

Homestay Host Handbook (*Including Under 18s*)

<p>MCSE's contact number (Monday-Friday, 8am to 6pm).</p> <p>MCSE's emergency number:</p> <p>Out of hours contact numbers:</p>	<p>0161 236 7575</p> <p>07989 315 452</p> <p>Majid Abdufares (<i>School Owner and Principal</i>) 07958 716944</p> <p>Yasmin Amiri (Director of Studies) 07791894835</p>
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In general homestay hosts should be able to offer a comfortable home:

- which is clean, tidy and safe
- where all members of the household are welcoming to people from different countries and cultures
- which has a friendly, happy and caring atmosphere
- where the student is treated as a member of the household

Language

The aim of the homestay experience is to give the students an insight into the British way of life and to expose them to as much English conversation as possible. It is therefore important that at least one adult member of your household is a native English speaker and that English is the main language of communication in the home.

We are specifically looking for hosts who are keen to spend time conversing with the student in English to allow the student maximum benefit from the experience. At first students may find communicating difficult so it is important to be supportive and patient. Try to speak slowly and clearly and use simple phrases. If necessary note down what is being said. Students often find reading English easier than understanding the spoken word.

It is our policy to not place students of the same language in the same homestay family. We guarantee our students that they will not be placed in accommodation where other students of the same language are also staying. It is therefore very important to us that our hosts do not house other guests of the same language group whilst our student is resident, unless it has been specifically agreed with the Manchester Central School of English. We are obliged to transfer the student to new accommodation if we find that this is the case.

Please inform the school if you are intending to provide accommodation to guests of different languages during the same period.

Bedroom

The student's bedroom should be a private room of at least 70 sq. ft which is not shared with any other person. As a minimum, the bedroom should contain a comfortable full size single bed (minimum 3ft), or a double bed- please note that bunk beds are not suitable for over 14s. The bedroom should also contain an ample drawer and wardrobe space, a mirror, and a window with curtains or a blind. It is also useful if the room contains a desk or table and a chair which the student can use for study purposes. If there is no desk or chair in the bedroom, you should try to allocate a desk/table and chair elsewhere in the home, which the student can use to study undisturbed. The bedroom should be clean and tidy, and adequately lit and heated. You should provide the student with hand and bath towels and bed linen (i.e. sheets and blankets or duvet).

Bathroom

Your student will expect to be able to take a bath or shower every day. If the bathroom is a shared bathroom, please discuss with your student what the best times are for them to use the bathroom in the morning and in the evening. If you have any particular hot water restrictions, it is a good idea make sure your student is aware of them.

Meals

Students should be provided with breakfast and an evening meal every day during the week, 3 meals on weekends and public holidays. Meal times are an excellent opportunity for students to communicate and socialise with the members of the household, and students and hosts are therefore expected to eat the majority of their meals together.

It is a good idea to let your student know the times you generally eat your meals, so that he/she can ensure that they return home in time or can let you know if they are going to be late or have made other plans.

At the start of the homestay period, you may want to talk to your student about the foods they like and dislike. It will also help them to feel at home if you show them where food is kept and explain what they may help themselves to.

Students may sometimes wish to bring a friend home for dinner and we therefore recommend you talk to your student at the start of their stay about what the general procedure is for inviting guests over.

Meal Guidelines

Students will not expect to receive a cooked full English breakfast every day, but might appreciate it occasionally, at weekends for example. For a normal breakfast, you could offer cereal, and bread/toast/croissants with butter and jam/marmalade, accompanied by a drink of fruit juice, and tea, coffee or hot chocolate. For the

evening meal, you should try to provide a hot meal which is tasty and nutritious, followed by a dessert of some sort. Try to include generous quantities of vegetables and carbohydrates, e.g. potatoes, pasta, rice.

If a student has particular dietary needs, the school will discuss these with the potential host before a firm arrangement is made. We will endeavour to match the dietary needs of the student with those of the host (e.g. placing a vegetarian student with a vegetarian host).

Laundry

You should provide the student with clean bed linen and clean hand & bath towels every week. It is also expected that you take care of a reasonable amount of the student's personal laundry each week (and no extra charge should be made to the student for these services).

Students may prefer to launder their own clothes however, in which case, please show them how to use the washing machine and any ironing/drying facilities.

Telephone

Most students today have their own mobile phones; however, your student may ask to use the telephone in order to call home. We recommend that you agree on any rules regarding the use of the telephone at the start of the homestay period (e.g. the length of time for calls, how late calls may be made or received etc.). It is also a good idea to discuss when payment for calls is expected so that the student can budget for this. The cost of any calls can be calculated on the basis of your itemised phone bill. Alternatively you can ask students to make reverse charge calls only.

Please note that the school cannot be held responsible for any student's telephone bill.

Access

The students are adults and will therefore expect a reasonable amount of independence. The student should be provided with his or her own front door key.

Public Transport

It is appreciated if you can inform the student of the public transport arrangements near your home and what the times and prices of the services are.

Parking

A certain number of students will be bringing cars to the UK with them. The school will aim to accommodate those students with hosts who have parking available at or near their home.

Safety and Security

Recording Students Passport and Visa Details

All hosts should comply with the right to rent government legislation by recording the passport/visa details of international students upon their arrival. Students are informed that hosts will note this information down beforehand.

Locking up

It is a good idea to explain any arrangements for household security to the student, e.g. what should be locked by the last person leaving or entering the house and if there are any security alarms that should be set.

Valuables

It would be also helpful if you can provide the students with a safe place where they can leave valuable items such as passports, air tickets etc.

Smoke Alarms

All hosts should have fitted working smoke alarms in their home which are tested regularly. In case of fire, there should also be a clear escape route from the home which is not obstructed.

Gas Safety

All hosts are required to provide evidence of gas safety for any gas appliances in the home. This could be a copy of your annual gas service record or safety check for example.

Please be aware that any businesses or self-employed persons carrying out work on gas appliances should, by law, be registered as gas safe engineers and should be able to show this upon request. Hosts need evidence of fire risk assessment on their **homestay every year.**

Insurance

Hosts should ensure that they have insurance to cover them for any liability in the unlikely event that the student should suffer an accident or injury during their stay. We also recommend that all hosts check that their household insurance policy includes cover for any accidental damage to property and is still valid whilst they are hosting guests.

We regret that the school cannot be held responsible for any costs incurred as a result of accidental damage or injury to property or persons.

Wellbeing

Illness

If your student falls ill, we would be grateful if you could refer him/her to your GP. You should also let us know if your student is ill, as we may need to inform the student's family.

If your student needs a dentist or an optician, please try to help the student to find a suitable practice nearby and assist them in arranging an appointment. If you are unable to locate a practice, please ask the student to get in touch with the school.

Absence

During their stay in the UK, the students occasionally go away for weekends or longer to see more of the country. Students should always advise their host if they are intending to spend time away. If your student is absent and hasn't informed you of any plans, please notify the school at the earliest opportunity.

Student's Timetable

Students on English Courses attend classes from **Monday to Friday**.

Lessons	Start and End Time
1	8.30 – 10.00
2	10.15 – 11.45
Skills 1	12.00 – 13.00
Skills 2	13.15.3– 14.15
3	14.30 – 16.00
4	16.15-17.45

Cancellations / Transfers

Once an arrangement has been made to place a student with you, it is deemed to be firm and all reasonable efforts should be made to honour it. If, however, you are forced to break off the arrangement due to a change in personal circumstances, we will endeavour to transfer the student to new accommodation within one week of being notified.

If a student has a valid reason for wanting to leave their homestay accommodation that can not be resolved satisfactorily between the student, host and Manchester Central School of English, we will endeavour to move the student within one week of being notified.

Prevent

As of the Counter Terrorism & Security Act 2015 created by the government, we all have responsibilities to prevent people of all ages being radicalised or drawn into terrorism. The specific legislation and government programme which deals with this matter is called **Prevent**

All students who study at MCSE are expected to adhere to **Core British values**: including

- (i) **democracy**, (ii) **the rule of law**, (iii) **individual liberty**
- (iv) **respectful tolerance of different faiths or beliefs**.

Extremism, which can refer to a range of views, e.g. sexism, racism, homophobia, right-wing ideology, as well as any religious extremism, cannot be tolerated from any MCSE student. If you have any concerns about any such behaviour or you feel that the student is being exposed to any such negative pressure from others, please contact the school.

Finally...

The homestay experience can make or break a student's visit to the UK and leave a lasting impression of British life and citizens. We want to encourage hosts to view the experience not merely in commercial terms but also as an exciting opportunity to learn about the student's home country and way of life, a real 'cultural exchange'. Hosts can also play a very active part in helping the student to improve their English which can be truly rewarding.

Hosts should try to make their student feel part of the family and involve them in their normal daily life. Try to encourage them to speak as much English as possible and be patient if they make mistakes!

Special Notes for those Hosting Under 18s

Under 18 students

All our U18 students receive extra attention and specific rules need to be followed in order to protect them from any kind of maltreatment. Therefore, we seek your assistance in ensuring that they are cared for properly by informing us of any signs of abuse (**see Appendix 1**) or behaviour problems.

The U18s have to agree and **obey the curfew** times when staying in your house as they have been put in place to ensure the students' safety. The curfew time can only be extended in a situation when the U18 students are accompanied by a responsible adult (Family Consent needed if it is not Host Family).

13 & under	21.30 [but under the supervision of a Group Leader or staff member at all times]
14 - 15	22.30 [but under the supervision of a GL or staff member at all times]
16 -17	23.00

Students who are U18 **cannot** be hosted in the same house with any **over 18** students.

Home stay hosts report to the school any concerns with their students, from health issues to attendance. Information is then passed on to the relevant member of staff to be dealt with.

A responsible host must always be present overnight and when students are at home

Free time

We have social activities on every day during the week (2.30 – 3.30 pm) and two Saturdays in a month when students travel to other cities with a member of our staff. The Saturday trips are day trips and in general students set off between 9-10 am and come back for 5pm. In addition, students are allowed to spend their free time on exploring Manchester, but we always encourage them to do so with a company of a friend for the safety reasons.

Transfers from the airport to the host family

All unaccompanied under 18s are collected from the airport unless the parent/guardian makes alternative arrangements and informs the school of these. We make sure that a person who deals with the U18s has been DBS checked.

Missing student's procedure for hosts

If your student has not returned home after an hour beyond an agreed curfew time, and you are worried about their safety, please follow the procedure below:

- 1) Try to contact the student directly to find out where they are. If they are too far away to walk, or if they do not know the way home it is best to make them wait where they are and pick them up if you can or send a taxi for them. Make sure the taxi driver knows their name and ask the student to only accept a taxi driver who knows their name. The student will have to pay for this taxi.
- 2) If you are unable to get in touch with the student than notify the Manchester Homestay or phone our emergency line (see **Contacts** section). They may be able to contact one of their friend's hosts if they are likely to be together.
- 3) If all else fails and you have no idea where they are you will have to notify **the police**. You will need a full description of the student, the area they may be in, any contact details you may have, friends or relatives in the area, health or medical conditions etc.

Remember if you think the student may be in danger, or that a crime may be in progress, call 999.

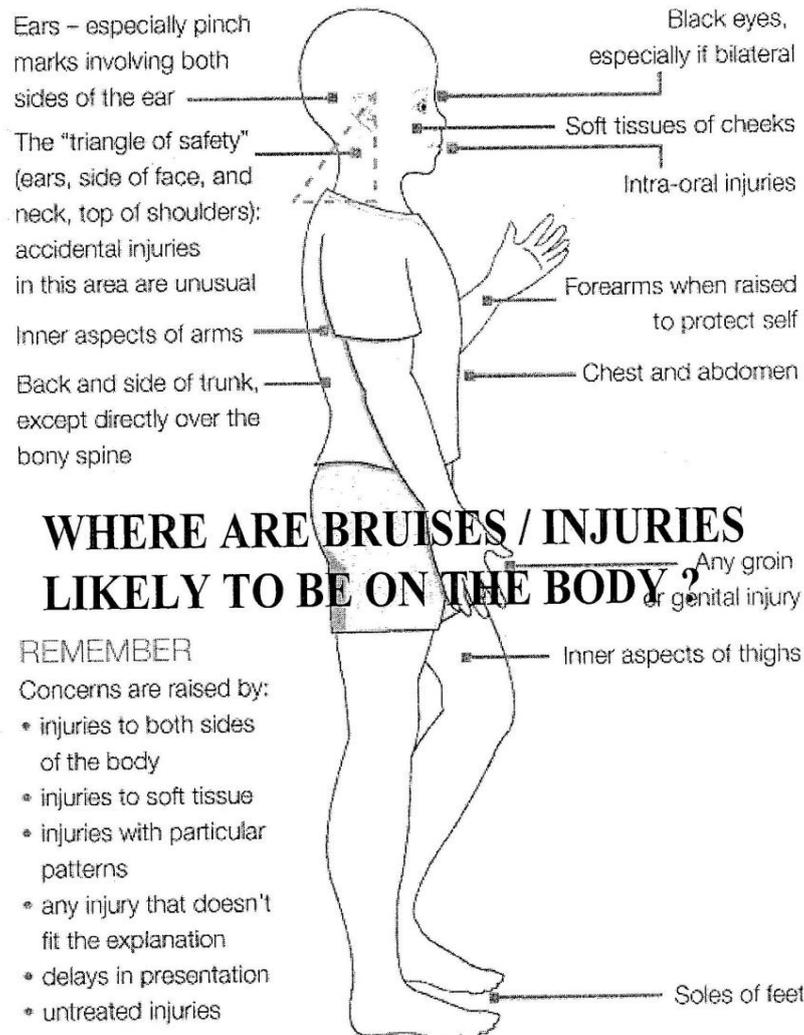
Please contact the school if you have any concerns.

Appendix 1

Internationally, four main categories of abuse are generally recognised:

Type and Definition	Recognising
Sexual	<ul style="list-style-type: none"> ➤ acting in an inappropriate sexual 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 ➤ becoming secretive
Emotional	<ul style="list-style-type: none"> ➤ delayed physical or emotional development ➤ shows extremes of passivity or aggression ➤ sudden speech disorders ➤ overreaction to mistakes, or continual self-depreciation ➤ neurotic behaviour; e.g. rocking, hair twisting, self-mutilation
Physical	<ul style="list-style-type: none"> ➤ unexplained bruises, burns, etc. (see Appendix I , p.11) ➤ wearing clothes to cover injuries, even in hot weather ➤ refusal to undress for sports, or join swimming sessions
Neglect	<ul style="list-style-type: none"> ➤ often hungry ➤ badly dressed in clothes that need washing ➤ poor appearance and personal hygiene ➤ lacks needed medical or dental care ➤ often tired ➤ might abuse alcohol or other drugs
Bullying	<ul style="list-style-type: none"> ➤ physical ➤ emotional ➤ name-calling ➤ showing lack of respect for another's property ➤ excluding somebody from a social group (Appendix IV, Reacting to Bullying)

It can be difficult to identify child abuse as it has various forms.



WHERE ARE BRUISES / INJURIES LIKELY TO BE ON THE BODY?

REMEMBER

Concerns are raised by:

- injuries to both sides of the body
- injuries to soft tissue
- injuries with particular patterns
- any injury that doesn't fit the explanation
- delays in presentation
- untreated injuries