

Homestay Handbook

Welcome to Our Guardianship Organisation

We are delighted to welcome you as a valued member of our homestay community. By providing a safe and supportive environment for our students, you play an essential role in their wellbeing and success during their time in the UK.

Our guardianship service works in partnership with schools, parents, and homestay families to ensure every student receives high-quality care, both academically and personally.

Our Core Services:

- Acting as the legal guardian for international students
- Coordinating safe and suitable homestay placements
- Providing 24/7 emergency assistance and welfare support
- Liaising with schools and parents to ensure effective communication
- Offering practical support with travel, medical, and pastoral needs

We thank you for your commitment to supporting our students and look forward to working closely with you.

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 us in the following ways:

General enquiries	
Telephone	07305020013
Email	m.xian@hope-studyabroad.com
Wechat	Zoe28032013
Emergencies 24/7	
Telephone	07305020013
Safeguarding concerns	
Designated Safeguarding Lead	Mei XIAN

Contact Details for the Local Safeguarding Partnership (LSP) [Suffolk Local Safeguarding Partnership (SSP)]	enquiries@suffolksp.org.uk 0808 800 4005
Contact Details for the Local Area Designated Officer (LADO)	LADO@suffolk.gov.uk 0300 123 2044

The role of the guardianship organisation

The guardianship organisation acts as the appointed representative of the parent or legal guardian while the student is studying in the United Kingdom. The organisation's primary function is to ensure the student's safety, welfare, and academic progress in accordance with UK safeguarding and education standards.

Responsibilities include:

- **Welfare and Safeguarding:** To monitor the wellbeing of the student and ensure that they are placed in a safe and supportive environment. The organisation will conduct regular welfare checks and maintain oversight of the homestay and school arrangements.
- **Communication:** To serve as a liaison between parents, the school, and the homestay provider. The organisation will communicate regularly with all parties and ensure that parents are kept informed of any significant developments or concerns.
- **Emergency Assistance:** To provide 24-hour emergency support in the event of illness, accident, travel disruption, or any other urgent matter concerning the student.
- **Academic Oversight:** To monitor academic reports, attendance, and progress, liaising with the school to ensure the student receives appropriate support and guidance.
- **Travel and Logistics:** To assist in arranging travel during term breaks, airport transfers, and any other logistical requirements related to the student's stay.
- **Compliance:** To ensure that all homestay providers are appropriately vetted and meet the safeguarding and accommodation standards set out by the guardianship organisation and relevant regulations.

The role as a homestay

The homestay provider plays an essential role in supporting the student's day-to-day welfare and integration into life in the United Kingdom. The homestay acts in loco parentis while the student resides in their home and is responsible for providing a safe, caring, and inclusive environment.

Responsibilities include:

- **Accommodation:** To provide a clean, comfortable, and private bedroom, as well as access to shared household facilities.
- **Meals:** To provide nutritious and well-balanced meals in accordance with the agreed meal plan, typically including breakfast and an evening meal on school days and full board at weekends.
- **Supervision and Care:** To offer appropriate supervision, ensuring the student's welfare, safety, and adherence to household rules, curfews, and conduct expectations.
- **Support and Guidance:** To provide emotional support and guidance to help the student adjust to living in a new culture and environment.
- **Communication and Reporting:** To maintain regular communication with the guardianship organisation and promptly report any welfare, health, behavioural, or safeguarding concerns.
- **Cultural Integration:** To promote cultural exchange and language development by including the student in family life and encouraging participation in daily activities.

Looking after and respecting the rights of the student

We host students aged between 9-18. 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

Hope International Education (UK) Ltd 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 guardian organisation.

[监护服务 - 科博国际教育 \(https://www.hope-studyabroad.com/post/view/341\)](https://www.hope-studyabroad.com/post/view/341)

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.

[监护服务 - 科博国际教育 \(https://www.hope-studyabroad.com/post/view/341\)](https://www.hope-studyabroad.com/post/view/341)

Safeguarding

HOPE International Education (UK) Ltd is committed to safeguarding and promoting the welfare of children and young people. We have policies covering safeguarding and child protection, Prevent (anti-radicalisation), online safety, low-level concerns, allegations against adults, complaints, anti-bullying, missing students and data protection. These can be found:

[监护服务 - 科博国际教育 \(https://www.hope-studyabroad.com/post/view/341\)](https://www.hope-studyabroad.com/post/view/341) Please ensure that you have read and understood all our policies.

All homestay hosts must complete basic safeguarding training before hosting students. Training should be refreshed at least every three years. HOPE International Education (UK) Ltd will also provide regular safeguarding updates, including an annual update and any important changes to guidance or procedures.

Students are encouraged to speak to any trusted adult if they have a concern. As a homestay host, you may be that trusted adult. All adult members of the household should know what to do if a student shares a concern and must report any safeguarding concerns to the Designated Safeguarding Lead (DSL) as soon as possible.

If a student tells you something that concerns you, listen carefully, do not promise confidentiality, make a written record as soon as possible, and report it immediately to the DSL in line with our Safeguarding and Child Protection Policy. All safeguarding concerns, no matter how small they may seem, must be taken seriously and reported without delay.

Self-Reporting

Our safeguarding policy and low-level concerns policy outline our procedures for handling an allegation against a member of staff or homestay. We encourage homestays to self-report to our DSL any situation which could appear compromising or be misconstrued, or where their behaviour has fallen below the standards required in the code of conduct.

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 them and offer advice. It is best not to encourage them to frequently call home, as this can make the feelings 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 their homestay by the following times:

- Ages 13: by 20:30
- Ages 14–16: by 21:30
- Ages 17–18: by 22:30

We will inform you whether 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 how long they will be out. If for any reason they are delayed, students must contact you to keep you informed of their whereabouts.

Hope International Education (UK) Ltd suggests that student bedtimes should be as follows:

- Ages 13 and under 21:30
- Age 14 – 16 22:30
- Age 17--18 23:30

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

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

Local Area Visits

1. Students may visit the local area independently, provided the destination is within a reasonable distance of the school or homestay.
2. The student must inform the homestay of:
 - (a) Their destination
 - (b) The expected return time
 - (c) The method of travel
3. The student must carry a charged mobile phone with sufficient credit or data and always remain contactable.
4. Homestay providers retain the right to refuse permission for a local outing if they have concerns about the student's safety, wellbeing, or maturity in relation to the activity.
5. All outings must be appropriate for the student's age, safeguarding requirements, and school schedule.

Travel Further Afield (Beyond the Local Area)

6. Travel outside the local area, including visits to other cities, excursions, day trips, or personal travel, requires prior approval from the guardianship organisation.
7. Approval may also require written consent from the parent or legal guardian, depending on the nature of the travel
8. Students must provide the following information in advance of the trip:
 - (a) Full itinerary (dates, times, destination, and activities)
 - (b) Transportation details
 - (c) Accommodation details (where applicable)
 - (d) Names and contact information of supervising adults
 - (e) Emergency contact information
9. Permission will only be granted if the travel is deemed safe, properly supervised, and compliant with safeguarding expectations, school policies, and visa conditions.
10. The guardianship organisation reserves the right to refuse permission for any travel that presents undue risk or disrupts the student's academic commitments.

Students staying away from the homestay

Overnight Stays with Friends, Families, or External Hosts

1. Overnight stays away from the homestay, including with friends, relatives, or other families, require written permission from:
 - (a) The parent or legal guardian, and
 - (b) The guardianship organisation
2. The student must provide full details of accommodation, supervision, and emergency contacts.
3. Overnight stays will only be authorised where suitable adult supervision and appropriate sleeping arrangements can be confirmed.
4. The guardianship organisation reserves the right to decline any overnight stay request that does not meet safeguarding standards or cannot be safely verified.

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.

Breakfast - Typical food includes cereal, porridge, toast, croissants, fruit, or yoghurt. You may offer a cooked breakfast such as poached, boiled, or scrambled eggs, or bacon and eggs.

Lunch - this is usually a light meal, such as a salad, sandwich, or soup.

Dinner - this is usually the main meal of the day and will usually be a two-course meal. The main course will usually be hot. Dinner should be usually served around the table with the family members.

Snacks - you are asked to provide the student with snacks and drinks in-between meals. Typical snacks include a biscuit, slice of cake or fruit. Please explain to the student how they can access these.

We will provide you with information about any special dietary requirements or allergies. We ask students to let homestays know if they have any special requests.

Homestays are expected to prepare meals for the student (breakfast, lunch, and dinner). Students may want to help the family in their meal preparations or cook something themselves. Please do talk to your student about this and advise them how to use the kitchen and the necessary safety rules. If students have their own food that they wish to eat during their stay, we ask that they let you know so that this can be stored safely (for instance in a fridge if required).

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 students 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 contact us by email to obtain the relevant policy. Please take time to read this document:

[监护服务 - 科博国际教育 \(https://www.hope-studyabroad.com/post/view/341\)](https://www.hope-studyabroad.com/post/view/341)

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.

Please refer to our separate Welfare, Health and Safety statement, that can be found:

[监护服务 - 科博国际教育 \(https://www.hope-studyabroad.com/post/view/341\)](https://www.hope-studyabroad.com/post/view/341)

Medication

Occasionally students may have health conditions that require them to take medication. Medicines will usually be passed to the homestay from the school, with full details given. In such circumstances we will provide you with a care plan, which will provide necessary information, and an administration of medicines record sheet. Please record any medication administered and return the sheet to Mei XIAN at the end of the student's stay. Where a student's condition requires homestays to have specific training, we will arrange this for you. If a student arrives with medication that you were not expecting, please contact Mei XIAN immediately.

Private Fostering

Where Hope International Education (UK) Ltd 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.

Hope International Education (UK) Ltd is required to liaise with the school and the homestay to ensure that where possible the local authority is 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.

Hope International Education (UK) Ltd will liaise with the school and homestay to explain carefully what is required of them in entering a private fostering arrangement. This includes explaining that there will be regular visits and meetings with the local authority.

Hope International Education (UK) Ltd 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

Hope International Education (UK) Ltd ensures that any payments due to homestays are transacted promptly and in line with any contractual agreements in place.

Homestay Host Agreements

All homestay hosts sign a Homestay Agreement before welcoming any students. This agreement outlines:

- Hosting fees payable to the homestay for full-board arrangements.
- Payment schedules and method of payments shall be discussed with students' families prior each stay.
- Expectations and responsibilities of the homestay, including meal provision, safeguarding, and tenancy terms.
- Claiming expenses and Reimbursement Process.
- Cancellation, absence, or early departure policies, which specify how fees are adjusted if a student leaves early or is temporarily away.

This agreement ensures transparency for all parties and allows payments to be processed efficiently and consistently.

[Your contract and cancelling the agreement](#)

All homestay hosts engaged by Hope International Education (UK) Ltd are required to sign a Homestay Agreement Contract prior to hosting any student. This contract outlines the responsibilities of both the homestay and Hope International Education (UK) Ltd.

Termination by Hope International Education (UK) Ltd

Hope International Education (UK) Ltd reserves the right to terminate the Homestay Agreement where necessary. In most circumstances, Hope International Education (UK) Ltd will provide the homestay with a minimum of two weeks' written notice of termination. However, the contract may be terminated with immediate effect where:

- There is a safeguarding concern or allegation
- The student's welfare is at risk
- The homestay breaches the contract or fails to meet expected standards
- There is conduct that is deemed inappropriate, unsafe, or unprofessional
- The host refuses mandatory safeguarding, welfare, or compliance checks

In all cases, Hope International Education (UK) Ltd will support a smooth transition for the student to alternative accommodation.

Termination by the Homestay Host

Homestay hosts may also terminate the Homestay Agreement. Hosts are required to provide a minimum of two weeks' written notice to Hope International Education (UK) Ltd, unless exceptional circumstances apply. During the notice period:

- The host must continue to provide safe and appropriate accommodation and care
- The student must not be asked to leave without prior agreement with Hope International Education (UK) Ltd will arrange alternative accommodation as quickly as possible.

If the homestay needs to terminate the agreement immediately due to an emergency or unforeseen situation, the host must contact Hope International Education (UK) Ltd at once to ensure the student's immediate safety and alternative placement.

End of Placement

When a student's placement ends naturally (e.g., the end of a school year or programme), the Homestay Agreement for that student concludes automatically. However, the agreement between the homestay and Hope International Education (UK) Ltd remains valid for any future placements unless formally terminated by either party.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Hope International Education (UK) Ltd takes advice from the government, the UK Health Security Agency 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 Hope International Education (UK) Ltd may not be able to offer homestay accommodation as this could place students, homestay families, and the wider community at risk. Hope International Education (UK) Ltd will work with parents to find flights to home countries where required. Hope International Education (UK) Ltd 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. Hope International Education (UK) Ltd will work with parents and schools to find suitable quarantine accommodation for students where required. Hope International Education (UK) Ltd has a policy that outlines the procedures we will follow during a pandemic. This can be found here: [监护服务 - 科博国际教育 \(https://www.hope-studyabroad.com/post/view/341\)](https://www.hope-studyabroad.com/post/view/341)