



Homestay Handbook for Providers

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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 academy 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 Officers



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Celtic Homestay Cardiff & Penarth Group

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)7803 495 154

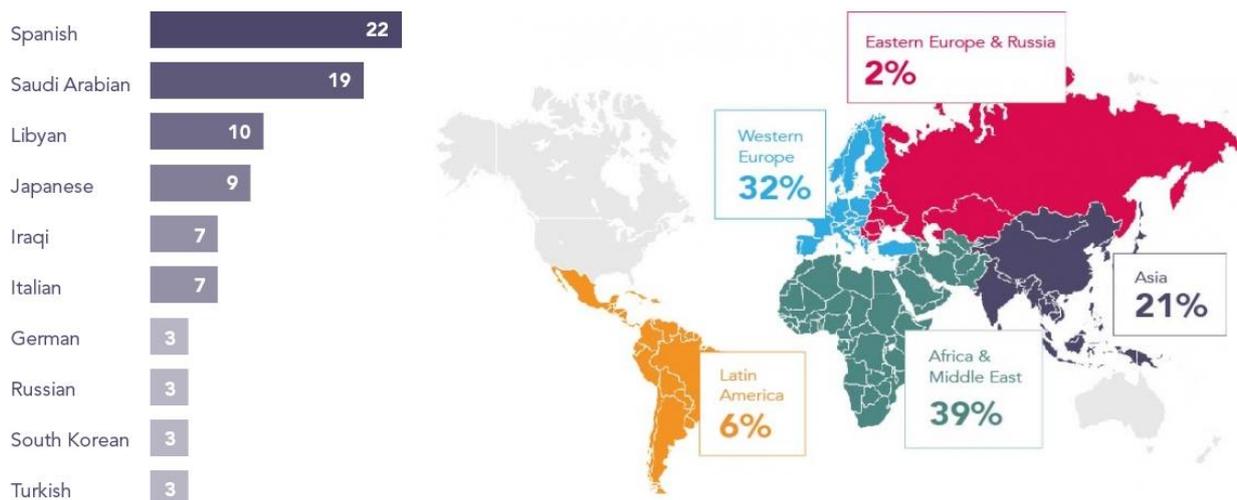
You **must** contact us if a student you are hosting:

- is seriously harmed
- displays radicalised/extremist views (see page 13)
- has a serious welfare issue

Part 1: Our Students

Every year, we welcome over a thousand of students from all over the world. Although Cardiff is a relatively new EFL destination for many parts of the world, many students find their way to Cardiff and the reputation of Celtic and Cardiff is growing rapidly.

This diagram below will give you idea of the countries that our students come from. This percentage will vary depending on time of the year, for example, in the summer we have more European students, and in the winter more students from Latin America and the Middle East. Our students value having a wide mix of cultures, at school and getting to know people from all over the world is of the biggest benefits of studying at Celtic.



The age of our students varies massively, ranging from 12 years old to 87! However, our average student age is 26 and most of our students are young adults. Any students under the age of 16 will be part of a group (see more in our “Under 18’s” booklet). Students will stay for varying lengths time, anywhere from a week to a year

Students study with us for a variety of different reasons, some study for pleasure and others in order to help them achieve their goal of university entry and many will study an IELTS preparation course. Some students are even sponsored by their government for employment reasons. The level of English upon arrival will vary from student to student, some will be complete beginner, and others will be very advanced.

Although some of our students will book independently, most of students will come to Celtic though one of our many partner agencies. Some students will be sponsored by their government to learn English and will be paid a salary to learn with us.

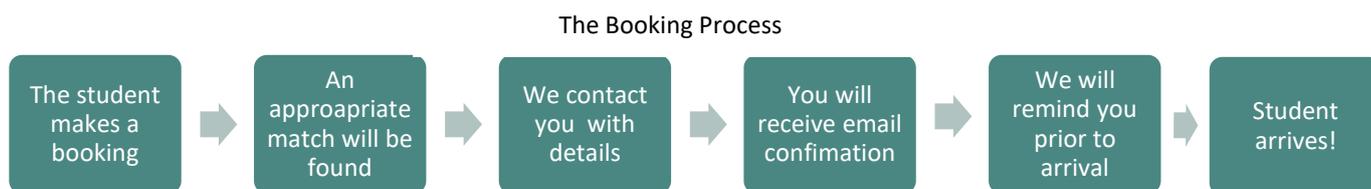
What international students need from you

Our students are given the choice of homestay accommodation and student residence accommodation. Many students choose homestay accommodation for the sake of home comforts, a family atmosphere, and a chance to practice their English in an informal environment. They are also interested in learning about the British way of life. Although students’ expectations will vary, please keep in mind that they are not simply renting a room from you but **should be treated as a member of the family**.

Homestay allocation process

The allocation process is not an exact science, and there any may things that will impact a student placement. We will take into consideration the preferences of the student and the Homestay Provider wherever possible. During your home visit we will try to get to know and understand which type students would be best matched with you. It is important that both the student and Homestay Provider have good experiences.

If you want to be busy with students year-round, it is helpful to be open to the students you will host (e.g host males and females, all ages groups and consider providing a halal diet).



Usually, we aim to book students into Homestay 4 weeks prior to arrival. However, we get many last-minute bookings, so we may contact you as soon as one week prior to arrival.

Your confirmation email will include some contact details for your student. We recommend that you reach out to the student prior to arrival, usually by Whatsapp or email. The student is also encouraged to reach out to you.

Students usually arrive on a Sunday. We will make every effort to inform you of the student arrival time and flight details prior to arrival. However, if this is not possible due to changes or delays, the student is told to contact you directly by telephone or email. Please ensure you keep your mobile to hand if you are expecting a student.

Please note that we do not send blanket texts regarding student placements and will ask you specifically to host a student. **Please reply to us even if you are not able to host the student so that we can find alternate accommodation.**

Welcoming your student

When your student arrives, it is important to give them a friendly welcome. Please ensure that an adult is home to welcome them on the day they arrive. For many students this may be the first time they have been away from home. Please try to make sure that all members of the household are introduced to the student as soon as possible after their arrival.

First Day of school

This is rough guide to what student's first day of school will be like. Students will need to bring their ID and acceptance letter with them to school.

8:30	Arrive at school
9:00	Speaking and writing test
11:00	Welcome talks
12:00	City centre tour

School attendance

The hours your student will be in school will vary depending on which course they are studying. Most of our students

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	08:45 - 10:15 10:30 - 12:00				
Midday	12:30 - 14:00	12:30 - 14:00	12:30 - 14:00	12:30 - 14:00	12:30 - 14:00
PM-A	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45
PM-B	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30

study the AM course, but many will add midday and PM classes too. A small number of students study PM only classes (see table).

If your student is unable to attend school for any reason, then they should contact the school to inform us. If you are concerned about their school attendance, please let us know.

House rules and daily routines

To ensure a successful homestay experience, students should be welcomed into your home as a member of the family, rather than as a temporary guest. As such, the student should be treated with the same kindness and respect, but equally must follow the same rules as other family members.

It is best to establish the house rules and routines as soon as your students has settled in. It is helpful to for everyone for this to be explicit from the start, as introducing rules at a later date can lead to confusion. Many Homestay Providers choose to make posters or leaflets which clearly set out the house rules. These often include fire safety procedure.

If you only have one bathroom, it is helpful to set up a bathroom schedule or make it clear to the student when the best times to use the bathroom are.

Leisure and free time

It is up to our students how they wish to spend their free time in the evenings and at weekends. Celtic has a varied social activity program which students are encouraged to take part in. These include weekday activities such as bowling, cinema and quiz nights as well as weekend excursions. These are very reasonably priced. It's also nice for students to join you on family outings with you if possible. Advice about places of interest to visit, local activities, sports facilities and the like will also be welcome. Every Friday lunchtime students are invited to attend a "conversation café" at school, which is free of charge.



Your adult (over 18) students may want to sample the Cardiff nightlife. It is helpful to ensure that any curfews are made clear. Adult students are asked to let you know if they will be back late or away overnight.

Friends and visitors

Most students like to be able to bring friends home and it is best to make clear arrangements with your students at the beginning of their stay with regard to visitors. Set clear rules which you are comfortable with about visiting times. Obviously common sense is the best guide and the age of the student will have a bearing on the policies you adopt.

IMPORTANT

As a host of international students, you are legally obliged to keep a Visitors' Book detailing the student's name, home address, the period of their stay, passport or registration document number and a forwarding address. You are required to keep this information for at least twelve months.

Help with local transport

Your student will be expected to come and go independently. However, please initially help them to find the quickest and cheapest routes to and from the academy and the town. On their first day it would be useful for students to know where to catch their bus, if required, or how to get to the academy on foot. Please help them by providing information on journey times, ticket systems and travel costs.

Cultural Differences

As you will be welcoming students from all over the world, it is important to remember that different cultures vary hugely on almost every aspect of life. It may take a bit you a bit of time for you and your students to adjust to each other's cultures. It is important to remember that lack of vocabulary may also lead to misunderstanding, so patience and a non-judgmental attitude will go along way.

Certain behaviors which are normal in some cultures are not how we usually do things in Britain. This can lead to misunderstandings. Below there is a list of common issues and some possible solutions.

Common issues	How they can be addressed
Excess water on the bathroom floor	In certain cultures, particularly middle eastern, it is usual to wash after using the toilet. Providing a jug can help to minimize water splashing.
Student spends a lot of time in their room	In some cultures, particularly Japanese, student may feel obliged to wait for an invitation to join the family. Ensure that you ask the student if they want to join you.
Student puts toilet paper in the bin	This is common practice in some Asian cultures. Remind your student that this should go in toilet and consider making a sign.
Student stays out until late at night	In Middle Eastern culture, people often socialize late at night when it is cooler. Set a curfew for your student on weekdays if this is a problem.
Student is not eating at mealtimes	The food may be very different to what students eat at home. Give students time to adjust and have an open conversation about likes and dislikes. It is also important to remember that most other cultures eat much later than us, so students will need time to adapt to this.
Student sometimes comes across as rude	As British people, we are a very polite. Some nationalities do not say "please" and "thank you" as much. Students may also lack the vocabulary to ask for things politely and may seem direct.
Student does not wash frequently or washes all the time	Different cultures have very different attitudes to personal hygiene. Ensure your students understand when they can use the bathroom.

Some students may find attitudes to men, women and relationships very different from what they are used to at home. Some, particularly those from the Middle East, may not be accustomed to public displays of affection between couples or even a friendly hug or kiss

The best way to deal with these issues is to anticipate them and, where necessary, to address them in an atmosphere of mutual understanding. Recognizing difficulties while at the same time gently explaining how things are done in your house will get you both off on the right foot. It may also be nice to ask the student how things are done in their home, so you can get a better understanding of their culture. Over time, misunderstandings will fade away.

Dealing with homesickness

Students thousands of miles from home may well be suffering from feelings of mild alienation or even culture shock. Providing a friendly and secure 'base' is a vital part of helping them overcome these feelings. When people are surrounded by a different culture where everything (including the language) is new and potentially confusing, they go through changes of mood and attitude before coming to terms with their new environment.

You may find that your students become homesick as their time in the UK progresses. Culture shock may manifest itself in a wide range of behavior, including confusion, withdrawal, tiredness and anxiety. Providing a comfortable and welcoming home will go a long way to overcoming such culture shock.

If you have a homesick student, alert the academy and ask us for support. Ask your student to talk to you about home and get them to show you photographs of their family. Alternatively, you may have a shy student, particularly common with Japanese and Thai students, in which case try to anticipate their needs – they may be too shy to ask for anything!

Helping students practise their English

Exposure to English conversation is a vital part of the homestay experience. It is important that English is the main language of communication in the home. Spending time each day in conversation with your student is a valuable way of helping them improve their English and learn about the British way of life. However, you are not there to teach the students and this should be made clear to them from the start.

At first students may find communication difficult so it is important to be supportive and patient. Try to speak slowly and clearly and use simple phrases.

Religious practices and beliefs

Although not all members of a religion are equally devout in practice, for some, religion is not merely a code of conduct but it dictates their way of life. Students' beliefs should be respected and received with an open mind. Religion can also provide security for someone in an unfamiliar environment.

Many of our students are Muslim, which comes with a set of conducts about how they should live their lives. Some cultures (eg Saudi Arabian) follow these rules very strictly, whether as others (e.g Turkish) are more relaxed. Here are a few key things to be aware of if you are hosting a Muslim student.



- Muslim students eat a “halal diet” (see more page 12). Although this will vary from country to country, pork products are strictly forbidden.
- Many Muslim women wear a Hijab, or headscarf.
- There are rules about unmarried women and men being in the same room together, often Muslim women will request a female only household.
- Ramadan is during the 9th month of this Islamic calendar (usually our summertime). For this month, Muslims will fast in the daytime and eat at night. Your student may wish to have their meal plated up to eat later during this time, or may choose to eat out with friends.
- The main festivals are Eid al-Fitr (end of Ramadan) and Eid al-Adha. These dates vary from year to year. Your student may wear traditional dress on these days, and may visit the mosque to pray.

Part 2: Homestay facilities

The student's room

Clean bed linen and towels should be provided on a weekly basis. Some students find the British weather very cold so it would be helpful to have an extra blanket available just in case!

If you have more than one bedroom available for students, please allocate the larger one for long-stay students as they will generally have more belongings.

Good quality fold out beds are acceptable only for short stay students and bunk beds should be "adult" size. There should be a maximum of 3 students per room. Students are only permitted to share a bedroom when explicitly requested by an Accommodation Officer.

What's required in the student bedroom

- Bed with clean bed linen
- Bath Towel
- A wardrobe
- Drawers
- A desk and chair (or suitable place to work outside of the room)
- A bin

Common areas in the house

You must provide your student with access to the living room and other common areas. It is up to you if you wish to allow the student to use the kitchen facilities to cook. Please make this clear from the beginning. It is helpful to allocate your student cupboard and fridge space to store food.

Heating and lighting

Adequate heating should be provided in the student's room. The cost of this is included in the payment we make to you. Please bear in mind that many students are accustomed to having a warm bedroom through the night. If you experience any problems, please contact the academy for advice. Please also warn your student about the hazards of gas and electric fires.

Hosting students from other schools

British Council standards state that **you must not accommodate more than 4 students at any one time**. Please inform us of any additional students you may have from other schools so we can ensure that we comply with the British Council and the student's booking conditions. **Please take great care not to accommodate two students with the same mother tongue, unless we advise otherwise**. This is also a British Council requirement.

Telephone and Internet

You should make your own arrangements with your student about the use of the household telephone. Celtic cannot be held responsible for calls made by students. Please bear in mind that students must be able to receive incoming phone calls as it is important the academy and members of their family can contact them. Celtic can provide students with a Lebara mobile phone SIM card if needed, which offers a cheap international tariff. Homestay providers are required to have full internet access on the property.

House keys

Students aged 16 years and over should be given a front door key and freedom to come and go as they please. Please remind your students that they are staying in a family home and that they should not expect a lock on their bedroom door.

Housekeeping

Students over 18 are responsible for cleaning their room unless you wish to do so. Students are requested to keep their room tidy.

It is expected that you take care of a reasonable amount of the student's personal laundry each week. Students may prefer to launder their own clothes, in which case, please show them how to use the washing machine, drying and ironing facilities.

Please make sure that female students are told about arrangements for the disposal of sanitary towels; often they are too shy or lack the vocabulary to ask.

Bathroom access

Your student should have access to the bathroom in the same way as the family and should be able to have a daily bath or shower, however you may find it useful to work out a rota for the bathroom. Showers are usually more popular with students and can provide substantial saving in both water and heating costs.

Ask your student to leave the bathroom clean and tidy after use and make sure that the student understands how to use all the facilities. A few students may not understand exactly how to use baths and toilets in this country and it may be necessary to explain in detail.

Meals

Students should be provided with a varied and well-balanced diet. Half board students should be offered a breakfast and evening meal **as well as weekend lunches**. Full board students should also be offered a daily packed lunch. Here is an example of acceptable meals you could offer. Ready meals every day are not a suitable form of sustenance.

Breakfast	Lunch	Dinner
Toast and jams	Sandwich/ pasta	Meat, potatoes and vegetables
Cereals	2 snacks (Fruit, Crisps, biscuit)	Pasta dish and salad
Occasional cooked breakfast	Drink	Curry with rice

Students are expected to make their own breakfast and should be shown what they may help themselves to. If the student wants to eat large quantities of extra food, e.g. biscuits or other snacks, we would expect them to buy this for themselves.

It is a good idea to discuss with your student the foods they like and dislike when they first arrive. We will endeavor to match the dietary needs of the student with those of the host

As a host, you should eat meals together with your students wherever possible. Mealtimes can be one of the most important tools you have to build a strong relationship with your student. Conversation at mealtimes is also great way for your student to practice their English.

Your student will be told by the academy to let you know in advance if they won't be returning home to eat in the evening or will be arriving back later than usual. Please reinforce this if required. If you have a microwave, you may be happy for your student to heat up their meal when they get in.

Special diets

If a student has a dietary need or allergy, the academy should be informed of this beforehand and will discuss this with you before the student arrives. If you find that your student does have any specific dietary requirements or allergies and you have not been informed, please tell the academy as soon as possible.

If your student requires a special diet which requires you to purchase extra products and cook separate meals, you will be paid a supplement to help cover these costs. These diets include: Halal, gluten free and dairy free. You will not receive this supplement if your student has a requirement that can easily be accommodated (eg no fish).

Providing a Halal Diet

Halal foods can be bought at most supermarkets. Halal usually applies to meat products, and special halal meat should be purchased. Meat which is halal will be packaged with the Halal Logo. It is also important to take care that food does not contain pork or alcohol. Certain dairy products can contain rennet, which is derived from pork and should be avoided.



Milk and Milk Products	
<ul style="list-style-type: none"> ✓ Milk ✓ Yogourt, cheese and ice cream made with bacterial culture or microbial enzymes, e.g. microbial rennet 	<ul style="list-style-type: none"> ✗ Cheese, yogourt, ice cream, frozen tofu desserts made with animal rennet, gelatin, lipase, pepsin, pure or artificial vanilla extract or whey
Meat and Alternatives	
<ul style="list-style-type: none"> ✓ Meat and poultry slaughtered according to Islamic dietary law (Zabihah) ✓ Seafood ✓ Nuts, seeds ✓ Tofu ✓ Dried beans, peas and lentils 	<ul style="list-style-type: none"> ✗ Pork and pork products, e.g. bacon, deli meats, ham and sausage ✗ Meat and poultry not slaughtered according to Islamic dietary law ✗ Canned beans, peas and lentils containing pork ✗ Any meat and meat alternative dish prepared with alcohol, pork products or animal shortening
Other	
<ul style="list-style-type: none"> ✓ Beverages: carbonated drinks, fruit juice, punch, cocktails, tea and coffee ✓ Fats and oils: butter, margarine, mayonnaise, vegetable oils and some salad dressings ✓ Miscellaneous: chutneys, coconut milk, jam, pickles, spices ✓ Desserts made with agar and/or carrageenan base only ✓ Sweeteners: honey, sugar, syrup, chocolate liquor (roasted ground cocoa bean syrup) 	<ul style="list-style-type: none"> ✗ Beverages: beer, wine, alcohol, liqueur ✗ Fats and oils: animal shortening, lard ✗ Miscellaneous: chocolates/candies made with alcohol or pure or artificial vanilla extract ✗ Desserts made with gelatin ✗ Sweeteners: chocolate liqueur (made from alcohol)

Part 3: Welfare and Safeguarding

Medical emergencies

If a medical emergency arises, contact the emergency services or your doctor before you contact the academy as they will be of greater assistance in the first instance. Your student is made aware of the emergency numbers at school, but it will help to remind them of this.

Exchanging phone numbers

Please ensure that you exchange telephone numbers, mobile and landline, with your student as soon as they arrive. If you cannot get hold of your students and are concerned for their welfare, please use our emergency number to let us know.

Initial safety checklist for students

When students are new to a city, it can be easy to get lost. We have compiled a simple checklist to help you help them stay safe. Before your student goes out and about on their own for the first time, please go through the following with them:

- Write down your address and telephone number. Please check that they put this in a sensible place and don't leave it in their bedroom!
- Write down the location and name of the nearest bus stop to your home and make sure they know the relevant bus numbers going to and from academy/town centre.
- Make sure they have a house key and keep it in a safe place.
- Encourage them to tell you where they are going and what time they are coming home.
- Make sure they have the academy's emergency numbers with them.
- If possible, please lend you student a local map until they start school. Please show them where your house is on the map. Celtic also has city maps at reception.

Sickness

If you are hosting a long stay student who is staying for over 6 months, they should register with a GP on arrival. We can provide a list of local GP surgeries for the student.

For short stay students who have a minor medical issue, they can visit a walk-in centre such as Dr Kay Saunders, S Loudoun Pl, Cardiff CF10 5HW. Minor ailments can also be treated in a Pharmacy.

Students studying in Britain for less than six months who are not nationals of an EU country or a country which has a reciprocal health agreement with Britain have to pay for NHS treatment, except in the case of out-patient emergency treatment or treatment for an infectious disease. If any medicines are prescribed, make sure dosage instructions are understood and the medicine is kept in a safe place.

If your student is sick and will not be attending classes, they should contact reception to let us know. If you have any concerns about your student's welfare, please let us know straight away.

Safety in the home

Please explain to your students details of any special safety rules you have in your household. If you have small children, make sure that the student is aware of the need to keep pills, cleaning fluids and breakables out of their reach.

Use of electrical equipment and any room heaters, water heaters, etc. should be carefully explained alongside other fire precautions. It is a good idea to have a fire extinguisher or blanket in the kitchen. Ensure you read our fire safety booklet.

Smoke detectors

All homestay providers should have smoke detectors installed in their house. These should be checked regularly.

Part 4: Money matters

Making payments to you

We will make payments to you by bank transfer directly into your nominated bank account. Payments are made weekly in arrears on a Wednesday. Sometimes, payments will not clear until the afternoon, so if you are concerned that you have not been paid, please wait until the afternoon to contact us.

Homestay-Half-board	Price per week
Single room	£125
Single room (17 th June- 13 th August)	£135
Superior room	£160
Superior room (17 th June- 13 th August)	£170
Shared room	£110
Shared room (17 th June- 13 th August)	£120
Supplementary cost for full board	£15
Supplementary cost for any special dietary requirement	£15
Room Retention cost	£60

Extra nights are payable at the weekly rate divided by 7 and multiplied by the number of days extra nights. You need to inform an Accommodation Officer if a student has requested to stay an extra night.

If a student goes away on holiday but wishes to keep their belongings on the room, you will be paid a £60 room retention fee instead of the full payment.

Please note that we cannot be held responsible for any charges that may be incurred as a result of unforeseen delays to payment which are outside of our control.

Before starting to host you should check with mortgage lender/landlord or local authority to make sure you can legally take in a lodger.

Tax and Benefits

Under the governments rent a room scheme, you can earn up to £7,500 tax free per year from hosting. To find out more see here:

<https://www.gov.uk/government/publications/rent-a-room-for-traders-hs223-self-assessment-helpsheet/hs223-rent-a-room-scheme-2017--2>

It is up to you to monitor this and complete your own tax returns, however if you would like any guidance then you can contact the academy.

If you claim benefits, you should always check with an advisor as to how they may be affected. We cannot advise on this.

Cancellations and notice

We require that students give 10 days' notice, or the financial equivalent, if they wish to leave their homestay before their homestay period ends. Occasionally, under exceptional circumstances, we reserve the right to waive this notice period. We will inform you as soon as possible if a student requests to leave you earlier than expected.

Part 5: Support from Celtic

Although hosting is usually a positive experience, from time to time issues will arise and we are on hand to help with any queries you may have and support you if it is needed. Your first point of contact will be an Accommodation Officer, however other staff members at the academy are also trained and able to help you with any issues. We are here to help, so please never hesitate to contact us.

What you can expect from us:

- ✓ Home visit every two years (or sooner)
- ✓ Fully trained Accommodation Officers to support you.
- ✓ Emergency 24-hour support
- ✓ 10-day notice period*
- ✓ Regular weekly pay in arrears
- ✓ Regular updates and newsletters.

*we reserve the right to waive this in exceptional circumstances



Keeping us in the picture

There are several household circumstances that could affect a student's experience of Homestay that you need to be aware of. Keeping us in the picture is crucial both for student experience and safeguarding reasons. Here are some examples of things we need to know about:

- **Students from other schools**
We need to know if any other students will be in the house in order to ensure we are keeping a cultural mix in the household. We need to know the gender and age so that we can ensure we are upholding safeguarding policies. This includes any paying guests from sites such as Airbnb.
- **Family members/partners moving in or out**
This can affect our safeguarding policies as adults may not be DBS certified.
- **Addition or loss of pets**
This affects the students we will match with you due to allergies or fears.
- **Significant home renovation projects**
This may affect our fire safety check administered during inspections.
- **Moving house**
We will need to inspect the property if you have moved to a new house before any students can be hosted.
- **Any concerns about student welfare**
All of our staff are safeguarding trained and can support you with any welfare concerns.

Holidays

It is possible to go away on holiday if you are hosting a long-term student (staying 12 weeks+) who is over 18. This is subject to the approval of both the student, and an Accommodation Officer. Please talk to your student about this and inform us of your plans.

Students are entitled to book holiday and may go traveling for periods within their stay. In this instance, you will be paid the room retention fee (See pg. 14). Students are encouraged to give plenty of notice to if they intend to go on holiday.

Student Extensions

Some long-term students choose to book their Homestay in 4-week blocks. We will always tell you if a student will intend to extend their stay. If a student requests an extension, we will email to you to check this. Occasionally, students will find alternative accommodation at the end of their Homestay blocks. We ask students to keep a good line of communication with us and yourself if they intend to do so.

Leaving Homestay Early

Accommodation officers put a lot of thought into matching students with the right host. Because of this, most of the time, placements are happy and successful. Occasionally, there may be some reason for the student/homestay provider to request to leave early.

This may be for a practical reason, for example the student finding alternative private accommodation, deciding to move to our residence accommodation or going back home. If a student tells you they are leaving early, please also inform us as soon as possible

Moving Homestay

Occasionally, a student will request to move due to minor issues in the home. As everyone is different and not all people gel together, we ask you not to take this personally. The student will often prefer to speak to us about this, so please try not to be offended if this happens. This even happens to our most experienced providers from time to time! We encourage students and hosts to work out any issues together, however sometimes the best solution is to move a student.

In these instances, **we ask the students provide the host with 10 days' notice** that they are moving out or the financial equivalent. We will also put you at the start of the line for the next suitable student.

Occasionally, we have to move a student for a more serious reason when our terms and conditions have been breached. This can include reasons such as; cleanliness, food quality and not adhering to our rules with other students in the home. In this case, we reserve the right to waive the 10-day notice period and a student will be moved immediately. We operate a 3 strike policy if a homestay provider breaks our terms on conditions.

Homestay Providers may also feel that placement is not working for the family. We will be here to support you and your student to try and come to a solution together. However, from time to time we understand that we may need to move a student from you. In this situation, we ask your patience while we arrange alternative Homestay, particularly if your student is under 18.

Cancellations

We take several measures to avoid having to cancel a homestay placement, including; not placing a student until their visa has been issued and waiting to receive at least 4 weeks payment.

Despite this, students may still cancel from time to time for reasons such as sickness and family emergencies. In this instance, we will give you as much notice as possible. We will also try and place the next suitable student with you.

Cancellation by the host

We understand that sometimes circumstances change and that there may be reasons why you have to cancel your booking. Please bear in mind that we require at least 7 days' notice of cancellation. This is because it may take time to ensure that amendments to accommodation details are passed from the academy, via the educational agent to the student.

Non-arrivals

Sometimes students simply don't arrive. This usually happens because their visa has been refused at the airport. If your student does not arrive on the date given to you, please telephone the academy as soon as possible on the following Monday. We are required by the United Kingdom Visas and Immigration to inform them immediately of all non-arrivals so that they can cross-reference the data with their own immigration records.

Data Protection Act

Celtic English Academy stores computer records of hosts in accordance with the Data Protection Act. Hard copies of important or personal documentation should be kept safe in a lockable file. Confidential documents and emails will also be password protected on your home PCs and/or your laptop. Celtic English Academy will never pass your data onto third parties without your consent.

Feedback

At the end of their stay students are invited to leave feedback about their Homestay experiences. They rate areas including: journey to school, food, cleanliness, host interaction, host kindness and facilities. They can choose to leave this anonymously.

We will let you know if you have received outstanding feedback. Also, if we notice any areas for improvement we can work on these together. You are also able to request to see your feedback at any time. Try not to be offended in you receive a lower score in any areas, everyone is different and has differing expectations.

At Celtic we strive to provide the best possible service, so are always welcome to receive your feedback and comments.

Part 7: Top tips for successful hosting

IMPORTANT

Remember that half-board student should also be offered a lunch at the weekend. Students can either make this themselves or you may wish to make it for them.

- Contact your student prior to arrival to introduce yourself. Ask them their favorite meals and likes and dislikes.
- Be culturally sensitive and aware. It may help to research a little about your students' culture before they arrive.
- Keep your phone nearby if you have a student due to arrive. They may contact you to let you know if they are running late.
- Exchange phone numbers straight away and ensure that your student has your address saved in their phone.
- Establish the house rules and routines straight away (eg bathroom schedules, fire safety procedure, mealtime etiquette). Some hosts make a visual poster to remind students.
- Make it clear from the beginning your expectations in terms of usage of the central heating and heaters.
- Let students know when the quiet hours in the house are (eg bedtime), and request that they keep noise to a minimum.
- Be aware of differing attitudes to pets. Do not allow pets to enter the student bedrooms.
- Keep an open line of communication. Sit down and have meals together with your student and ask them about their day.
- Many students find the British weather cold even during summer months. Make sure you have a spare blanket available if the student needs it.

Part 8: Homestay Terms and Conditions

1. Homestay accommodation is only available to students who are taking a course at Celtic English Academy, doing an internship arranged by us or working as a group leader. This is usually in multiples of whole weeks.
2. The cost of a standard half-board homestay is £125 per week. This includes breakfast and an evening meal as well as lunch at the weekend.
The cost of a standard full-board homestay is £140 per week. All under-18s must be full-board. On occasion, adult students may wish to book full-board accommodation. This includes breakfast, lunch and an evening meal.
3. We require a student to give 10 days' notice should they want to leave homestay for any minor issue. We reserve the right to waive this in exceptional circumstances.
4. Students are fully liable to pay for any damage they cause while staying in your home and we do not take any responsibility for this.
5. The academy's accommodation service acts as an agent in introducing students to homestay hosts. Any contract with regards to behaviour, key management, snacking, house rules or otherwise is between you and the student.
6. Payments are made on a weekly basis in arrears.
7. As students expect to practice their English while staying with a homestay provider we ask that you do not go away on holiday if your student is studying less than 12 weeks. If you have a long term student please discuss any holiday plans with them and contact the academy to let us know when you plan to be away.
8. You are responsible to complete your own tax returns and monitor your earnings as a Homestay Provider.
9. You have duty of care to look after your students. Having English as a second language makes them vulnerable adults, and you must report any welfare concerns to us.
10. It is your responsibility to ensure that family members and students adhere to your fire safety policies.
11. The student may wish to register themselves at your property for Police and National Insurance purposes. Your property will most likely be their only listed address in the country and you should allow them to do so. They will need to change this official address when they move out.
12. Please make sure that meals provided are nutritious and of a reasonable quality. Microwavable meals and frozen food several times a week are not an acceptable form of sustenance.
13. Please prepare clean bed linen and towels for the student's arrival. Bed linen should be changed a minimum of once a week.
14. Please make sure bathroom and kitchen surfaces are kept clean and hygienic. Homestay providers are well within their rights to ask students to help out with cleaning from time-to-time.
15. If you are having any difficulties with your student and you do not feel that you can resolve the issues at home please get in touch with the Celtic English Academy Accommodation Officer.
16. Allow students to have their own front door key and keep couple of spares for yourself.