

New OriEntal VisiON OVerseas CONsultiNg (u.K.) limited

HOmestay HaNdbOOK

Welcome and introduction from the guardianship organisation

Welcome! Our guardianship team here is your support and helpful friend. We hope that we will be mentors to students, partners and friends of parents in the years to come. We provide you with guardianship services in the form of a team, so that there is no time difference and no language barrier. We can communicate with you in a timely and effective manner, and deal with various problems your children will encounter during their overseas study.

CONTACT DETAILS Address: Golden Cross House, 8 Duncannon Street, London, WC2N 4JF Telephone: UK+ (44) 020 74845599 Email: qtukoffice@xdf.cn Website: https://liuxue.xdf.cn		General Manager: Bing Wang Telephone: 07787730888 Email: bingwang2@xdf.cn		Safeguarding Lead: Li Yi Telephone: 07788316681 Email: yili3@xdf.cn
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Contact Details

There will be times that you need to contact us. We are always here to assist you with any questions or concerns that you may have. You can contact in the following ways:

General enquiries	
Telephone (office hours 9a.m.-6p.m.)	07788316681
Email	yili3@xdf.cn
WeChat	xdfukjh
Emergencies 24/7	
Telephone	07788316681
Safeguarding concerns	
Designated Safeguarding Lead	Li Yi
Deputy Designated Safeguarding Lead	Bing Wang
Contact Details for the Local Safeguarding Partners (LSP)	Emma Biskupski
Contact Details for the Local Area Designated Officer (LADO)	Duty Child Protection Advisor
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The role of the guardianship organisation, your role as a homestay

The guardianship organisation

新东方前途出国咨询有限公司 (英国)

New Oriental Vision Overseas Consulting (U.K.) Limited
Registered Number: 9631850

Tel: +44(0)20 7484 5599

Fax: +44(0)20 7484 5100

Email: qtukoffice@xdf.cn

Address: Golden Cross House | 8 Duncannon Street |
London | WC2N 4JF

We aim to achieve to offer the highest level of service possible, depending on the package booked and put students' safety and wellbeing first. We would love to be kind and always understand to students. We are available 24/7 in case of emergencies. We will ensure all staff members act in a professional and considerate manner while making sure all host families are kind and welcoming and treating students like members of the family. We will arrange your transport to and from the Airport to your School or Host Family and will undertake a rigorous employment procedure for staff and host families, including DBS checks. We will ensure all staff members and host families are fully supported and certified by taking specific training, including safeguarding training as well as our team in China will provide proactive and responsive service for your needs in advance.

Your role as a homestay

Our Host Families are dedicated reliable parents who will look after you when you stay over for half terms or school holidays. Your host family will prepare you with a warm, clean and safe environment where you are able to relax, study and take activities accompanied. They will ensure you will be well looked after during your stay in their home and provide help you may need in many ways.

Looking after and respecting the rights of the student

We host students aged between 13-18. Students of different ages may require different care. For example, younger students will require greater nurturing and supervision during their stay, whereas older students will be more independent and may be allowed to visit the local area on their own. Parental permissions may vary from student to student too. We will explain to you what we expect from you prior to placing any student with you.

One of the most mutually rewarding experiences of hosting an international student is learning about another culture. We ask that all homestays respect the students' own culture, values and background and be mindful that there will be some differences in the way students approach everyday life, such as when greeting others or whilst eating. Likewise, the students may have a different religious belief to the homestay. Again, we ask that you are respectful of any differences.

Loco Parentis

We expect our homestays to exercise the same levels of care as a responsible parent – in loco parentis. This means that you are accepting the day-to-day responsibility for the care of the student whilst they are staying with you.

Codes of conduct

New Oriental Vision Overseas Consulting (U.K.) Limited has a code of conduct for staff and homestays. Please take time to read through this document as it outlines how staff and homestays are expected to behave whilst working for the guardianship organisation. This can be found on our website

https://liuxue.xdf.cn/special_uk/xm_child_custody.

Likewise, we have a code of conduct for students. This outlines the expected standards of behaviour for our students.

Please read through this as it will help you to understand our expectations. This can be found on our website

https://liuxue.xdf.cn/special_uk/xm_child_custody.

Safeguarding

New Oriental Vision Overseas Consulting (U.K.) Limited is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying,

missing student, online safety, data protection that provide further information and outline our procedures. These can be found on our website https://liuxue.xdf.cn/special_uk/xm_child_custody. Please ensure that you have read and understood all our policies. You are required to undertake a basic certificated course on safeguarding. This should be refreshed every three years. We will also provide an annual safeguarding update. This will be via annual visit.

We encourage students to talk to any trusted adult should they have any concerns. As a homestay, a student may consider you to be a trusted adult. There may be students who feel more comfortable speaking to other homestay family members about a concern they may have. You should therefore ensure that all members of your household are aware of what to do if a concern is shared with them. We have explained to students that any concerns they raise will

be treated seriously. If a student comes to you or any homestay member to raise a concern, please ensure that it is dealt with in line with our published procedure (see safeguarding policy) and reported to our Designated Safeguarding Lead as soon as possible.

Control

Homestays may only use reasonable, appropriate and lawful means of control to maintain safety. Under no circumstances should physical punishment ever be used.

Homesickness

When students arrive in the UK, they might be homesick.

Signs that they may be feeling homesick include:

- A strong desire to go home
- Feeling lonely
- Feeling sad
- Feeling anxious
- Lack of motivation • Loss of confidence
- Feeling depressed
- Experiencing mood swings
- Feeling insecure
- Finding simple tasks difficult
- Physical symptoms, such as headaches and nausea

If your student is showing signs of homesickness, tell them not to worry as there are many people who can help them manage their feelings. Let them talk to you about their feelings and remind them that they can always talk to their house parent, teacher, parent, guardian, or any member of guardian staff who will listen and will be able to support you and offer advice. It is best not to encourage them to frequently call home as this may make them feel worse.

Keeping the student busy and interested in a variety of family activities and discussions may help them settle and feel

happier. Please do let us know if you are concerned that your student is suffering with homesickness. We are here to support both you and the student.

How to comfort a student in distress

There may be occasions where your student is upset. For example, the student may be homesick (see above), unwell or experiencing pressure in their academic studies. In such incidences please do not comfort the student physically. It is inappropriate to hug a student as you may comfort your own child, however there are many things you can do to help:

- Listen to the student's concerns
- Offer comforting words and advice
- If you can speak the students' first language, this may help to calm the student
- Please do alert us to the problem and we will offer you support

Curfews and Bedtimes

Students who have permission to go out on their own will be required to return to homestays by the following times:

- Ages 13-16 before 7pm
- Ages over 16 before 9pm

We will inform you whether or not the student you are hosting has permission to go out alone. All students who are permitted to go out unaccompanied by their homestay must take their mobile phone (fully charged) with them and keep this switched on. Please make sure that they have your telephone number programmed into their phone. It is important that if students do go out unaccompanied, that they let you know where they are going and roughly know long they will be out. If for any reason they are delayed, students must contact you to keep you informed of their whereabouts.

New Oriental Vision Overseas Consulting (U.K.) Limited suggests that student bedtimes should be as follows:

- Ages under 16, 9:30 pm
- Ages over 16, 11 pm

Any deviation to these times should be discussed with the homestay.

Permission for students to visit the local area / shops / travelling further afield / excursions

Please bear in mind that the host family provides accommodation and three meals, and is not responsible for taking students out, so if you want to go out, you need to arrange your own transportation. If you need to pick up from home, you will need to confirm with your guardian teacher before making arrangements for the cost incurred. If you go out, you need to be back to the host family by the time agreed with host family. If you do not come back for dinner, please notify the family as well. You can do exercise and play sports nearby host family.

Parents permission in writing such as where to go, what transport arrangement will be, who will accompany with students and the return time. Student who is under 16 must be accompanied by adults.

Students staying away from the homestay

Signed Parent Consent form in writing is required.

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Accommodation requirements

Homestays should ensure that they provide a comfortable living environment for students. We require our students to be provided with the following:

- A suitable bedroom and social area(s) which are well kept, clean and in good repair, with sufficient natural light.
- Suitable safeguards must be in place to ensure that students have sufficient privacy from other students. Parents should be made aware of students who may wish to share bedrooms and must give consent before the arrangement goes ahead.
- Where homestays are using a double bed, only one student is using this facility. Under no circumstances should students share a double bed.
- The rooms should have suitable heating and lighting and there should be access to sufficient supplies of hot water as required.
- Students should have access to a private space to study.
- Students should have access to appropriate hanging and drawer space for clothing.
- Students should have access to a bathroom with a lock on the door and either a shower or bath.
- Students should be treated as part of the family, and therefore have access to the communal rooms in the home. They should not have access to family member's bedrooms.

Please make us aware if any member of the homestay is a smoker, or if you have any pets. Students should have the right to opt for a non-smoking and/or non-pet homestay environment.

Please be aware of the need to ascertain the adequacy of your home insurance in respect of hosting international students. The insured (homeowner) should declare all facts to the insurer in order to a) obtain the right cover and b) obtain the right premium.

No more than three students should be placed with the same homestay at any one time, unless in exceptional circumstances. Please ensure that you inform us if you work with other guardianship organisations as we need to check that you are not accommodating more than three students in total when members of an AEGIS guardianship organisation are being hosted.

When students under the age of 16 are in the care of a homestay, no students over the age of 20 should be hosted either by the guardianship organisation or another guardianship organisation working within the same homestay. Homestays should not host any other paying guests or operate any form of bed and breakfast facility when hosting AEGIS students.

While there are no legal restrictions, homestays are expected to adhere to NSPCC advice on adult supervision and ensure that:

- Students aged 12 and under are not left home alone for a long period of time.
- Students aged 16 and under are not left home alone overnight.
- Students are not left home alone regardless of their age if they do not feel comfortable with this.

Meals and Snacks

We ask that homestays provide students with a full board provision of breakfast, lunch and dinner during their stay, taking account of any dietary needs. In addition, students should be provided with access to suitable drinks and snacks during their stay.

Laundry

Homestays are asked to provide students with suitable laundry facilities if they are resident for more than one night. In most cases the homestay would undertake to do the laundry for the student. Depending upon the age of the students, the homestay may give permission for them to do their own laundry if requested and agreed.

Use of the homestay's car for transport

Any cars used to transport student should be roadworthy with up-to-date tax, insurance, and MOT (where required). If you provide transport using your car for the students in your care, please be aware of the need for adequate comprehensive vehicle insurance and that you should inform your insurers that you will be using your car to provide transport to international students for which you may be paid or receive expenses.

Please ensure that all relevant laws relating to the use of child seats or booster seats for under 12s, when the student is below 135cm in height, and seat belts for over 12s or more than 135cm tall are discussed with students and adhered to.

Access to computers and the internet & safe use of the internet

It is most likely that your student will want to access the internet during their stay. We ask that they use their own devices and not the family computer. We have an online safety policy that outlines the main risks to be aware of and what you can do as a homestay to help keep students safe. Please take time to read this document. This can be found on our website https://liuxue.xdf.cn/special_uk/xm_child_custody.

Health and Safety in the Home

We expect all homestays to adhere to our health and safety guidelines:

- A minimum of one smoke alarm should be installed on every storey.
- A carbon monoxide alarm to be installed in any room containing a gas, liquid or solid fuel burning appliance.
- An annual landlord gas safety check to be undertaken by a Gas Safe registered engineer and a copy of the certificate provided to the guardianship organisation.
- The homestay must ensure that the electrical system is safe, e.g. sockets and light fittings are secure and not overloaded and any appliances used by the student are safe.
- The homestay must discuss the possible evacuation routes from the property with students on a regular basis. If doors or windows are locked students must know where to find the key in the event of a fire.
- If fire extinguishers and fire blankets are provided, they must be suitably serviced.
- Where open fires are used, a suitable fire guard should be in place when the fire is lit.
- Any matches / lighters should be appropriately stored.
- A basic first aid kit should be available to include, plasters, sterile eye-pad, triangular bandage, safety pins, non-medicated wound dressing, disposable gloves, leaflet giving guidance on first aid.

- Any prescription medication and drugs should be kept safely especially when hosting young students.
- Alcohol should be appropriately stored.

- The homestay should have an awareness of basic food hygiene when preparing meals for students.

We will conduct an initial visit to check that your accommodation is suitable prior to you hosting a student. Thereafter we will visit at least once a year to undertake an annual check. Please let us know immediately if there are any changes

in the accommodation you are offering. This includes informing us of any temporary building work that may take place when you are due to host students. In some case the school may also wish to make an annual visit to check the property. You will be made aware of this prior to agreeing to host a student.

Please refer to our separate Welfare, Health and Safety statement, that can be found on our website https://liuxue.xdf.cn/special_uk/xm_child_custody.

Private Fostering

Where New Oriental Vision Overseas Consulting (U.K.) Limited has any day students under the age of 16 (under 18, if the student has a disability) living with homestays who are not their parent or a close relative for 28 days or more, they must adhere to the regulations regarding private fostering in place within their local area as directed by their local authority.

New Oriental Vision Overseas Consulting (U.K.) Limited is required to liaise with the school and the homestay to ensure that where possible the local authority are notified of the proposal for a private fostering arrangement at least six weeks before the date on which the arrangement is to begin. Where the arrangement is to begin within six weeks, the local authority is to be informed immediately.

New Oriental Vision Overseas Consulting (U.K.) Limited will liaise with the school and homestay to explain carefully what is required of them in entering into a private fostering arrangement. This includes explaining that there will be regular visits and meetings with the local authority.

New Oriental Vision Overseas Consulting (U.K.) Limited has a system in place for recording all correspondence with the local authority private fostering team and securing relevant permissions to share such information as is necessary with the student, parents, agents (where appropriate), homestay and partner school.

In the case of day students over the age of 16, we are mindful of the extended period students will spend with homestays and regularly carry out suitable checks to monitor and ensure their welfare.

Changes in circumstances

You are required to inform the guardianship organisation about any changes to the homestay arrangements.

Expenses and payments

New Oriental Vision Overseas Consulting (U.K.) Limited ensures that any ~~any~~ **新东方前途出国留学咨询有限公司 (英国)** contacted promptly and in line with any contractual agreements in place.

All expenses such as accommodation fee, transportation cost and any other spendings occurred during staying over at host families will be sent to parents and will be paid off promptly.

Your contract and cancelling the agreement

The homestay can cancel the agreement by giving notice three months in advance via email. Once both New Oriental Vision Overseas Consulting (U.K.) Limited and homestay agreed to the cancelation, the homestay contract will be terminated.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that New Oriental Vision Overseas Consulting (U.K.) Limited takes advice from the government, Public Health England and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic New Oriental Vision Overseas Consulting (U.K.) Limited may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. New Oriental Vision Overseas Consulting (U.K.) Limited will work with parents to find flights to home countries where required. New Oriental Vision Overseas Consulting (U.K.) Limited will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. New Oriental Vision Overseas Consulting (U.K.) Limited will work with parents and schools to find suitable quarantine accommodation for students where required. New Oriental Vision Overseas Consulting (U.K.) Limited has a policy that outlines the procedures we are following during the Covid-19 pandemic. This can be found on our website https://liuxue.xdf.cn/special_uk/xm_child_custody.

Appendix A
Parental Consent Form

I confirm that I (Full name of Parent) _____ am the parent/legal guardian of (Full name of Child) _____. Consent 1) I consent that my son/daughter to choose their own travel method and accommodation for this trip. The trip dates are from _____ until _____ inclusive. 2) I confirm that there will be a responsible adult (25 years old and above) with him/her throughout this trip and throughout their stay in the chosen accommodation. 3) I confirm that I will be solely responsible for all costs incurred related to this trip. 4) I acknowledge that XDF is not responsible for providing adult supervision for my child for this trip and I confirm that XDF will be exempt from all responsibilities related to the safety of my child for this trip. 5) I confirm that all details are correct.

Signature _____ Date _____ Contact Details _____
Name of Child _____ Name of responsible adult _____ Copy of ID of the
responsible adult (enclosed) Address _____
Mobile Phone No. _____
Emergency Contact No.(1) 1 _____
Emergency Contact No.(2) 2 _____