

# Parent Handbook

## 2019 - 2020

### Contents

<b>1 - KEY INFORMATION</b>	<b>2</b>
<b>2 - WHY DOES YOUR CHILD NEED A Carer or Agent like EHUK?</b>	<b>3</b>
<b>3 - HOW IS EHUK ORGANISED AND WHO ACTS AS YOUR CHILD'S contact?</b>	<b>4</b>
<b>4 - EHUK HOST FAMILIES AND CANCELLATION CHARGES</b>	<b>5</b>
<b>5 - POLICIES FOR STUDENTS STAYING AWAY AT NIGHT AND TRAVELLING ALONE</b>	<b>7</b>
<b>6 - INFORMATION</b>	<b>7</b>
<b>7 - ADDITIONAL INFORMATION</b>	<b>8</b>
<b>8 - BEING ASKED TO LEAVE THE PROGRAMME</b>	<b>9</b>
<b>9 - EQUAL OPPORTUNITIES</b>	<b>10</b>
<b>10 - COMPLAINTS</b>	<b>11</b>
<b>11 - SAFEGUARDING POLICY</b>	<b>12</b>
<b>12 – EHUK ADDITIONAL SERVICES</b>	<b>14</b>

If you cannot find the information you are looking for or if you have any further questions, please ask EHUK and we will be happy to help.

This Handbook is designed to give you an insight on how EHUK operates, our procedures and standards, and what you can expect if you choose EHUK, so that you can make an informed choice of a guardian or a homestay for your child.

## 1 - Key Information

EHUK Ltd (Exeter Homestay UK Ltd)  
Exeter Business Park, 1 Emperor Way, Exeter, EX1 3QS, United Kingdom  
Telephone: +44 1392 314541 (Monday to Friday: 09:30 – 18.00)  
Emergency Telephone: +44 7513871084/01392581509 (out of office hours) Email:  
exeterhomestay@yahoo.co.uk/admin@exeterhomestayuk.com  
Office opening hours: 09:30 to 18.00, Monday to Friday

**Public Holidays** (EHUK will be closed on these days and 1 week over the Christmas period)

	<b>2019</b>	<b>2020</b>
New Year's Day	1 <sup>st</sup> January	1 <sup>st</sup> January
Good Friday	19 <sup>th</sup> April	10 <sup>th</sup> April
Easter Monday	22 <sup>nd</sup> April	13 <sup>th</sup> April
Early May Bank Holiday	6 <sup>th</sup> May 27 <sup>th</sup>	4 <sup>th</sup> May 25 <sup>th</sup>
Spring Bank Holiday	May 26 <sup>th</sup>	May 31 <sup>st</sup>
Summer Bank Holiday	August	August
Christmas Day	25 <sup>th</sup> December	25 <sup>th</sup> December
Boxing Day	26 <sup>th</sup> December	28 <sup>th</sup> December (substitute day)

Christmas Break: 25th December 2019 – 1st January 2020

### Emergency Numbers in the UK

999 (or 112)	Emergency: Police, Fire Brigade, Ambulance	Free
101	Police (Non-Emergency)	Free
111	NHS (National Health Service, Non-Emergency)	Free

### About EHUK

Founded in 2007, EHUK offers unique and bespoke tailored services in all aspects of student Homestay, summer school and independent education. Our main aim is ensuring all students have a safe and enjoyable time in the UK, while reaching their full potential.

Choosing to study abroad is a very important and life changing decision and it can take time for many students to feel comfortable in their new surroundings. We believe that by developing strong and trusting relationships with the students in our care, they will gain the most out of their experience in the UK. Students' welfare is a top priority and all students are assigned a dedicated contact and given an emergency phone number which is available 24/7.

## 2 - Why does your child need a Homestay or an Agent?

UK schools require all their students whose families live overseas to have an appointed contact or Carer residing in the UK, aged over 25 years. It is also now a UK visa requirement. Whilst at the school, your child's host family will take responsibility for academic progress and welfare, but there are times during the term and more importantly outside term time, when the school must be able to hand over these responsibilities to a properly appointed agent as ourselves. For example, weekends, half terms, medical emergencies, suspensions and exclusions.

The guardian's or Agent's responsibilities include:

- acting on behalf of you as parents in situations where you are unable to do so due to distance or timing;
- looking after your child's welfare in the UK when the school is closed for holidays;
- providing a host family for your child to stay with during half term and fixed weekends when the school is closed;
- assisting your child with things they may need – school uniform, sports equipment, pocket money, phone cards, mobile phone, UK mobile sim card, etc.;
- helping your child arrange travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers);
- helping your child if things go wrong:
  - if they get into trouble at school they may be suspended and asked to leave the school for a period, at short notice
  - if they have problems with immigration or passports (for example, lost or stolen)
  - if they get ill and need to go to hospital, or away from school
- being available for your child anytime, particularly if they are worried about things like:
  - work
  - school
  - friends
  - their own family. It is not unusual for students to feel unhappy and maybe homesick when they first start school and do not know anyone. We are available to advise and support students in times of need.
  - the host family they stay with. Life in the UK may be very different to their own country and we can give your child ideas and guidance to help them settle in more quickly and easily.

EHUK can act as your child's contact and will take responsibility for decisions made.

EHUK have a strong background in education, and experience and knowledge of boarding schools and international students. EHUK will be the main point of contact for issues for your child during school terms. If requested, your child's dedicated Coordinator will visit your child at school where necessary.

EHUK will ensure all arrangements are carefully put in place, and that confirmation is sent to you, your child and your child's boarding school, host family or even to the school. You and your child may have regular contact with EHUK by telephone or we strongly advise email as a communication channel. The Administration team means that all data and plans are kept centrally, and therefore any queries and problems can be quickly and efficiently resolved. If it would help you to be able to talk to a member of EHUK in your native language, this can often be arranged.

Please remember to provide us with your current mobile number and email address for us to be able to contact you as quickly as possible if need be.

### 3 - How is EHUK organized and who acts as your child's contact?

#### Director

Carol Daley is EHUK director and most experienced homestay organizer. With many years of experience. Carol has extremely broad knowledge of the education system in the UK, boarding schools, homestay and safeguarding of students.

#### Managers and Administrators

EHUK has a team of friendly, dedicated and knowledgeable staff members who are always available to help with any questions you have. They ensure that all arrangements are made quickly and efficiently, and they oversee all communication between EHUK, students, parents and schools.

#### Coordinators

Every student is assigned a dedicated Coordinator who will be main point of call for you and your child. Your child's dedicated Coordinator will be in regular contact with you and your child and will visit your child every 10 week at the Exeter Office or at school if necessary and at their host family (dependent on the package booked). Your child's Coordinator will always be available by phone in cases of emergency.

#### Host Families

Our carefully selected and inspected host families look after students during their stay. Your child will be welcomed and treated like a member of the family.

#### Accreditation

EHUK is not fully accredited, and at present feel the need of not having to be, but maybe in the future.

### 4 - EHUK host families and cancellation charges

EHUK have several host families with whom we place our students with during their stay. We will match your child as closely as possible to the family in terms of their experience, interests, and location. We try where possible to place your child in the same host family for all their stays, subject to availability.

All our host families meet the guidelines set out by British Council. Host families are inspected at least once a year by EHUK to ensure high standards are maintained. EHUK also undertake rigorous checks on each family, including with the (Disclosure and Barring System or DBS).

Our host families will all have a kind disposition towards your child and are given guidelines and, where necessary, training from EHUK on the best practice when hosting an international or UK student. This includes advice on Health and Safety matters but if you have any concerns whilst your child is staying with our host family, please let us know immediately.

Students are expected to respect their host family's way of life in return for being accepted as a family member. Hosts are encouraged to include students in family life and to arrange activities and excursions.

Please note, actual responsibility dependent on the stay remains with the host family during your child's stay, but EHUK oversee all of the areas, so you should speak to us about any concerns you may have or if you need to make any changes to the original arrangement.

#### House Rules

Every host family has their own house rules which will be given to your child upon arrival. Your child will need to respect and follow them accordingly. In addition, students must also follow EHUK homestay rules which can be found in the Student Handbook and which will also be sent to your child before their stay.

## Curfews

Your child is given strict guidelines to follow if they go out while staying with their host family. They are told to inform the family of where they are going and when they will return. They are also told to always have the host families and EHUK phone numbers with them at all times in case there is a problem, or they are delayed in returning home.

<b>15 and under</b>	<b>Must be accompanied by an adult member of the host family</b>
<b>16 &amp; 17</b>	<b>Must return by 10pm at the latest</b>
<b>18 and over</b>	<b>Must return by 10.30pm at the latest</b>

If your child would like to stay out all night (for example, at a friend's house), we must receive written permission from you in advance (see Other Accommodation).

## Travel

For transfers between the airport and school, or between the host family and school, we can arrange transport where necessary.

Travel by rail and coach can be arranged for economical long-distance transfer. EHUK will check timetables, book tickets and arrange for an escort (**Under-16 children are not allowed to travel unaccompanied**) if required.

## Booking a Host Family

To book a host family, please provide us with all arrangements and homestay requirements, as detailed as possible. We will then match your child with a suitable host family and send you a family profile for your approval. Once you have agreed, we will book the family according to the dates provided by the school. If you are not happy with the host family choice, you will be asked to clarify the requirements and we will begin another search accordingly.

## Changes to Bookings

Should you wish to change your child's accommodation booking, an additional administration fee may be charged. Any fees incurred due to the change will be chargeable.

If less than two weeks' notice is given for any changes to accommodation bookings, two weeks or the total stay of accommodation fees is chargeable (whichever is shorter).

If less than two days' notice is given for any changes to transfer bookings, the full transfer fee is chargeable.

## Cancellations

Should you wish to cancel your child's accommodation booking, 1 term notice prior to arrival in writing is required for any necessary refund to be considered. If a refund is to be made, any administration fees plus 10% of the accommodation fees will not be refunded.

Should you wish to cancel your child's transfer booking, notice in writing is required for a refund to be considered. If a refund is to be made, any administration fees plus 10% of the transfer fees will not be refunded.

Bank transaction charges will be deducted from the refund amount if the transfer is made to an overseas account.

## Homestay Arrangements in an Emergency

In emergency situations, for example if your child has a medical issue or is suspended and cannot stay in school, EHUK will arrange emergency homestay accommodation for them. If a parent cannot be contacted, EHUK will arrange services for the Student, e.g. accommodation or taxi transfers. In these cases, EHUK will charge from the Parents. In the case of Basic packages, the parent agrees to pay the fees for the additional services.

### Missing Student Policy

As your child's dedicated Agent, we always need to know their whereabouts. If they go missing from school or homestay accommodation and we cannot reach them, we will report them to the police as a missing person. Therefore, you must always inform us if there are any changes to your child's accommodation/travel plans.

Host families are expected to report unexplained student absences or other situations affecting student safety to EHUK immediately. If a student is reported to us as missing, we will take all necessary actions to locate the student.

More details about homestay accommodation and the services provided can be found in the Student Handbook.

## 5 - Policies for students staying away at night and travelling alone

We have an obligation to parents, schools and even the UK Immigration to care for and protect our students and to provide safe host family accommodation. If you would like to make alternative care arrangements during half term / weekends for your child, please follow the rules below.

### Students aged 15 and under:

Accommodation: Must stay in homestay accommodation arranged by EHUK unless otherwise agreed.  
Transfers: Students are not allowed to book their own transfers or travel unaccompanied unless otherwise agreed.

### Students aged 16 & 17:

Accommodation: Parent's permission in writing in advance is required, during office hours. PLUS, details of the accommodation and travel plans, as well as the main contact person, who should reside in the UK and be over 25 years old and agree to full responsibility for the student during the stay.  
Transfers: Students can make their own travel arrangements and travel alone if EHUK is informed and given the details. We would recommend that students travel with a friend.

### Students aged 18 and over:

Accommodation: Parent's permission in writing in advance is required, during office hours.  
Transfers: Students can make their own travel arrangements and travel alone if EHUK is informed and given the details.

## 6 - information

### Administration Fee and Homestay Fees

An administration to EHUK is paid to reserve a homestay. Should the student not enroll for any reason other than visa refusal, the deposit will not be returned. The deposit will be kept by EHUK.

Homestay fees are paid either termly or annually in advance but must always be paid prior to the start of

term.

### Parental Authority

Schools/Colleges frequently need a parent or guardian to sign for parental permission for students to participate in school activities and excursions. Our policy is to forward these to you as parents for approval or your child can give you this to sign.

## 7 - Additional information

### Feedback

Your views and comments are very important to us. We welcome your feedback and opinions so that we can improve our services.

Shortly after the start of your child's 2<sup>nd</sup> term, EHUK will send you a questionnaire; in this you can tell us if everything is going well or if you have any problems. This is so we can help you at this stage of your child's stay if you need it.

If you would like to leave feedback at any other time, please send it to us via email at [admin@exeterhomestayuk.com](mailto:admin@exeterhomestayuk.com) or contact the office on 01392 314541.

### Living in the UK

For tips and advice about living in the UK, please see the detailed section in our Student Handbook. Here you will find information regarding culture, religion, health, safety and laws in the UK, plus useful website links.

### Student Finances

If you have booked a We Care or We Care Plus package for your child – N/A at present

A host can help take care of pocket money for students. The family can keep your student's pocket money safe and release funds to them when needed. Your child should not keep large amounts of cash in their room in case of theft.

Your child may need to open a UK bank account, however if they would like to open one, we may be able to help. To open an account, they will need a 'bank letter' from the school/college, their passport/ID and proof of address. If a bank card is lost or stolen, it must be reported to the bank immediately so they can cancel the card and send a new one.

## UK Education System

	School Year	Age	
<b>Primary Education</b>	1	5 - 6	Primary education begins at age 5 and continues until age 11. At the end of year 2 and year 6, pupils take compulsory SATs (Standard Assessment Tests).
	2	6 - 7	
	3	7 - 8	
	4	8 - 9	
	5	9-10	
	6	10-11	
<b>Secondary Education</b>	7	11-12	During Year 9, students choose which subjects to study in years 10 and 11. These will be the subjects they take for their GCSE (General Certificate of Secondary Education) exams at the end of year 11.
	8	12-13	
	9	13-14	
	10	14-15	
	11	15-16	
<b>Further Education</b>	12	16-17	At the end of students' secondary education, they can either pursue academic qualifications such as A-Levels or IB in order to go to university, or vocational qualifications such as NVQs and BTECs to prepare them for full time employment.
	13	17-18	
<b>Higher Education</b>	University Undergraduate	17+	UG 3 years – standard courses. UG 4 years – sandwich courses or study a year abroad. UG 5 years – Medicine, Veterinary and Architecture degrees.

## 8 - Being asked to leave the Homestay program me

If your child does not follow EHUK Rules or Policies, we may terminate the contract and cease the service without giving you a refund. We may ask your child to leave for the following reasons:

- **Not attending classes**
- **Abusive behavior**
- **Not following all rules relevant to their stay in the UK**
- **Damage to school or homestay property / Unsocial behavior / Criminal activity. We could also ask you to pay for any damages to school property and/or accommodation.**

If your child breaks the rules or does not follow the Policies, we will:

1. Give them an official verbal and written warning and notify you as parents. This aims to stop them from repeating any offence.
2. Permanently exclude them from the services and notify the school if they repeat the offence or break any other rules.

No refund or alternative arrangements will be available.

Alternatively, in severe cases, we may terminate the contract immediately.

## 9 - Equal Opportunities

EHUK and all its staff, strive to achieve equal opportunities across its service scale. We believe that everyone should be treated equally and given the same chances.

We have a zero tolerance for abusive behavior and will act against and support any member of the organization who is a victim of such events.

### **Students under EHUK care can expect:**

- honesty and accuracy in all information and publicity about our services
- a warm friendly service from all our members of staff, including support and advice when required
- to have regular opportunities to discuss their progress through regular tutorials with our education consultants and opportunities to seek advice about their future where necessary
- to stay in clean and comfortable homestay accommodation
- to be taught by appropriately qualified and professional tutors who plan and prepare suitable lessons (if required)
- an interesting and varied Social Programme including many free activities (college or school)

### **EHUK expects its students:**

- to read through the Student Handbook to learn about our services and advice on studying in the UK
- to abide by all school rules and homestay rules to ensure the school/college and homestay accommodation remain safe and happy places and all students gain the best possible experience from their stay
- to inform EHUK of any change of address or contact details
- to follow the E-Safety policy (found in the Student Handbook) and to not use any computers inappropriately or to download inappropriate material
- to respect other people's cultures, traditions and beliefs and to avoid behavior or language that may cause offence
- to be polite and respectful when speaking to all students, staff members and visitors

## 10 - Complaints

### **Informal Complaints**

Many complaints can be resolved quickly and informally. You can speak to any member of staff about your complaint, no matter how small.

If you make an informal complaint:

1. It will be acknowledged immediately (if made in person or over the phone), or within 1 working day if made via email (please remember that the office is open Monday to Friday, 09:30 – 17:30).
2. We may ask you further questions, to repeat and clarify information and/or to provide evidence (photos, for example) to support your complaint.
3. We will tell you when and how you will get an outcome (result)– this will be within 2 working days.
4. We may give you an 'action plan' to tell you what will happen next.
5. You will be asked to confirm if you are happy with the solution.
6. We will keep a confidential record of your complaint.

### **Formal Complaint**

If you are still unhappy, you can make a formal complaint.

To make a formal complaint:

1. Please request a Complaint Form from us.
2. The form should be completed and returned to us.
3. We will send you written confirmation that your complaint has been received within 3 working days.
4. We may invite you for a meeting so we can discuss the issue.

5. We will respond to you via email or in writing within 10 working days.
6. We will keep a confidential record of your complaint.

### **Formal Complaint – Second Stage**

If you are still unhappy, you can make a Second Stage formal complaint.

To make a second stage formal complaint:

1. Please write and post a letter directly to the Office Manager or the Managing Director.
2. Please write as much detail as possible. Include names and dates if applicable and how you want your complaint to be resolved.
3. We will write or email you within 10 working days to confirm we have received it. If you do not receive an email or letter within 10 working days, please call us to confirm we have received your complaint.
4. We may invite you to a formal meeting to discuss your case further.
5. You will receive the outcome to your complaint within 30 working days.
6. We will keep a confidential record of your complaint.

## 11 - Safeguarding Policy

EHUK has a legal duty of care toward young people who use our services. We have a policy and procedure in place to help protect our students from harm and for reference in case something goes wrong. All staff members are responsible for students' safeguarding.

The following staff to students' ratios applies during activities organized by  
EHUK: 1:10–15 1:15–20 (11+)

EHUK would exceed these ratios if the safety and welfare of the students required it. There should be enough supervisors to deal with an emergency.

If you would like to speak to someone or report a safeguarding issue, please contact one of the officers in the school and/or EHUK Office Manager.

Useful telephone numbers and websites:

NSPCC: **0800 800 5000** - [www.nspcc.org.uk](http://www.nspcc.org.uk)

Child-line: **0800 1111** - [www.childline.org.uk](http://www.childline.org.uk)

EHUK Child Protection Co-Ordinator

Local Authority Designated Officer

NSPCC Whistleblowing Advice Line: **0800 028 02**

### EHUK- Ways of Safeguarding

- Y Student Handbook and Child Protection Policy are given upon arrival.
- Y Parents must send a consent / registration form where rules and contact details are provided.
- Y U16s are kept separate from older students in different homestay accommodation.
- Y EHUK works with a transfer provider who only uses licensed and DBS-checked drivers.
- Y Regular contact with students.
- Y EHUK only places under 18 students with families where the main host will be DBS-checked.
- Y EHUK ensures that under 18s return by curfew times by educating the students, parents and host families. If a student does not return home by the specified time, the host must call the student and if necessary, inform EHUK via the emergency number.
- Y When staying in the residential accommodation the ratio of residential adults to student will be at least 1-20 for students aged 12-17 and 1-15 for students under 12.
- Y Following safer recruitment practices and ensuring all roles involving responsibility for, or those with substantial access to under 18s will have suitability checks, for example with the Disclosure and Barring Service (DBS). These roles include teaching, administration, social activities and management staff.
- Y EHUK ensures that management and all staff are trained to a minimum safeguarding level 1 and that students are aware of safeguarding arrangements.

## Code of Conduct – what EHUK staff must do

### DOs:

- Actions: behave appropriately (actions, dress code, language), work in an open environment, be alert for signs of abuse, maintain a safe, professional distance in all relationships with students, treat young and vulnerable people with dignity and fairly, actively prevent learners from accessing any form of inappropriate material, educate students on E-Safety.
- Accommodation: inform students in advance if you wish to clean or inspect their bedrooms. If sharing the same accommodation with under 18s, prepare a bathroom Rota in order to ensure they have privacy.

### DON'Ts:

- Actions: don't leave young person's alone if they are under your supervision, socialize with young or vulnerable learners on occasions when it does not constitute part of your normal duties (on or offline), use any visual, audio-visual or written material that exposes young people to harm (be it physical, emotional or sexual), give young or vulnerable people prescription drugs or medication (without their parent's consent), drink alcohol, smoke or use drugs when working with under 18s (nor make jokes with reference to them).

## Safeguarding Procedure – Child Protection

Information which shows an adult may have:

- behaved in a way that has/may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child in such a way that indicates s/he would pose a risk of harm if working closely or regularly with a child

Types of abuse: grooming, sexual abuse, emotional abuse, physical abuse, neglect, controlling, coercive and threatening behaviors.

If you have a concern about any of the above, please contact one of the officers at school or EHUK Office. It is not for staff to decide if the allegations are true or not. Their role is only to listen, report to the authority as accurately as possible and allow the official procedure to then take over.

## EHUK PREVENT Policy

EHUK is aimed to ensure that vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism, and before they become involved in criminal terrorist related activity.

Everyone plays an important part in it. All students are expected to look after each other and raise concerns with a responsible adult if necessary.

**Anti-Terrorist Hotline: 0800 789 321**

Reporting terrorist material online at [https://eforms.homeoffice.gov.uk/outreach/terrorism\\_reporting.ofml](https://eforms.homeoffice.gov.uk/outreach/terrorism_reporting.ofml)

### How does EHUK PREVENT?

- Raising awareness and educating.
- Promoting equal opportunity and tackling discrimination to learn to understand others, to value diversity and promote shared values.
- Promoting a safe and supportive international environment via clear expectations of accepted behaviors and those, including radicalization and extremism, that will not be tolerated.
- Promoting British values, culture and traditions, including democracy, the rule of law, individual liberty and respectful tolerance of different faiths or beliefs.
- Providing information and School Rules on arrival.
- Recognizing the signs:
  - students talking about exposure to extremist materials or views outside school
  - changes in behavior, e.g. becoming isolated
  - fall in standard of work, poor attendance, disengagement

**Procedure**

The following steps may be taken when dealing with incidents:

- If radicalization behavior is suspected or witnessed, it must be reported to the school. Parents will be kept informed, where necessary.
- In the occurrence of any radicalization behavior, the following disciplinary steps will be taken:
  1. The giving of an official verbal and written warning, in the hope to cease offending.
  2. In the event of a second occurrence (even if the victim or offence differs from the first), permanent exclusion from the services. No refund or alternative arrangements will be made.

If the abuser is a staff member, the action to be taken will follow the 'disciplinary procedures' within the staff handbook.

**12 – EHUK additional services**