



GUIDELINES FOR HOST FAMILIES

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Introduction

Hosting a youth exchange student from another country is a rewarding experience for all concerned: the student themselves, the host family, their relatives, friends and their neighbours. It is often said that the next best thing to being an exchange student is to be a host family. Being host to an exchange student opens up a new culture for the host family. The host family in many cases will be the first contact with the student's new cultural experience. As a host family, you also get the opportunity to share the hopes, dreams and ambitions of the exchange student as well as having the opportunity to be a part of their personal growth and development. Host families play a vital role in ensuring the health and happiness of the exchange student and the ultimate success of the exchange. This guide for host families provides an overview of the role of the host family and their responsibilities in hosting an exchange student.

Student Arrival: A Quick Start Guide

After collecting your student from the Harbour or Airport and getting them home, you might have a moment of wondering, so what now?

First, please go through the pack with them. Inside, they will have their student contact card, map, activity programme, as well as a feedback form for you and – depending where you live – a bus card for the student.

Please, please, please – fill in the student contact card with them immediately. They should carry this card at all times. This will remind them of their bus number (where applicable), of your details and if they happen to get lost, they can easily show this to someone for help.

If your student has a mobile phone, please exchange numbers: and test to make sure it has worked – sometimes there can be difficulties.

With the bus – whilst we provide the bus card, we do leave the responsibility of ensuring the student knows the bus number, time and route to their host families. Please ensure they have understood you. Please also give them a back-up bus number and time in the event that they might miss the first bus. Please also note, the bus card is purely for travelling to and from Accent each day. It is not for evening trips out or weekends.

Please give them a “Lost Point”. If they don’t have a phone, they will struggle to contact you if they get lost. We would suggest the Bus Terminus as this is central. If they get on a bus, and realise this is not the right bus – eventually, this will return to the bus terminus. This is also a good place, with the kiosk and various shops/businesses close by that the student can ask to phone you.

We are including in the packs for hosts a slip to fill in regarding the arrangements for the first day of learning: how is your student getting home? Will you collect them from the bus terminus, or will they take a bus? If so, please let us know which bus so that we can ensure everyone returns home on their first day as seamlessly as possible. Give the slip to the student and ask them to give to us on their first day at school!

This is a new member of your family for a short time, please enjoy the experience and don’t feel pressure to do anything wildly different to how you normally live!

Responsibilities

Accent Language School

1. Source, screen and select all host families prior to their participation in the programme. This shall involve a background check on the host family and all members of the family residing at home who are over the age of 18, a visit to the host family home and a briefing of the host family.

The Director or a nominated member of staff should visit the prospective host family and interview the family. At least one of the main adult member of the host family must have a DBS check (extensive police check). The members of the host family over the age of 18 and living at the address also need to complete a Suitability Declaration and provide a copy of a police check if already available.

The Director or a nominated member of staff when visiting the prospective host family should also go through the fire risk assessment procedure and give them the relevant document to complete (see Appendix 3 for an example of a completed form).

2. Assign students to the host family looking at the best possible match.

3. Provide the host family with details available about each student in advance (name, likes, dislikes, allergies, requirements, etc.).

4. Advise the Host of travel details and whenever possible meet the student upon their arrival at the airport or ferry terminal along with the host.

5. Maintain contact with the student and the Host for the duration of the exchange.

6. Assist the students and the host families with any issue and whenever necessary.

7. As a host family, you should not hesitate to contact the Director or the School Secretary for guidance or assistance should the need arise.

Host Parents

Most exchange students are still teenagers and will not be exempt from experiencing the range of problems and issues young people of that age face. As exchange students though, they may be more able to cope with those issues but, as exchange students in a different environment and culture, they will also face a range of problems not normally faced by young people of that age.

The success of an exchange will often be determined by the nature of the hosting carried out by the host family. There are several desirable characteristics of good host families such as:

- Welcoming and hospitable
- Open minded and accepting

- Willing to promote cultural exchange
- A mother and/or father figure
- Prepared to take responsibility for student's care and welfare

A host family should, therefore, be genuinely interested in young people, especially those from another culture, and be willing to accept responsibility for their welfare during their stay.

Specific Responsibilities of Host Families

As Host parents, you have agreed to take on a number of responsibilities:

- ✓ To treat the student as 'one of the family' and not as an honoured guest, looking after the welfare of the student and offering help and guidance when sought;
- ✓ To preferably provide a room of their own but, where not possible, to share with someone of the same sex and preferably similar age;
- ✓ To provide all meals;
- ✓ To include the student in all family activities;
- ✓ To explain to the student what is required of them whilst hosted in the family home (use the First Night Questionnaire attached as a guide);
- ✓ To be informed on all aspects of the exchange including school time and how leisure time is spent and recognize and resolve any problems which may be identified;
- ✓ To maintain good communication and understanding with the hosted student and Accent.

To ensure a successful exchange, it is vital that open and good communication and understanding between the host family and the student is maintained.

Preparing for the student's arrival

Having agreed to become Host parents, you should prepare yourself to host the inbound exchange student. In making the decision, you should have discussed the implications of hosting with other members of the family living at home, especially those who may be of a similar age to the hosted student. Learn as much as you can about the student you will host before they arrive, their background, interests, likes and dislikes etc.

Meeting the Inbound student

Upon arrival, the inbound student should be met at the airport or ferry terminal by members of Accent and the Host family. The student may be suffering from an overwhelming feeling at

the time, so it is important to be warm, welcoming, helpful and friendly during this time and offer as much advice, guidance and support as the newly arrived inbound student gains in confidence. Please also ensure you are on time to meet your student. Students often become very distressed when they are left behind with no host family there to collect them, as they're running late.

Settling In

Within the first 48 hours, it is recommended that Accent's "First Night Questionnaire" be discussed between the student, the Host family and Accent. This should be done at the commencement of each period with a Host family. A copy of the "First Night Questionnaire" is attached to this Guide. Accent will explain the Questionnaire during the first day of lessons and ask the students to talk about it with the host family. Host parents should allow for language difficulties in the discussions, but the Host family and the student must ensure there are no misunderstandings regarding the rules and expectations of the home stay. Every student in need of a bus card will be given one on arrival and all students will be given a student card to be filled in with the host family's details, name, address and phone numbers. This card needs to be with the students at all times in case they get lost or need help.

Orientation

On the first day of school all students will receive an induction about the school, the rules, the emergency exits, emergency numbers, who is responsible for what, and the student welfare program as detailed in their student's guide. They will also go out in the centre of town for an orientation tour, so they know where the school(s) are located (Accent or Elizabeth College), the main services (post office, banks) and the bus terminus.

Common Problems

Open communication between all three parties to an exchange – the student, the Host family and the School – should ensure that an exchange proceeds well. That does not mean that problems will not arise from time to time. The most common problems experienced during a home stay have been identified as:

- ✓ **Curfews.** Students must return to the Host by 10pm at the latest and only with the written consent of their families (which is on their registration form, the information will be shared with the Host). For students younger than 14 years old we recommend 9pm at the latest. Generally, though the same rules that apply to members of your family should also apply to the hosted student. Curfew time should be explained at the beginning of the home stay.
- ✓ **Damage.** Check with your insurance company as there may be policy implications for visitors to your house and damage they may cause. Any damage caused to valuables in your home or to the house itself should be brought to the attention of Accent right away, so this can be dealt with. If damage is not covered by your home insurance do not attempt to get compensation or reimbursement for the damage directly from the student, but please contact Accent.
- ✓ **Drinking.** This is one of Accent's rules and it is clearly stated in the terms & conditions of the registration form signed by the student's parents. Many students who come on exchange will come from a culture where the consumption of alcohol by people under the age of 18 is different to our own. The legal drinking age in Guernsey is 18. This should be made clear to your hosted student. Teenage drinking is NOT acceptable and any instances of this should be brought to the attention of Accent.
- ✓ **Drugs.** This is another one of Accent's Rules and like drinking, students and their families are made aware of it before arriving in Guernsey. You should be aware of all prescribed medication the student may be required to take as this will be communicated to you by Accent. Accent's exchange students have been advised to note on their registration form any medication and dose needed. It may be that further prescriptions will need to be filled whilst the student is in your care. The student should be responsible for the cost of these.
- ✓ Should host parents be aware of the student taking any illegal drugs, Accent's Director or the Office Manager must be informed immediately. It may be necessary to inform the appropriate authorities and such occurrences will, in all likelihood, lead to the student being returned home.
- ✓ **Tattooing and body piercing** are not allowed whilst the student is here!
- ✓ **Food.** For some students, the change in food may initially be a problem – but probably one of taste only. It is expected hosted students will have the same meals as you and the rest of the family. Students should be encouraged to try new styles of food, but foods should not be forced on them. Some students may have special dietary requirements (e.g. vegetarian). This will have been identified on their Registration

Form and should have been made known to you before the student's arrival in your home.

- ✓ **Getting lost.** Host families should explain about the area they live in, pointing out the nearest bus stop and share with students their phone numbers. However, Accent provides each student with a map and a student card which the students will ask you to fill in the first evening and which they should carry with them at all times. They are also provided with all the emergency numbers in their student guide-book.
- ✓ **Homesickness.** Some students will feel homesick at some stage and it is perfectly normal for them to do so. Please help them through these periods, however it may be necessary to involve Accent. Sometimes homesickness may be difficult to spot but in most instances the mood of the student will indicate that something is wrong. A student who spends a lot of time alone may well be giving a signal that all is not well. Students who remain involved and busy with their hosts and at Accent are likely to suffer less from homesickness than those that don't. Homesickness can occur at any time and may be triggered by events such as family birthdays, special celebrations and receiving emails from friends at home.
- ✓ **Host family relationships.** Jealousy between hosted students and other children in the family can be a problem in home stays. The jealousy can sometimes come from your own children, who may see that they are being ignored whilst the hosted student receives all the attention. Any decision taken to act as a Host family should involve your children in the discussion.
- ✓ **Insurance.** Your hosted student should have comprehensive travel insurance which meets the minimum requirements of Accent. You should also be aware of exclusions in the student's insurance as that may determine what recreational and leisure activities you arrange for the student, e.g. flying in a light aircraft or driving in a speedboat. In these cases, please contact Accent first. Please ensure your own home insurance policy is current.
- ✓ **Keys.** As the student is a member of your family, the rules on the house key should apply to them as it does to your own children. If there are no children living at home, discuss the availability of a key with the student.
- ✓ **Money.** Apart from providing food, lodging and some transport, host families are not expected to suffer any financial burden whilst hosting a student. Any additional funds the student may need must come from their natural parents. Hosted students should not borrow money from host families.
- ✓ **Religion.** This is a purely personal matter for the student and Host parents should not attempt to impose their religious observances and practices on a hosted student. It is, though, acceptable for the student to be invited to religious services especially at Christmas and/or Easter. Likewise, Host families must respect the student's own religious observance and assist them to practice his or her religion during their stay.
- ✓ **Romantic involvement.** Students are advised not to become too romantically involved during the period of their exchange as it can detract from the experience of being an exchange student if they become too involved with the one person. Host parents who suspect a student to be too romantically involved or engaging in promiscuous

behaviour should discuss the matter with the student and bring it to the attention of the Accent Director.

- ✓ **Telephone & Internet Use.** It is best to establish the ground rules for the use of the telephone and the internet from the outset. Exchange students can spend too much time on the internet, often chatting to other exchange students, and so remove themselves from the host family and their host community. Some exchange students will have a mobile phone or iPad. This is quite acceptable, but they should be encouraged to use them in moderation and not during the time spent with the host family members.
- ✓ **Theft.** Any item of the student's lost or suspected of being stolen should be reported to the police immediately. Host parents should also make the student crime prevention aware (e.g. locking house windows and securing personal property). Likewise, should any member of the host family suspect the hosted student to have committed a crime, the Accent Director should be informed immediately.
- ✓ **Visitors.** Hosted students should be informed under what circumstances they are allowed to invite visitors to the host family home. This could be raised at the same time as the availability of house keys is discussed.

Many problems in an exchange begin with a misunderstanding. These are best avoided by being open and discussing the expectations and household rules from the start.

SOME ISSUES FACING EXCHANGE STUDENTS

All exchange students are teenagers and no matter what their country of origin, they will face a range of issues common to all youth. Host families are usually the first contact for students during their stay. Should any serious problems occur you should raise them with the Accent Director. You should have a 24-hour contact number for that person. If not, ask for one.

1. Schooling: First and foremost, Accent Language Holidays are an educational experience. It is a condition of their stay that they attend school every day. Make sure the student knows how to get to and from school and what the arrangements are for lunches (packed lunch except on weekends).

2. Language proficiency: For some exchange students, this can be a considerable problem. This is most likely to occur early in the exchange and as the students master their command of English it will become less of a problem. Initially there may be misunderstandings, but it is important the student understands your rules and expectations from the beginning. Be patient but also speak slowly and clearly. The student should not feel embarrassed by their lack of language proficiency no matter how frustrated they may feel in communicating in an unfamiliar language.

3. Changing Host families: This is usually not permitted unless a serious problem or issue arises during the student's stay. This could be on either side, a sudden change of

circumstances in the host family (e.g. a death in the family) or a severe misbehaviour from the student side. In this case the Host should immediately inform Accent's Director or Office Manager and they will try to resolve the situation together in the quickest way, including a change of host family or the return of the student to their home country.

4. Medical: All exchange students will have their own insurance as advised when registering for their stay. Accent should inform you of any allergies the students may suffer from and any special medications or prescriptions they have before the arrival of the student. Accent has a 24hour hotline which the students and the host family can call for assistance. If an accident occurs, it is the judgment of the Host Family to take the student to A&E or to call first Accent's Director and/or hotline number. In any case of an accident Accent's Director, the School Secretary or a member of staff should be called and let know as soon as possible.

If the student is ill, the host family must advise immediately Accent who will then try to reach the students' parents and seek advice. If parents are not contactable, Accent staff will proceed in booking a doctor appointment if deemed necessary. If the host is unable to look after the ill student Accent will provide one staff member to look after the child at the host premises. If the student is feeling ill at school and needs to go home, Accent will contact the host family and see if they can look after the student, if they can't the students will be looked after at the school until the host is able to get back home. Accent will seek doctor advise if deemed necessary and possibly in agreement with the students' parents if contactable.

Ensuring the Student's Welfare and Safety

The greatest responsibility to fall upon a Host family is to ensure the welfare and safety of the hosted student. Some of the ways in which these responsibilities are carried out have been raised in previous sections.

The exchange student's welfare refers to any matters of a personal nature, many of which have been raised in previous sections. They may range from such issues as homesickness, meals, comfort and privacy to emergency contact information, travel arrangements and knowing where the student is whilst they are in your care.

Matters of safety refer to basic information being provided to the student to ensure their safety. For example, voltages may differ on electrical appliances between the student's home country and our own. Explain how to safely operate the home heating system. If the host family has a fire escape plan, it should be explained to the student.

Above all else, though, host families should be ever vigilant for signs of child abuse and do all in their power to guard against it. It is often said that parents are unwilling to allow their children to visit a stranger in the next street but are prepared to allow their children to be cared for by complete strangers on the other side of the world.

Young people can be abused in a number of ways which are mainly categorised into four categories:

- **Physical** – where young people are subjected to ill-treatment and physical injury through bullying, assault and other forms of direct physical contact.
- **Emotional** – where young people are emotionally neglected or ignored, whether by design or accident, subject to continued personal, racial, sexual or religious abuse (usually verbal) or are continually exposed to domestic violence. This may also involve instances of harassment. ALL abuse involves some form of emotional ill-treatment.
- **Sexual** – where young people are encouraged or forced to observe or participate in any form of sexual behaviour from provocative acts such as leaving pornographic material around to actual physical sexual abuse.
- **Neglect** – where children are constantly neglected or there is a failure to protect the student from exposure to any form of danger which affects their welfare and safety. Neglect also refers to failing to meet the young person's basic needs of food and accommodation.

Accent's first priority is to ensure the safety and well-being of young people placed in their care.

It is a fact that not all students will report instances of abuse to anyone and many will suffer in silence for long periods of time. They may feel they are responsible for the abuse; they may feel they will be blamed and punished for what has happened; they may have faced threats of violence and intimidation from the abuser and they may have been bribed to

remain quiet. For exchange students, these problems can be compounded by language inadequacies preventing open communication; not understanding the laws and customs of the host country; not being able to find an adult whom they can confide in and trust; being unable to communicate what has happened to their parents either through embarrassment or distance and suffering from the belief that once they go home it will all go away.

HOW TO RECOGNISE IF A YOUNG PERSON HAS BEEN ABUSED

The evidence of child abuse can manifest itself in many ways.

The UK based Child-Safe identify them as:

- Unexplained or untreated bruising or injuries
- Suffering continual stomach pains or other physical ailments without any medical explanation
- Aggressive or withdrawn behaviour and refusal to talk about the injuries
- Unexpected fear of an adult and flinching when touched or comforted
- Sexually explicit behaviour and language
- Bed wetting
- Unaccounted sources of money
- Becoming quiet and withdrawn
- Fear of going home to parents or carers or of them being contacted, or fear of going out, on trips or to lessons
- Changes over time in manner and appearance, such as losing weight, becoming dirty or dishevelled, being constantly tired or hungry
- Telling you about being asked to “keep a secret” or dropping other hints or clues about the abuse
- Shows particular signs of being uncomfortable in the presence of particular adults, in your extended family, amongst the leaders, organisers or members of the organisation or teachers.

On occasions, the visible signs of abuse may not be openly apparent. Accordingly, host families must be ever alert or vigilant and if they suspect anything is wrong, something must be done about it. Your first responsibility is to the welfare of the student. Bring your concerns to the attention of the Accent Director who is the Lead Strategic Child Protection Officer or to the Deputies (Holly Bisson and Annie Ashmead).

Accent has in place guidelines for the reporting of any sexual abuse or harassment. The guidelines have been designed to assist host parents and other adults who find themselves

in the situation of being the person to whom an instance of sexual abuse or harassment has been reported. In the first instance, do not try to deal with the situation on your own.

GUIDELINES FOR REPORTING ABUSE OR HARASSMENT

Report from the Student:

1. *Listen attentively and stay calm.* Listen, be encouraging, do not express shock, horror or disbelief and reinforce to the student they have done the right thing as it takes a lot of courage to report abuse.
2. *Assure privacy but not confidentiality.* Explain to the student that you will have to tell someone else about the allegation or report if it is to be stopped from happening again.
3. *Get the facts but do not interrogate.* Ask questions of the student to establish what happened and by whom. Avoid asking 'why' questions. Establish the facts only and not the reasons.
4. *Be non-judgmental and reassure the student.* Do not be critical of the student, of anything that has happened or of anybody involved. Reassure the student that they have done the right thing in telling you in difficult circumstances.
5. *Record.* Keep a written record of the conversation with the student as soon as possible after the report has been made. Date and time your conversation. Record only what has been told to you.

Protect the Student

Ensure the well-being and safety of the student by removing them from the situation immediately so as to prevent further abuse and any contact between the student and the alleged perpetrator of the abuse or harassment. Reinforce that this is not as a punishment but is for their safety and protection.

Avoid Gossip and Blame

Do not tell anyone of the report other than those required by the guidelines – namely, the Accent Director or the Office Manager or the Academic Manager, make the report to them IMMEDIATELY.

Upon receiving the report, the Accent Director will take immediate steps to report the matter to the appropriate law enforcement authorities for a full investigation. Under no circumstances are you, as host parents, to contact or challenge the alleged offender. This is purely the responsibility of the law enforcement authorities. Where non-criminal harassment is the alleged offence, the Accent Director and Office Manager may constitute the investigating team. In this situation, the student must be first moved from the situation before such an investigation occurs.

Accent Language School's policy regarding making complaints

If you wish to make a complaint, or raise an issue of concern, you can speak to either the School Secretary or to the Director. We are here to help you.

However, in the event that Accent's internal complaints mechanism does not provide a resolution then you may invoke the ABLs complaints mechanism. See below for ABLs contact details:

Accreditation Body for Language Services Ltd
PO BOX 316,
Great Yarmouth NR30 9EP
t : +44 (0)1493 393471
e : admin@ablsaccreditation.co.uk
w: www.ablsaccreditation.co.uk

Note: All complaints to ABLs must be received in writing in English and signed by the complainant with contact details provided (an email address is not sufficient). The complaint should record whether action has already been taken directly with Accent Language School and state whether the complainant is happy for the complaint to be copied to that organisation.

Conclusion

In all instances, Accent's Director and School Secretary are always there to help, whatever the problem. You may seek more information from them about any aspect of your role and responsibilities as Host families. It is very important that an atmosphere of trust be developed by all involved in hosting an exchange student, between the student, Accent Language School, Accent staff and the Host families.

Statement of Conduct for Working with Youth

Accent Language School is committed to creating and maintaining the safest possible environment for all participants on their courses and activities. It is the duty of all Accent Staff, their spouses, partners and other volunteers to safeguard to the best of their ability the welfare of and to prevent the physical, sexual, or emotional abuse of children and young people with whom they come into contact.

“First Night With Your Host Family”

Questionnaire

1. What do I call you? Mr Smith? Mrs Smith? or use of first names?
2. What am I expected to do in and about the house daily other than:
 - ✓ Make by bed
 - ✓ Keep my room tidy
 - ✓ Cleaning the bathroom after use?

Bedroom

3. Where can I leave my shoes?
4. Where can I store my suitcases etc.?
5. Will this be a personal space which I can call my own?

Bathroom

6. What is the most convenient time for me to use the shower/bath?
7. Where may I keep my personal bathroom toiletries?
8. May I use the family soap, shampoo, toothpaste etc.?

Meals/Kitchen

9. What are the meal times?
10. What can I do to assist at meal times?
 - ✓ Set the table?
 - ✓ Clean away after the meal?
 - ✓ Help with the washing-up?
 - ✓ Pack the dishwasher?
 - ✓ Dry the dishes?
 - ✓ Put away the dishes?
 - ✓ Empty the rubbish bin?

11. At other times, may I help myself to food and drink (non-alcoholic) at any time?
12. What are the arrangements for the packed lunch? Do I make it or do you?
13. If the student has any special dietary requirements, they should be mentioned now.

Laundry/washing/cleaning

14. What do I do with my dirty clothes that need washing?
15. Do I need to do my own ironing?
16. May I use the washing machine or iron at any time and do I need to ask first?
17. Do you wish me to clean my room / change bed linen? When is convenient?

Household rules/lifestyle

18. Are there any areas of the house strictly private e.g. host's bedroom, office/study?
19. What are your rules for me about alcohol? (Accent has a strict no alcohol policy for students on a Young learner course, even if they happen to be 18).
20. What times do I need to be out of bed - on school mornings? - at weekends?
21. What time is bedtime and "lights out"?
22. What are the rules for me going out at night - during the week? - during the weekend?
Should I phone if I am going to be late home? If so, after how long - 10, 15, 20 minutes?
23. What time should I be home at night? (special occasions by special arrangements)
24. May I have friends visit during the day? To stay overnight? (members of the opposite sex should not visit if host parents are not present).
25. May I use the TV and sound system at any time? How loud can the sound system be?

Telephone, internet and mail

26. What are the rules about the use of the telephone? Must I ask first to use the telephone?
27. What are the rules regarding the use of the telephone? Should I keep a log of the calls made? (N.B. Accent will not cover the cost of any calls the student using your telephone)
28. What are the rules about the use of the computer and internet?

29. Do you have skype, or unlimited download time?

30. What is the procedure for mailing letters?

Schools and Transport

31. How do I get to and from school?

32. What forms of public transport are available to me?

Likes and Dislikes

33. Do you, as Host Parents, have any dislikes e.g. chewing gum, inappropriate dress at meal times, music being played too loudly?

34. Is there anything you would like me NOT to do?

35. What likes, and dislikes do my host brothers/sisters have?

Family

36. What dates are the birthdays of my Host Parents and my Host brothers and sisters?

37. If we go out as a family, who pays such things as entrance fees, tickets, meals etc.?

38. Is there anything else you would like me to know?

Frequently Asked Questions for Host Families

How much food should I give my student for lunch?

The amount students want for lunch varies considerably. Therefore, it is best to simply ask the student what they would like to have from what you are able to offer i.e. 2 or 4 slices of bread for their sandwiches? / choice of filling... ham, cheese, tomato.....? / fruit? / crisps? / chocolate bar? / yoghurt?

Please be aware however, you do not need to make everything, you can provide the various food items and let the student prepare their own lunch, but please, please, please – if this is the setup, make sure they understand this! Please also give them a nudge to make sure they remember to bring their lunches and not leave them on the kitchen counter or on the fridge!

Note: Many of the students are used to having quite a lot to eat for lunch in their own country and do seem to be very hungry during the breaks so please make sure they have sufficient to allow for a snack during the break as well as their lunch. Students also need water bottles. They can be refilled in our school.

What about dinner time?

Your student is a member of your family for the duration of their stay. Every family has a different arrangement: some of us might eat at 5pm, some 8pm. The English tend to eat earlier than our European cousins however. So please don't be offended if your student finds your dinner time early. There are usually ways to get round the situation, so everyone is happy!

My student doesn't seem to enjoy our food and often leaves food on the plate. What should we do?

The best thing is to ask them what they like to eat in advance and then get them to serve their own portion size. If you have any concerns, please don't hesitate to contact us in the office to discuss.

My student hasn't come home yet and isn't answering their phone or responding to texts. I'm starting to get worried, what should I do?

In the first instance, has the time passed the point where the student definitely wouldn't have been on the bus or back-up bus that you told them?

If the answer to this is yes, or if your student should have been walking home – please then go to the bus terminus to see if they are sat there, looking lost.

If they are not there, please call Accent who will endeavour to find out what has happened.

Money! When can I expect to be paid?

We pay host families every Thursday. It doesn't matter when they come or how long for; payments are always made on a Thursday. (for example, if your student comes on Sunday 1st July for one week, you will receive the whole £150 on Thursday 5th July).

Whilst payments are always made on a Thursday (unless something dire happens), we cannot guarantee the time in which the payment will be made, so please don't expect the money to be sitting there at 12.01am... As much as we would love an automated system, all letters, payments, admin are done manually, by our fair fingers and as such, we make each payment individually as soon as we can, each Thursday via online banking.

How can I get in touch with you?

You can email anytime you wish, which we will look at and respond to during office hours. Similarly, you can call the office phone and have a chat, or pop in to see us Monday – Friday.

Please feel free to comment on our Facebook Host Family Group posts, we love to see everyone communicating in there!

In the event of an emergency or issue of absolute urgency, please call the Director or School Secretary or other emergency number provided whenever necessary. As a gentle plea though, please leave all other questions/concerns to office hours.

Whilst we do run the Facebook Group and will update as necessary at any time/day, we do request that hosts do not send messages to our personal Facebook accounts via messenger.

How can I get in touch with other host families?

We have a private Facebook group, which we encourage all families to join - there will be no advertising or hassle in here, just a way for us to update the host families with important/relevant information and changes (e.g. bbq cancellation or delays), and for hosts to connect without having to share personal information to initial strangers.

How much can I expect the student to help around the house?

This very much depends on how much others in the household are expected to help. If the host family children normally help laying the table, doing the washing up, making their own

lunch etc., there is no reason why the student should not do the same. At the very least, students should be expected to keep their room tidy and in good order.

You can't use them to run a cleaning company though, or send them up a chimney...!

My student seems to want to spend a lot of their time in their room speaking to their family or playing games on their phone. Is this ok?

Most students will undoubtedly want to speak to their family at some point during the evening. However, part of the whole experience is to spend time with their host family, so please encourage your student to join in with whatever family activities you do in the evening; whether it's helping prepare the dinner, playing games or watching TV together. At the beginning of their stay, if you have Skype it could also be a good idea to have a Skype conversation with their family so they can see you and vice versa! If you have concerns though, please contact the Accent office.

My student's phone isn't working and they want to contact their family. If I let them use my phone will I be reimbursed for the call(s)?

In the event that a student is not able to use their phone, if you decide to let them use yours for whatever reason, we regret that you will not be reimbursed. Therefore it is entirely up to you as to whether your student can call their family using your phone. If your student has come over with a group: their leader can contact the student's family on their behalf. Alternatively, or if they've come over as a private student, Accent can contact their parents so please don't feel you are obligated to give them use of your own phones.

My student isn't feeling very well and doesn't want to go to school. Who should I contact? And should I call the doctor? And what do I do as I need to get to work?

Call the Accent office and they will advise the best course of action. Unless it is a clear emergency please do not call a doctor directly. With regard to getting to work, depending on the age of the student, Accent will endeavour to get someone to be with them as soon as is possible so they are not left alone.

Is my student allowed to drink any alcohol, they drink wine sometimes back in their home?

No. Anyone who is a student on our language holiday programme is our responsibility for the duration of their stay here. In the rare instance you are hosting a student who is 18 please still do not offer them any alcohol.

Note: The consumption of alcohol by any underage student will result in Accent calling their parents and depending on the severity of the incident may result in the student being expelled from the summer school and returned home with immediate effect.

I have an issue, problem, suspicion or concern about my student. What should I do?

Contact Accent who will investigate further. This may involve calling their parents and depending on the nature of the issue may result in the student being expelled from the programme and returned home with immediate effect.

A special event is taking place and the student will be eating out without the host family. How much should we give the student to pay for meal?

Evening Activity – please provide them with sharing food (i.e. a pack of burgers/sausages and some rolls, not 1 item each, please!) if requested by us OR, please give them £5 so we can buy the food.

External Scenario 1 - Harbour Carnival - one host family took 2 students to the carnival and they were each given an allowance of £5 to buy themselves whatever they wanted (they chose a burger so the host family got change!)

External Scenario 2 - Students going out for a meal together - each host family gave their respective student(s) £7.50 each to pay towards dinner.

I'm taking my student out to dinner, can I therefore expect the student to pay something towards the meal?

No, the expectation is that the host family will provide all meals for their student.

I'm taking my family swimming at Beau Sejour / going to the cinema / doing something that costs to go to..... Am I expected to pay for the student as well?

Yes, if you have decided to take your family on such an outing then as you would pay for your own children then it is expected that you would pay for your student too.

However, if you are going to an event such as the West Show or a Seafront Sunday for example, then students should take some of their own money to cover for any of the attractions or desired purchases once they are there.

My student wants to meet their friends in the evening. Is this allowed?

As a rule students should stay with their host family in the evening. If this involves going out with the host family, that's fine, but they should **not** be allowed out to meet up with other friends from the course after dinner time. An acceptable alternative, provided it is agreed with the host families in advance, is, if they want to spend time with their friends after activities, to do so prior to getting the bus home. It must also be agreed the time they are expected back.

Example: There was one evening (after a planned activity for the whole group had been cancelled) that 4 of the older girls wanted to meet up for dinner by themselves. This was agreed between the host families concerned on the proviso that the girls were picked up by one of the host parents at an agreed time. It was also agreed how much of a contribution each host family would give the students towards their dinner.

My student wants to spend the evening round at another student's house. Is this acceptable?

Yes, provided the other host family agrees. This can be a reciprocal arrangement i.e. one week your student could go to another family for dinner and then the next time they could come to you.

My student wants to meet up with some of their friends over the weekend. Is this allowed?

Firstly, for host families who have children of their own, please consider at what age would you consider it reasonable for them to meet up with friends by themselves. For younger students an acceptable alternative to them going out during the day by themselves is to liaise with the other host families concerned to ensure that there is at least one responsible adult with the group who want to meet up, or within easy reach. Remember, part of the whole summer school experience is being with the host family and joining in with whatever activities they are doing. Therefore, even if the student wants to meet up with their friends from the course, this should only be for part of the day as when they are with their friends they are not speaking English!

Finally: when exchanging phone numbers, please ensure you have the student's number (including the country code etc) and test this out by ringing/texting each other.

APPENDIX 1

Important Contacts

Accent Language School Office: Mon-Fri 9am – 5pm	01481 714909
Accent Language School Emergency Line: After office hours, evenings and weekends	07911 752398
Managing Director/School Director - Designated Safeguarding Officer Strategic Lead and Fire Warden	Anna Lisa Detassis
Academic Manager, Teacher, Designated Safeguarding Officer	Sally Olakanpo
School Secretary, Designated Safeguarding Officer and Fire Warden	TBA
Local Child Safeguarding Board (MASH)	Multi-Agency Safeguarding Hub 01481 723182 (Mon – Fri, 8.45am – 5.00pm) or 725241 if an emergency outside those hours
Police / Ambulance	725111/ 999

APPENDIX 2

Guidance for Homestay / Residence Providers

DO

- Knock on students' bedroom doors before entering if they are in the room, always obtaining permission from the student before entering (unless in emergency).
- You, your children, the student(s) should wear appropriate clothing around the home and cover themselves appropriately after bathing / showering and leaving the bathroom.
- Respect the privacy of students and enable students to feel they have private space for themselves in the home, should they need it.
- Use language appropriate to students' age when talking in the home where students are present.
- Watch TV and movies appropriate to the age of students when students are present.
- Encourage and promote yourself as a responsible adult whereby a child feels comfortable to approach or discuss any issues they may be experiencing.
- Integrate the child appropriately into family life, taking care to remember that although you are responsible for the child's welfare while you are hosting them, they are not your own children. The school or child's parents should be involved should the need arise for any major decisions to be made regarding the child's welfare.

DON'T

- Invite your student into your own bedroom for any reason.
- Enter a bathroom or toilet when it is occupied by an under 18 (unless in emergency).
- Make physical contact with your student unless deemed appropriate for an appropriate reason. Remember you may like being hugged but another person may not!
- Make any inappropriate references to alcohol, drugs, sex and any other such issues.
- Dress inappropriately around the home; respect the fact that you have another person's child in your home.
- Take photographs of children unless you have permission from the child & parent. Do not take photographs of children who are inappropriately dressed. Do not share any photographs you may take of children on online networking sites or email.
- Do respect cultural differences when greeting children.
- Inappropriately discipline your student by excessive raised voices or physical contact/force. Disciplinary action should always be reported to the school and we advise you to seek advice from the school should you be planning to discipline a student concerning something of a serious nature.

APPENDIX 3

EXAMPLE – Fire Risk Assessment Form for:

Mr & Mrs Smith at Rose Cottage, Bluebell Lane, St Sampson, Guernsey, GY2 5RT

Risk Assessment – Record of significant findings		
Risk assessment for Building: Rose Cottage Bluebell Lane, St Sampson Location: GUERNSEY GY2 5RT	Assessment undertaken by Date: 9 March 2017 Completed by: Jane Smith Signature:	
Sheet number Floor/area: Ground floor – 50 square metres (approx.)	Use: Kitchen & lounge	
Step 1 – Identify fire hazards		
Sources of ignition Electric oven, induction hob & electrical appliances Wood burner in lounge	Sources of fuel Electricity Wood & coal	Sources of oxygen Surrounding air / doors / windows
Step 2 – People at risk		
People in house at time		
Step 3 – Evaluate, remove, reduce and protect from risk		
(3.1) Evaluate the risk of the fire occurring	Low	
(3.2) Evaluate the risk to people from a fire starting in the premises	Low	
(3.3) Remove and reduce the hazards that may cause a fire	Done – wood and coal are stored safely	
(3.4) Remove and reduce the risks to people from a fire	Done – appliances checked, and smoke alarms checked	
Assessment review		
Assessment/review date 9 March 2017	Completed by Jane Smith	Signature
Review outcome (where substantial changes have occurred a new record sheet should be used)		

Notes:

- (1) The risk assessment record of significant findings should refer to other plans, records or other documents as necessary.
- (2) The information in this record should assist you to develop an emergency plan; co-ordinate measures with other ‘responsible persons’ in the building; and to inform and train staff and inform other relevant persons.

Appendix 4

“Easy to read” Safeguarding Policy Overview

What is safeguarding?
Safeguarding is a term that is broader than ‘child protection’ and relates to the action taken to promote the welfare of children and protect them from harm. Safeguarding is everyone’s responsibility.

- How can I recognize if a child is being abused physically, sexually, psychologically or being neglected?**
- Other students/victims expressing concerns/telling you of abuse
 - Noticing unexplained injuries
 - Sudden change in behaviour – reverting to younger behaviour or starting to steal / lie
 - Preoccupation with sexual matters
 - Looking unhappy, ill cared for / aggressive/withdrawn
 - Distrusting you and other students

- Who should I go to if I have a safeguarding concern?**
- Accent Language School Safeguarding Officers – Anna Lisa Detassis, Annie Ashmead, Holly Bisson
 - Local Safeguarding Board – MASH
 - Guernsey Police

What should I do if I suspect abuse?

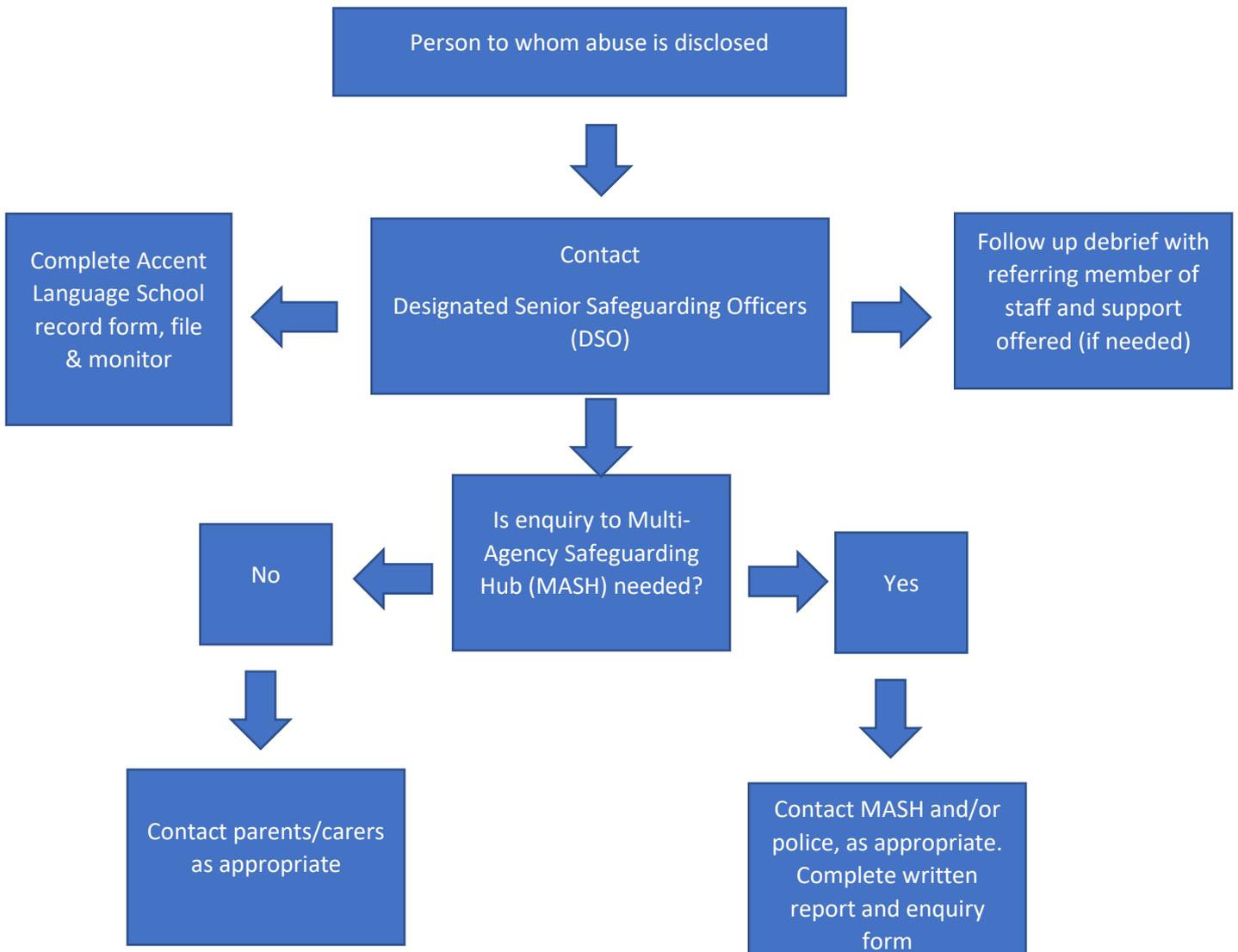
Your concern	Accent Language School	MASH
	Safeguarding Officers / Managers	

- What should I do if my student tells me s(he) is being bullied by another student**
- Listen
 - Take it seriously
 - Do not blame
 - Don’t offer confidentiality
 - Report to DSO or Managers
- What should I do if I suspect my student is being bullied by another student**
- **During Lessons or on activities:** change the seating arrangements, change sports teams, activity groups until you are sure there is no evidence of bullying. Away from other students, ask the student if everything is OK and explain that you are there to listen if they wish to talk to you. Report all concerns to DSO or Managers, whether you have evidence or not
 - **Student residence or homestay:** ask your student if everything is OK and explain that you are there to listen if they wish to talk to you. Report all concerns to school student service department/manager/DSO
- What should I do if I witness a student bullying another student?**
- Check the victim of bullying is OK and safe (e.g. doesn’t need medical attention or has gone into shock).
 - During lessons or on activities, remove the bully from the classroom/group calling your superior or by contacting the school office to collect the bully. Ask if the victim of bullying is well enough to remain in the class/ on activity. If not, contact your manager / the office manager who will arrange for the student to be collected. Report all evidence & action taken to DSO & Managers.
 - In the student residence or homestay, temporarily separate the students concerned. Report the incident to the school immediately by calling the school/emergency number 07911 714909.

- What do I do if I have a student who is out of control?**
- Try to diffuse the situation by listening and speaking calmly to the student. Continually offer the child the opportunity to regain self-control, taking into consideration cultural and gender issues.
 - Restraint should only be used to prevent violence or injury as a last resort and should not be used in anger, with a minimum amount of reasonable force in order to alleviate the risk of danger to you,

Appendix 5 Reporting and Recording - Procedures and Guidelines

Reporting and recording procedures and guidelines



Appendix 6

Homestay Policies & Procedures and Risk Management

Purpose

The purpose of this document is to provide written processes to ensure that homestay service providers and homestay hosts for Accent Language School ('Accent') comply with legislation applying in Guernsey, the UK and ABLS about the care and protection of children in homestay arrangements.

In particular, the purpose of the Risk Management Strategy for Child Protection is to:

- promote the well-being of homestay students and to protect from harm;
- assist Accent to deliver a quality service to the young people in care; and
- reduce the risk of harm to homestay students through written policies and procedures, including information and training, for homestay providers and hosts involved with Accent.

Scope

This strategy applies to:

- homestay service providers;
- homestay hosts;
- residents of homestay host homes;
- homestay students; and
- visitors to homestay hosts' homes.

The policy covers information about the Accent's commitment to child protection, procedures related to recruiting, selecting, training and managing staff, including hosts and homestay service providers; policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines; risk identification and management; and communication and support.

Review & version control

Accent's Director is considered the owner of this policy. An annual review of this policy is recommended. Accent from time to time, may review and update this policy, subject to new

laws and technology, changes to school operations and practices and to make sure it remains appropriate to the changing environment.

Reference

Legal Framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Relevant government guidance on safeguarding children

Definitions

Guardian – of a child means a person who is recognised in law as having all the duties, powers, responsibilities and authority relating to the child that, by law, parents have relating to children.

Homestay provider – is Accent Language School or person arranging the homestay students' accommodation.

Homestay host – is the volunteer or paid family who cares for the homestay student in the family home.

Homestay student – is the child or young person staying in the home of the homestay host.

Risk management strategy

Accent is committed to the protection of all children in its care. In order to manage the risks surrounding child protection the following strategies and procedures apply for the safety and protection of students in homestay.

Principles

Accent believes all Homestay students have the right to feel safe, be listened to, be involved in decisions that affect them, have cultural values respected, not be unjustly discriminated against on the basis of status, activities, expressed opinions or beliefs of parents or carers, and have the best interests considered.

Students under Accent's care should be provided with the knowledge and information required to feel empowered to take action in the event of abuse or neglect. Accent acknowledges that Homestay students are unique and valued individuals and deserve to be treated with care and respect.

Accent recognises that respect for Homestay students is the foundation upon which all policies and procedures are developed. Accent is committed to promoting wellbeing and protecting the security, safety and wellbeing of Homestay students under Accent's protection.

Welfare & Safeguarding Policy

Accent has a current Welfare & Safeguarding Policy which meets criteria as set down in legislation and regulation. These outline policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines, are available in print copy upon request and are given as a separate document to each family during Accent's first visit (new host families) or subsequent visits (current host families). It is the goal of Accent to create safe environments for homestay students and an environment in which they can successfully pursue personal development.

Statement of commitment:

Accent Language School's goal is to provide a safe, happy environment for the student to complement the course of study. We realise that a key factor to any successful visit whether for study, work or vacation is accommodation.

Accent believes that all homestay students have the right to feel safe, be listened to, be involved in decisions that affect them, have cultural values respected, not be unjustly discriminated against on the basis of status, activities, expressed opinions or beliefs of parent/guardians and to have their best interests considered;

This is particularly true for students when it is their first time away from their home country and their parents.

We have developed a Homestay and accommodation programme to ensure the following core elements:

- A safe, clean and comfortable environment is provided for the students
- Students have access to Accent Language School's Director and / or Office Manager and other key staff (Director of Studies/Academic Manager) 24 hours a day, 7 days a week
- Students are not exploited
- As much as possible, students' special requirements are taken into consideration, even if they are a little out of the ordinary
- Students will be met at the airport or ferry terminal by a representative of Accent Language School and their host family, and will be accompanied to the airport or ferry terminal by the host families where a representative of Accent Language School will make sure everyone leaves safely. Whenever needed for all students under the age of 16, a chaperone service is offered. The chaperone will have been DBS checked and instructed on how to care for the group of students while travelling.

Any breach or suspected breach will be dealt with by investigation and reporting to relevant authorities, where necessary, refer to Accent's 'Reporting & Recording – Procedures and Guidelines' in the Welfare & Safeguarding Policy.

CHILD SAFETY POLICY

Accent Language School is committed to child safety, and requires zero tolerance of child abuse from all management, staff, students, volunteers and families. In the interest of openness and transparency this policy is available to all, and guides the day to day decisions of the organisation in order to protect children from abuse.

Accent Language School has an obligation to report breaches of the policy, and requires all staff and host families to proactively ensure the safety of children at all times.

Child abuse can be defined as physical violence, sexual offences, serious emotional or psychological abuse, or serious neglect.

Accent Language School will commit to the principal of zero tolerance, child safety and well-being by providing the following actions:

- Monitoring our adherence to the child safety policy.
- Support, encourage and enable staff, parents, hosts, volunteers and children to understand, identify, discuss and report child safety matters, and

- Support or assist children who disclose child abuse, or are otherwise linked to suspected child abuse.

Child safety must be considered in the recruitment, screening, selection and management of staff, host families and volunteers in order to reduce risk of child abuse. Details about how to raise a concern about child safety are available in our Welfare & Safeguarding Policy Document and the Guidelines for Host Families brochure.

Selection & training of homestay hosts

Accent recognises that risk management for children in homestay begins with the recruiting, screening and selection of the right people to provide an accommodation service, and continues by having consistent procedures in place for all stakeholders to follow, with adequate management and supervision to ensure they comply with these procedures.

Selection

In choosing a homestay host Accent must comply with any relevant legislation and be satisfied of the ability of the homestay host to care for the student in a safe and secure environment, and to provide age appropriate support and supervision for a child or adolescent attending school and adjusting to living in a new environment.

All homestay hosts must agree to a Code of Conduct and Accent's Welfare & Safeguarding Policy. Accent has criteria with regard to how a decision about the suitability of a homestay host is selected. These criteria cover the minimum requirements with regard to:

- DBS check, police check and suitability form requirements;
- facilities and infrastructure (e.g. access to transport);
- hygiene;
- cultural awareness;
- Accent and homestay rules; and
- services provided (e.g meals,).

All homestay families, and prospective families, are supplied with a copy of this document.

Induction

Accent values the work of homestay hosts and recognises the responsibility to offer support and assistance to ensure that homestay arrangements work well for all concerned. The school has a written induction process which applies to all staff, volunteers and contractors (hereafter called 'staff') during the first twelve months of appointment, and includes

procedures for making staff members aware of the legislation on Child Protection and the Code of Conduct expected of staff.

The induction process includes, but is not limited to

- professional development about identifying and reporting harm or suspected harm;
- making staff aware of the risk management procedures for the protection of children; and
- working through policies related to child protection such as;
 - o behaviour management;
 - o anti-bullying; and
 - o disabilities' policy.

In addition, homestay induction includes:

- providing information to homestay hosts about the aims of the homestay program;
- responsibilities of hosts and of the homestay students;
- possible problems that may arise and possible solutions;
- legal issues;
- contact points for homestay hosts needing assistance or in an emergency; and
- cultural differences to be aware of.

Adherence to this policy and procedure document will be monitored by Accent. A report to the Director regarding compliance/non-compliance will be provided at every occurrence and at least every 12 months.

Regular contact with the homestay host and homestay student will be established through the School Secretary and the Director. Ongoing counselling and communication with the student will be through the Academic Manger and the School Secretary.

Accent will make provision for foreign students to homestay if requested by the student's parent/guardian. The parent/guardian of a foreign student requiring homestay arrangements must complete a Registration Form – Appendix A.

Application for homestay arrangements must be made three weeks in advance of the students' arrival in Guernsey.

Accent responsibilities

Induction to homestay will be arranged individually with host families as the need arises. Accent will provide the homestay host with information relating to the student as soon as it is available. Accent will provide the parent/guardian with the homestay host details prior to the student's arrival. Inspect the homestay host home to ensure all host family

responsibilities are being met and carry out periodic inspections to homestay residences. Host families will be contacted regularly for feedback about the student and the homestay arrangement. Notes will be recorded on the student file in the School Management System and in the Host Family Folder– Accent will be in contact with host families during each student stay and provide hosts with a feedback form to be given back for filing and analysing.

Homestay Host Responsibilities

Host families must understand that when hosting a homestay student, the student becomes a member of the family. Most families find hosting a student very rewarding and gives an insight into different cultures. Host families agree never to host a student 18+ while hosting a minor and need to notify immediately Accent Language School of any new adults staying at their house during the planned hosting such as a lodger, relative, or friends.

All members of the host family over the age of 18 years are required to hold a DBS Police check or at least one adult member is required to hold a DBS check and all others a basic police check with a suitability declaration. Application for a DBS check can be made through Accent Language School.

The homestay host agrees to providing or supplying all the necessary care and welfare as set out in the Homestay Code of Conduct – Appendix A.

Homestay hosts must participate in annual reviews of the homestay arrangement.

Families wishing to become homestay hosts are required to complete the Homestay Host Application Form – Appendix B. They will then be visited by a representative of Accent Language School to verify the information given, present and explain all necessary documents, supervise the accommodation, and discuss and explain the hosting experience, its requirements and expectations on both sides (DBS and regular police check, Suitability Declaration, Fire Risk Assessment, Gas Certificate, etc.)

Homestay Fees

The daily fee for homestay is £25 for students 11-17 years old and £30 for students 18+; student stay is on average 2 weeks but shorter or longer stays are possible. Homestay fees are paid weekly on a Thursday.

Homestay Student Responsibilities

Students must agree to follow rules of homestay as set out below:

Students must:

- understand that homestay is not a hotel service and must contribute to the household duties as other family members do;
- make every effort to interact with the family members and be a positive and active family member within the household;
- try to behave in a manner consistent with immediate environment and community;
- be willing to accept any reasonable household rule that the family sees fit to impose for the students' welfare;
- respect the property and privacy of the host family's personal belongings and affairs and acknowledge that the student is liable for all costs incurred during the homestay period which are not included in the homestay fee and is liable for any loss or damage deliberately caused to host family property;
- understand that the homestay environment may not be limited to the traditional family structure (mother, father, children).

Students and parents/guardians acknowledge and agree, by signing the application for homestay arrangement that the terms and conditions of this arrangement are understood and agree to be bound by the above rules.

Students must also abide by the requirements of the 'Homestay Code of Conduct' – Appendix A where applicable.

Further Information

More information on how Accent protects students from harm refer to Accent Language School's 'Welfare & Safeguarding Policy'. Further details about the homestay arrangements are available by contacting the School Secretary (tel. 714909) or the Director (Anna Lisa Detassis – tel. 07911 752398)

To the extent permitted by law, Accent is not liable for any injury, loss or damage that may occur by any means, at any time and place during the homestay

APPENDIX A

Homestay Code of Conduct

The Homestay Host agrees to:

1. host no adult students when hosting a minor student
2. provide a clean tidy home
3. provide a safe, secure, private bedroom with suitable storage space for personal effects and facilities for study, including a desk, chair and adequate lighting
4. offer three healthy sustaining meals each day (packed lunch during school days) as well as snacks at other times as required
5. allow access to bathroom and laundry facilities and all general areas of the home;
6. provide towels, sheets, blankets, eating, cooking and other domestic utensils;
7. provide keys or alarm passwords to allow student free access to the home;
8. give the new student a general orientation to the local area and community facilities available, such as the public transport system;
9. send a family member to accompany the student to school on the first day either by bus or on foot;
10. notify Accent in advance of significant changes to Homestay Family circumstances;
11. include the student in family activities and treat the student as a member of the family;
12. support the student's attendance at school and assist with homework if required;
13. have responsibility for the care and welfare of the student;
14. provide adequate out of school hours supervision;
15. communicate with the student in English and converse with the student regularly;
16. immediately contact the Office Manager or Director if there are any concerns regarding the student's academic progress, health, or welfare;
17. assist the student to access any necessary health related services by making appointments and accompanying the student if necessary;
18. ensure Accent holds up to date contact and emergency contact details for the family and the student;
19. provide access to the use of television, telephone, computer and internet facilities, assist with additional connections if required, and negotiate proper use within the home;
20. enable access to a landline telephone (or suitable alternative) in the home to facilitate communication between students and their parents;
21. allow Accent Language School to the home for periodic inspections;
22. read the Homestay Policy & Procedures & Risk Management document
23. Fill in and obtain all the necessary documentation to become a host family

Accent Language School agrees to:

1. provide the Homestay Family with Student information as soon as it is available;
2. provide the Student/Parent/Agent with Homestay Family details prior to arrival;
3. advise students and parent/guardian of the Homestay Fees per week, and charge all students in advance;

4. forward Homestay Fees according to the bank account details provided to homestay families; and
5. visit Homestay residences as required to carry out periodic inspections.
6. support the Homestay Family whenever necessary to ensure the welfare of the students

Termination: 1. if the Homestay Family breaches this Code of Conduct, Accent will initiate a step by step process, including investigation, counselling, mediation and notification of parent/guardians.