenward ([steven@celticenglish.co.uk](mailto:steven@celticenglish.co.uk)). If you have any concerns about an under 18 year old student in your care, please contact Jenna on the number listed above.

## **PART 2: Our Code of Conduct**

### **Prevention**

First and foremost, we seek to establish a safe and trusting environment for our students. This helps to ensure that children feel secure (and happy), and reduces the risk of actions by adults being misconstrued.

### **Expectations/Behaviour**

As a homestay provider it is important that you remember:-

- You are a role model for under 18s in your care.
- You should consider at all times how your actions will be construed by under 18s.
- You should dress appropriately for interacting with under 18s.
- Under 18s should be treated differently to adults, even if they are mature.
- Always be approachable and understanding.
- You must report to a member of school staff anything you may have done accidentally which may have been misconstrued by an under 18 student and may lead to an allegation against you.
- Please do not use inappropriate language.
- Do not encourage the use of drugs and alcohol.
- Do not shout, threaten or be aggressive.
- Do not connect with children on social media.
- Do not make physical contact (except in the case of administering first aid).

### **How to recognise abuse**

If the under 18 student you are hosting displays any of the following signs, you must report it to a member of school staff:

#### **Emotional abuse**

- Delayed physical or emotional development.
- Shows extreme passivity or aggression.
- Sudden speech disorders.
- Overreaction to mistakes or continual self-depreciation.
- Neurotic behaviour (rocking, hair-twisting, self-mutilation).

#### **Sexual abuse**

- Acting in an inappropriate way with objects or peers.
- Nightmares, sleeping problems.
- Becoming withdrawn or clingy.
- Personality changes, seeming insecure.
- Unaccountable fear/dread of particular places or people.
- Changes in eating habits.
- Physical signs such as unexplained soreness around genitals.
- Becoming secretive.

#### **Physical abuse**

- Has unexplained bruises, burns, etc.

- Wearing clothes to cover injuries, even in hot weather.
- Refusal to undress for sports or join swimming lessons.

### **Neglect**

- Often hungry, may beg or steal food.
- Badly dressed in clothes that need washing.
- Poor appearance and personal hygiene; unwashed, hair not brushed.
- Lacks needed medical or dental care.
- Might abuse alcohol or other drugs.

### **How to deal with a disclosure**

Aside from recognising the signs listed above, an under 18 student may tell directly inform you that they are experiencing abuse. If this happens, you must do the following:

1. Record all of the details in writing, ensuring everything is dated and signed.
2. Inform the school **within 24 hours**.

During the disclosure conversation:

- Stay calm; do not overreact.
- Do not ask leading questions, instead say, *“Is there anything else you want to tell me?”*
- Do not promise confidentiality.
- Reassure the student that they are doing the right thing in telling you.
- Do not inform anyone else of the details of the conversation, other than the school staff member who you report it to.