



Homestay Provider Handbook

2019 ISSUE 1

TEG Colleges

TEG Homestay Provider Handbook

Introduction

TEG would like to thank you for your continued support in providing excellent accommodation to our students. If you are a new host and reading this booklet for the first time we hope you will find the information provided informative.

New Homestay Providers

Please take time to read and understand the regulations and conditions stated within this booklet and make sure you are able to comply with all of the stated legal requirements BEFORE you sign to say you fully comply with the regulations and are available to host students. Home visits will be completed to check that everything is in place before a student is placed with any hosts.

Current Homestay Providers

Please take time to read and understand the regulations and conditions stated within this booklet and make sure you are able to comply with all of the stated legal requirements BEFORE accepting any new students from the College. Home visits are completed every two years to check everything is still in place.

Under 18 Students

Please note that the College has a duty of care to all students under the age of 18. We ask all students and homestay providers to co-operate at all times to ensure compliance with the National Minimum Standard for Accommodation of Students Under Eighteen by Further Education Colleges under Section 87A of the Children Act 1989.

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What must be provided

- A single room for each student must be provided (sharing can only be permitted if the student has specifically asked for this) with sufficient drawer/clothes hanging space, a desk/table where the student can work and with sufficient light. In case there is no space for a desk in the room, a similar space should be provided for the student's use.
- The room must be adequately heated in the winter or if the student feels cold.
- The house must have a good Wi-Fi connection available for students.
- The student should be given clean bed linen and towels every week.
- A daily bath and/or shower should be available for students. Toiletries are not required
- Hosts are not allowed to accommodate more than 4 students in their home.
- Hosts must not accept more than one student of a particular mother tongue (unless students have requested or specifically agreed to this). You should inform us of any other students you may have that speak the same language.
- Hosts must provide students for students aged 16 or over with a front door key. (Below this age, students will arrive at home when you are there)

Food and kitchen arrangements

- 'With meals' basis. Hosts should provide breakfast and an evening meal from Monday to Friday. Breakfast, a packed lunch and an evening meal should be provided on Saturday and Sunday.
- For self-catering accommodation, the host providers should provide full access to kitchen facilities at reasonable times. You will need to provide the student with storage space in a cupboard and an area in the fridge, use of cooking pans, utensils and crockery. The student should clean up after themselves.
- Students wishing to stay in a homestay accommodation see it as an opportunity to learn more about the language, culture and traditions. Hosts should encourage the student to feel at home and to treat him/her as a member of the household rather than a paying guest. Student must be able to practise his/her English out of class, which can take place after the evening meal if no other opportunity presents itself.
- It is important to be aware of cultural differences in cuisine, such as some students not eating pork. Students who have special dietary or medical requirements should make this clear to the College at the time of requesting accommodation and this will be discussed with the Host before a placement is confirmed.
- A clear understanding is needed about the use of the kitchen. Some hosts are happy to allow students unlimited access to the kitchen for making drinks, snacks or even meals, but this cannot be assumed in all cases. Clarification may be required upon the student's arrival.
- Where meals are provided by the Host, these must be balanced and varied, providing a reasonable amount of meat/fish, fresh fruit and vegetables.

Homestay allocation process

- The allocation of students into homestay accommodation is not an exact science and no guarantees can be made. However, we always keep both the student and host providers' preferences in mind. It is vital for us that the student and the host provider feel comfortable and enjoy the experience.
- We will always try to give all our hosts at least one opportunity to host students. However, we do have to consider location, availability and the personal preferences of the student and host.

Booking

- You will be contacted with the details of the students that we would like to place with you. If you accept the student, we will confirm the booking by email or letter. Upon payment, students are provided with a Homestay Provider Profile, which contains your contact details, address and map. Although the College will make every effort to provide the student's expected arrival details, it is recommended that students and hosts introduce themselves prior to the students arrival.

Cancellations and notice periods

1. Cancellation by a host provider

- When accepting a booking from the College, please be aware that upon agreeing to take a student, a chain of events is activated. While it is understood that occasionally hosts have to cancel due to hosts emergencies, we do not expect our hosts to cancel, unless it is absolutely unavoidable. A cancellation not only involves extensive administration for us, but it damages our credibility with the student, which, in turn, can damage our reputation. Worst of all, a change of plan can cause unnecessary stress for the student who has mentally prepared himself/herself for his/her new accommodation away from home.
- If after taking a student and for any reason the arrangement does not work and you wish the student to leave, please give at least one week's notice.

2. Cancellation by a student

- If a student cancels the accommodation we have booked with you, we will notify you as soon as possible and place you on top priority for a replacement (subject to matching criteria). Should the cancellation occur less than one week prior to the booked arrival date, and if we are unable to supply a suitable replacement student, you will be entitled to receive financial compensation (one week of the rent agreed). Compensation will also be paid if a student fails to arrive without having given prior notice (no-show).
- Once in the accommodation, the student will also have to give one-week notice should they decide to leave the homestay.
- In case the reason to request a change from either side is due to serious misconduct or inappropriate behaviour, the conditions stated above will not be required and the College will arrange a change as soon as possible.

Arrival time

We will try our best to let you know what time the student will arrive. However, if this is not possible due to any changes/delays, the student is told to contact you directly by telephone or email (your contact details are given to them after the booking is confirmed).

First day procedure

- Students usually arrive at weekends, but some students may arrive on a different day due to flight availability.
- Hosts must make sure that there is an adult available to receive students on arrival.
- When hosting under 18s host providers must pick up/drop off the students from/to the College or the station.
- On the first day of the course, the host should make sure that their guest understands how to get to the College. Students very much appreciate being accompanied to College on their first day.

First Day Tips

- Upon arrival, smile, be patient and put the student at ease as much as possible. Try not to make them feel rushed. Remember they may have been travelling for many hours and it will take time for them to settle in to their new home.
- Speak slowly and clearly and if you are not sure you have been understood, write down the information. New students can often understand the written word rather than the spoken word.
- Offer the student the opportunity to speak about issues, encourage them to ask questions and talk to you about their home country, this can help students relax and many enjoy sharing their experiences with you.
- It is a good idea to spend some time with the student at the beginning of the hosting arrangement; this can be used as an opportunity to get to know one another. You can discuss 'house rules', meal times, telephone, how to use the kitchen and bathroom appliances etc.
- The host must show the student the exit from the house in case of emergency/fire.

Students Using Your Address

Students staying in your home may have to use your address for Visa Letters, Police Registration Letters, Opening a Bank Account, NIN application or/and Post deliveries. We do ask students to inform the host when they do this and they are not allowed to use the address after they have left.

Cleaning

- For students over 18, the students are responsible for cleaning their rooms unless the host is prepared to do so. Students should be requested to keep their rooms in a tidy condition. Students should be supplied with fresh towels and bed linen every week.
- For students under 18, although we tell students to be tidy, we do ask host providers to clean the student's room.

Laundry

- For both types of accommodation, hosts have the choice of either doing the student's laundry once a week (ironing is not essential but would be appreciated) or showing the student how to do their own laundry and ironing. If the student is asked to do their own laundry, we ask hosts to provide detergent and softener.

Students outside the class

Full Rules for both age groups outside of class can be found on Page 5.

[aged 16 and above]

- Students are encouraged to participate in the social activities that are organised at our College including bowling, quiz nights, movies, pub nights (over 18s only) or excursions.
- We ask students to tell homestay providers if they expect to return particularly late in the evening or will be staying away from the house overnight (over 18s only). We also expect students, as part of the household, to be invited to watch television or listen to music or spend time talking with the rest of the household.
- If the host goes out at the weekend the student should be asked to join them. Only if the student declines this offer can he/she be left alone. This only applies to students over 18. Students under 18 should not be left unattended in the house for a long period of time. Typically, though, students over 18 will often have made alternative arrangements to go out with friends at these times, or take part in some social activities organised by the College.
- Students aged 16 and 17 have a curfew of 9pm every night.

[under 16]

- Students of this age have stricter rules and have a curfew of 6pm every night.
- They are not allowed outside unaccompanied after 6pm or at weekends.

Holidays

- If a student leaves a host provider for a limited number of days/ goes on holiday and leaves their belongings in their room the host will receive the payment for self-catering unless otherwise stated. Students must inform the College about any holidays or sickness.

Telephones

- Students should be allowed to receive incoming telephone calls. Outgoing calls must be arranged by the student (unless there is an emergency). The host must make sure the student understands the rules. The College is not responsible for the cost of any calls made by the student.

Payments

- Usually, the student will pay the College directly for their accommodation and then we will transfer the money each week in advance of their stay. Some students may wish to pay the host directly in order to forgo our £10 weekly administration fee. Any changes to payment must be agreed by all parties and the College has to be notified. Please be aware if you decide to arrange the payment directly with the student, the College will, automatically, cease to be responsible for any future issues regarding provision of accommodation for that particular student.
- Payments are transferred via bank transfer every Wednesday.

Insurance

Please be advised that our College accepts no responsibilities for any loss or damage caused by the student. We advise homestay providers to check that their household insurance policy covers them for hosting students.

Feedback

- Feedback is one way in which we maintain and develop our standards both for the students, but just as importantly for the hosts.
- We continually monitor the progress of our students and have sufficient contact time with them to make sure they are happy at the College and in their home environment.
- If any issues arise we do our utmost to keep hosts informed, as we believe this honest and open dialogue helps maintain a positive atmosphere which in turn benefits all parties involved.
- We encourage the students to create and maintain this same dialogue stream with the hosts as we feel that if they are able to speak openly about any issues which arise with the host directly, this is far more beneficial to maintaining a healthy relationship between host and student.
- We do, however, find it is often the case that students are afraid of upsetting their host and come to speak with us about issues first. In this instance, we will make a phone call to you to resolve the issue.

What we expect of a student in a Homestay

Students are expected to behave in a reasonable way when living in a homestay, showing respect and consideration to the host, the host's family and the property. The student will be given the following guidelines:

Over 18

- Give an approximate time they will be home in the evening for their meal [if included], and inform you if he/she will be late.
- Inform you if he/she is not planning to eat a scheduled meal at home.
- If he/she goes out in the evenings, at weekends or during College holidays they must inform you where they are going and what time he/she expects to be back.
- If he/she intends to return home to his/her own country during College holidays, they should inform you of their intentions in advance and tell you when they expect to be back. Students must inform the host as well as the College about their holiday at least one week in advance.
- Have no overnight guests unless otherwise negotiated with you.
- Keep their room clean and tidy, and help to make sure other areas of the house that they use are in a good condition (e.g. bathroom, kitchen, etc).
- Tell you as soon as possible if they break or damage anything and offer suitable compensation if required.
- Ask you or the College for advice if he/she is unsure of or worried about any cultural differences in the UK.
- Tell you and the College if he/she is worried about anything, including bullying or harassment.
- Speak to a member of staff at the College if he/she wants to leave their homestay accommodation.
- Must not leave lights, electric fires or heaters on when they are out. Must ensure he/she locks the door as instructed if he/she leaves the property and no one else is at home.
- Must not use the kitchen or help themselves to food unless they have agreed this with you.
- Must not drink too much alcohol.
- Must not possess or consume illegal drugs at any time.
- Smoking in the house is not allowed.
- Must pay his/her homestay fees in full by the agreed date.

Aged 16-17

- **Students aged 16-17 must be home by 9pm every night.**
- Give an approximate time they will be home in the evening for their meal [if included], and inform you if he/she will be late.
- Inform you if he/she is not planning to eat a scheduled meal at home.
- If he/she goes out in the evenings, at weekends or during College holidays they must inform you where they are going and what time he/she expects to be back.
- If he/she intends to return home to his/her own country during College holidays, they should inform you of their intentions in advance and tell you when they expect to be back. Students must inform the host as well as the College about their holiday at least one week in advance.
- Have no overnight guests unless otherwise negotiated with you and with permission from their Parents and the College.
- Keep their room tidy.
- Tell you as soon as possible if they break or damage anything and offer suitable compensation if required.
- Ask you or the College for advice if he/she is unsure of or worried about any cultural differences in the UK.
- Tell you and the College if he/she is worried about anything, including bullying or harassment.
- Speak to a member of staff at the College if he/she wants to leave their homestay accommodation.
- Must not leave lights, electric fires or heaters on when they are out. Must ensure he/she locks the door as instructed if he/she leaves the property and no one else is at home.
- Must not use the kitchen or help themselves to food unless they have agreed this with you.
- Must not drink alcohol or smoke.
- Must not possess or consume illegal drugs at any time.

Aged under 16

- **Students aged under 16 must be home by 6pm every night.**
- Must be home every night for evening meals [unless permission is given by Group Leaders].
- Keep their room tidy.
- Tell you as soon as possible if they break or damage anything and offer suitable compensation if required.
- Ask you or the College for advice if he/she is unsure of or worried about any cultural differences in the UK.
- Tell you and the College if he/she is worried about anything, including bullying or harassment.
- Speak to a member of staff at the College if he/she wants to leave their homestay accommodation.
- Must not leave lights, electric fires or heaters on when they are out. Must ensure he/she locks the door as instructed if he/she leaves the property and no one else is at home.
- Must not use the kitchen or help themselves to food unless they have agreed this with you.
- Must not drink alcohol or smoke.
- Must not possess or consume illegal drugs at any time.

Failure to comply with the above will result in the College taking disciplinary action against the student. If you have any concerns about the student's behaviour, you should inform us as soon as possible.

TEG English Rules for Outside the College

Rules for all students

When you are not in the college, it is important that you follow these rules to make sure you are safe:

- Before you leave the house
- Always keep your student card with you. In case of emergency please call the number on the back of the card.
- Make sure that your phone is fully charged before you leave your house.
- Keep the telephone number of your host provider/group leader and school on your mobile phone in case you need to call for advice or tell them about a change in your plans.
- Make sure you carry any necessary medication with you (e.g. EpiPen). Call 999 in emergencies and ask for medical assistance.

Money and personal belongings

- Take special care of your passport, travel documents and tickets and keep them in a safe place. Please report to the school or to the police as soon as possible if your documents are missing.
- Watch your bag and valuables and mobile phone. Do not carry or show large amounts of cash.

Travelling around

- Be aware of your surroundings, if using headphones keep them in one ear only.
- Road Safety – remember in England, we drive on the left, so be careful when crossing the road! Look both ways when crossing a busy road as the traffic may be moving in a different direction to the traffic from your country.
- Try not to walk home alone when it is dark. If you have to walk home in the dark, try to be close to main streets with lights.
- Keep small change for taxis or buses.
- If you get a taxi, use a licensed one only.
- If you have a bike, make sure you buy and wear a high visibility jacket and a helmet. Also, get a good bike lock and always lock it when at home or in town.
- Take precautions when travelling on public transport. Be aware of suspicious or unusual behaviour.
- In case of a major incident, please follow the instructions given by the police or security services.

People

- Never speak or meet up with people you do not know or get into cars from them.
- Move or leave if you feel uncomfortable or if something does not seem right.
- Do not accept packages from strangers. Do not leave luggage unattended. You should promptly report unusual behaviour, suspicious or unattended packages, and strange devices to the police or security personnel.
- Report any unusual or inappropriate behaviour (if you think that somebody is following you) to the college staff/group leaders/host providers or to the police.

Rules for Over 18s

- Drink alcohol carefully and know your limits.
- Do not buy alcohol for under 18s – this is illegal.
- If you stay out late, try to be with a friend you trust.
- If you go to a pub, bar or nightclub, do not leave your drink unattended.
- If you think your friend has been drugged, call 999 and notify staff.
- If you get a late bus, sit close to the driver.
- Try not to arrive too late at night if you go out.
- If you do come home late, please ensure you are quiet.

Rules for 16-17s

- Let people know where you are and when you will be back.
- Try to stay/go out with a group of friends.
- You cannot enter a pub, bar or club.

Rules for under 16s

- Students under 16 are not allowed to go out alone at the weekend or after 6pm if staying with a Homestay Provider.
- You cannot enter a pub, bar or club.
- Only use a taxi in an emergency and try to go with a friend.
- Be home on time. Follow the curfew: students aged under 15 must be back at their accommodation by 18.00 each day.
- If you are going to be late, telephone your Homestay Provider to tell them.
- If you are consistently late, your parents will be informed (See Student Behaviour)

TEG Safeguarding

TEG is committed to taking action to safeguard and promote the welfare of young people and vulnerable adults receiving education at its Colleges.

Please read the following carefully to understand the policies and procedures that we have in place to ensure the safety of our young students. We also advise all our homestay providers to complete a Level 1 Safeguarding course.

This guidance summarises the key points from “Guidance for Safer Working Practice for Adults who work with Children and Young People in Education Settings March 2009” and it includes all adults working with children in whatever capacity or setting, paid or unpaid.

Abuse includes:

- Physical Abuse
- Emotional Abuse
- Sexual Abuse
- Neglect
- Bullying

Signs of abuse may be

1. Obvious and sudden, such as:

- An injury.
- A student tells you they have been ill-treated.
- A student shows concerns about the way an adult is behaving towards them.
- A student or another adult tells you they are concerned about a student who is being mistreated.

2. Part of a bigger picture over a longer period, such as:

- A student who is regularly hungry, dirty or unsuitably clothed.
- A student who is showing unusual signs of behaviour.
- Deterioration in work or lack of interest.
- A student who is isolated, distressed or angry.

2. If a student tells you about abuse

- Treat what they tell you seriously.
- Reassure the person they have done the right thing by telling you.
- Do not question the person or put words into their mouth.
- Do not promise to keep what they have said a secret.
- Tell the person you may have to pass on what they have said.
- Do not speak to anyone implicated in the abuse.
- Immediately report the information to the Designated Senior Person (DSP) at the College.
- Record what the person has said in their own words as far as possible, sign and date it and give it to DSP.
Please see *Concern (& Disclosure /Allegation) Form*.

In order to ensure the safeguarding of students under 18 years old, we ask homestay providers who are hosting students under 18, to complete Level 1 Safeguarding course online as well as a Prevent Course. Details will be sent when you apply.

Safe Practice for Host Provider

- Report any concerns about staff, students and other adult members for the household's behaviour that students reveal to you to the Accommodation Officer/Welfare Officer or DSP. It is your responsibility to safeguard the students who reside in your home.
- Follow confidentiality protocols and discuss any concerns with the College.
- Hosts should be careful not to misuse their power and influence over students, children and young people staying in their home.
- Hosts should ensure their behaviour remains professional at all times including their dress code and use of language.
- Hosts should not receive gifts other than small tokens of appreciation.
- Hosts should not give gifts, other than as part of an agreed reward system.
- Physical intervention should never be inappropriately used; hosts should follow relevant procedures and incidents should be clearly recorded and reported.
- Physical contact with students should be minimal and only used as part of an agreed and open policy.
- Physical contact such as hugging should be limited and should never be secretive, or for gratification of the host or represent misuse of authority.
- Intimate care and first aid should only be administered according to relevant procedures.
- Hosts should try to ensure that there is visual access when in a one-to-one situation with students.
- Hosts should ensure emails and telephone contact with students, including messaging and social networking, is kept on a strictly professional and factual basis.
- Hosts should behave professionally with regard to any sexual or sensitive material that may be in their homes.
- Hosts should try to prevent any misuse of the internet
- Report any illegal activities or any student misconduct to the College.
- Report or contact the Police and/or the College if you have any evidence that the student placed in your house is involved in terrorist activities or promotes extremism.
- There should be no unauthorised or inappropriate photography of the students.
- Hosts should guard against student infatuations and report any concerns to the College.
- Communication with students must never be sexually suggestive. Hosts are in a position of trust and should never engage in any sexual relationship with students in their care.

E -Safety Top Tips

The technological revolution that we are currently living in allows access to some of the most powerful communication, collaboration and research tools. With all this technological change, there are undoubtedly some risks. Here are some top tips to encourage positive behaviour in young students when using technology:

Social Networking



1. Check for privacy and security – Make sure that you check, and encourage students to check privacy and security settings.

2. Don't add strangers – Encourage students to only add people that they actually know and not just because their friends know them.

3. Be an online friend – Request that you or a close relative be an online friend to help and support their online life.

Instant Messaging



1. Permission – Advise students to get permission from friends or family before taking and then sending pictures.

2. Dangerous Selfies – Be sure to talk to students about the kind of images that they may send to each other. Innocent pictures can end up in the hands of potential abusers.

3. Cyber-bullying – Talk to students about the messages that they send and receive. Encourage them to only send the kind of messages that they would like to receive.

Video Sharing



1. Know what they are watching – Most sites prohibit pornography and gratuitous violence, but be careful as there may still be videos that are inappropriate for children.

2. It's out there forever – Encourage students to only share appropriate content. Once it's out there, it can be copied, shared and manipulated.

3. What are they showing the world? – Encourage students to avoid sharing videos that show places they are associated with. This could be home, school or clubs.

Home Security

1. Parental controls - You can set parental controls through your Internet service provider. This will help keep students safe from inappropriate websites.



2. Know what connects to the Internet and how – Children can connect to the internet using various devices, including the television. Be aware of which devices you can control and talk about those that you can't.

3. Be involved – Keep interested in student's online life so they can be aware that what they do online can affect their offline life too.

What if something happens?

Should young students be exposed to inappropriate content, experience or witness cyber-bullying, or suspect online abuse, there is always something that can be done.

- Any evidence should be kept and saved.
- Issues should be reported to DSP and if necessary the LSCB or police.
- By reporting it to – <http://www.thinkyouknow.co.uk> or call 0800 1111.
- By visiting <https://www.ceop.police.uk/>, all concerns will be followed up.



Applying for a DBS

- The safety of our students is paramount and your appointment/new post at College is therefore subject to receipt of a satisfactory Enhanced DBS [Disclosure and Barring Service] check. The College will pay the application fee for this process.
- Having a criminal record will not necessarily stop you from working with us. This will depend on the nature of the position and the circumstances and background of any offence.
- An application form and a guide to completing a form with a list of possible documents to confirm your identity will be provided by email after your house inspection. If you have any queries, please contact the College. Summary of Safeguarding Policy 2017
- We are committed to promoting and supporting a safe and friendly environment. When concerns are raised, we respond immediately to those concerns following the TEG procedures and take all concerns and allegations seriously. In our Colleges we endeavour to safeguard everyone regardless of race and gender and provide support to students of all ages.
- The TEG staff who come into contact with students under the age of 18 have a role to play.
- If you have any concerns please talk to the Welfare office, Office Manager, Director of Studies or Assistant of Director of Studies. Other organisations responsible for safeguarding are as follows:

LSCB (Local Safeguarding Children Boards)

Bristol Safeguarding Children Board – Tel: 0117 903 6444 or follow the link: www2.bristol.gov.uk/form/child-or-young-person-request-support-or-report-concern.

Portsmouth Safeguarding Children Board – Tel: 02392 841540: email pscb@portsmouthcc.gov.uk

Southampton Safeguarding Children Board – Tel: 02380 832995: email: lscb@southampton.gov.uk

Hampshire Safeguarding Children Board – Tel: 01962 876230 email: hscb@hants.gov.uk

Hampshire Children's Services: 0845 6035620 (24 hours) childrens.services@hants.gov.uk *You do not need to know everything about the child or young person and what is happening before contacting them.*

Cardiff and Vale of Glamorgan Reginal Safeguarding Board

<https://www.cardiffandvalelscb.co.uk/children/contact-us/reporting-concerns/>

Contact the Children's Access Point on 029 2053 6490

Out of Office Hours: Emergency Duty Team: 029 2078 8570

Please note LSCB (Local Safeguarding Children Boards) are a contact point for professionals wishing to discuss a safeguarding issue within their organisation.

Charities

National Society for the Prevention of Cruelty to Children (NSPCC) - tel. 08088005000

Childline (for children) – tel. 0800 1111

Police - 999 in emergencies or 101

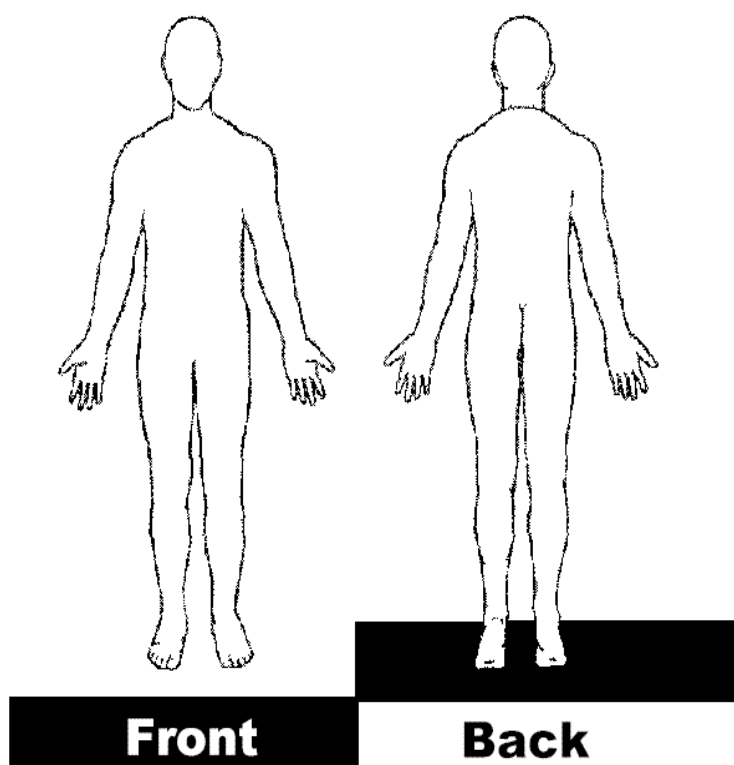
- Our Full Safeguarding Policy is available here: <http://tegenglish.com/our-policies.php>
- The College emergency number is on the back of the student's card. The emergency person has the number of the nearest DSP.
- Concerns are always recorded using the College 'Safeguarding Concern Form' available at the reception. Teachers/staff can find a copy of the form in the staff room.
- The four areas of abuse are physical, sexual, emotional and neglect.
- Students under 18 can report any concerns to any member of staff who will report these concerns to the Welfare Officer.
- All staff members attend a Safeguarding and Prevent course.

Concern (& Disclosure / Allegation) Form

Please complete if you have any [Safeguarding] concern about an under 18 student. You must complete the boxes in bold; the other information can be filled in by Designated Safeguarding Person later if you do not know. Please leave the completed form with the DSP. The DSP will take further steps if required.

College name	
Date	
Student first name	
Student family name	
Gender	
Date of birth	
Nationality	
Group/individual	
Student ID	
Name of person noting concern	
Role/Connection with school	
Date and time concern noted	
Location	
Concern <i>(please provide as much detail as possible)</i> NB: If reporting a disclosure / allegation made by a student, please use this space to describe verbatim (or as close as you can remember) the conversation. Use the other side to write more.	
Signed	

Body Map



Body Maps should be used to document and illustrate visible signs of harm and physical injuries.

Always use a black pen (never a pencil) and do not use correction fluid or any other eraser.

- Do not remove clothing for the purpose of the examination unless the injury site is freely available because of treatment.
- Do not take photos of any injuries or marks to a student's body.

Any concerns should be reported and recorded without delay to the DSP (unless this is the person in question), who will contact the safeguarding services (LCSB worker) or call 999.

When you notice an injury

Try to record the following information in respect of each mark identified e.g. red areas, swelling, bruising, cuts, lacerations and wounds, scalds and burns:

- Exact site of injury on the body, e.g. upper, outer, arm/left cheek.
- Size of injury - in appropriate centimetres or inches.
- Approximate shape of injury, e.g. round/square or straight line.
- Colour of injury - if more than one colour, say so.

Check and/or ask:

- | | |
|---|---|
| -Is the skin broken? | -Does the site of the injury feel hot? |
| -Is there any swelling at the site of the injury, or elsewhere? | -Does the young learner feel hot? |
| -Is there a scab/any blistering/any bleeding? | -Does the young learner feel pain? |
| -Is the injury clean or is there grit/fluff etc? | -Has the body shape changed? |
| -Is mobility restricted as a result of the injury? | -Is the student holding themselves differently? |
- Importantly, the date and time of the recording must be stated as well as the name and designation of the person making the record. Add any further comments as required. Ensure First Aid is provided where required.

Documentation and Legal Requirements

DISCLOSURE AND BARRING SERVICE (formerly the Criminal Records Bureau)

A Disclosure and Barring Service form should be completed for the main Homestay Provider and returned to the Accommodation Officer for a check to be performed. These checks are required if you decided to accommodate young adults. Homestay providers can get forms from the College. It is also an essential requirement that if any household member should receive a criminal conviction, the College must be made aware and a second DBS check completed.

GAS: Gas Safety (Installation and Use) Regulations 1998

It is a legal requirement that an annual Landlords Gas Safety Record is carried out by a Gas Safe registered gas engineer (previously known as CORGI). A copy of the report should be sent to the Accommodation Service, along with receipts for any work carried out to comply with the engineer's recommendations.

ELECTRICAL: Electrical Equipment (Safety) Regulations 1994

All electrical appliances must have a C.E. symbol on the appliance and appliance instruction booklets must be supplied. Although it is not currently a legal requirement for landlords to have the electrical safety checks you are advised that it is in your best interest as a landlord to have a Periodic Inspection Report completed by an NICEIC or ECA registered electrical engineer. These reports are valid for between 1 and 10 years. Most reports require re-inspection within 5 years or change of tenant.

FIRE SAFETY: Housing Act 2004 and The Regulatory Reform (Fire Safety) Order 2005

The guidance adopts a consistent risk based approach to fire safety that satisfies both the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005. It includes guidance to landlords on how to carry out a fire risk assessment. It is important that landlords carry out fire risk assessments and make sure their properties have the right safety measures in place.

Tenants have the right to expect that their accommodation is safe and that they will not be injured in a fire.

SOFT FURNISHINGS: The Furniture and Furnishings (Fire) (Safety) Regulations 1988

It is a legal requirement that all soft furnishings i.e. beds and upholstered furniture (lounge seating, padded dining room chairs, desk chairs, headboards, pillows, cushions etc.) comply with the Furniture and Furnishing (Fire) (Safety) Regulations 1988.

INSURANCE

You should check that your insurance covers you to have a paying guest in your home should any accidental damage occur.

Carbon Monoxide Awareness

WHAT IS CARBON MONOXIDE - WHY IS IT A PROBLEM?

Carbon monoxide [CO] is a colourless, odourless, tasteless, poisonous gas produced by incomplete burning of carbon-based fuels, including gas, oil, wood and coal. Carbon-based fuels are safe to use. It is only when the fuel does not burn properly that excess CO is produced, which is poisonous. When CO enters the body, it prevents the blood from bringing oxygen to cells, tissues, and organs.

You can't see it, taste it or smell it but CO can kill quickly without warning. According to the HSE statistics around 30 people die per year from CO poisoning caused by gas appliances and flues that have not been properly installed, maintained or that are poorly ventilated. Levels that do not kill can cause serious harm to health if breathed in over a long period. In extreme cases paralysis and brain damage can be caused as a result of prolonged exposure to CO. Increasing public understanding of the risks of CO poisoning and taking sensible precautions could dramatically reduce this risk.

What preventative measures can be taken against carbon monoxide exposure?

- Ensure that any work carried out in relation to gas appliances in domestic or commercial premises is to be undertaken by a Gas Safe Registered engineer, competent in that area of work.
- HSE strongly advises that gas appliances and/or flues are installed and serviced regularly for safety by a Gas Safe Registered engineer. If you live in tenanted accommodation, your landlord has a legal duty to carry out an annual gas safety check and maintain gas appliances. They must provide you with a copy of the completed gas safety check certificate.
- Always make sure there is enough fresh air in the room containing your gas appliance. If you have a chimney or a flue, ensure it is not blocked up and also ensure that vents are not covered.
- If you plan to install a gas fire in a bedroom, use a Gas Safe Registered engineer; do not use un-fuelled appliances like paraffin heaters and cabinet heaters.
- Get your chimney swept from top to bottom at least once a year by a qualified sweep.
- If you have appliances that use other fossil fuels, make sure they are serviced and maintained by a competent person. For information on competent persons' schemes, visit the Communities and Local Government website.

DOES THE HSE RECOMMEND THE USE OF CARBON MONOXIDE ALARMS?

HSE strongly recommends the use of audible carbon monoxide [CO] alarms as a useful back-up precaution but they must not be regarded as a substitute for proper installation and maintenance of gas appliances by a Gas Safe Registered engineer. Before purchasing a CO alarm, always ensure it complies with British Standard EN 50291 and carries a British or European approval mark, such as a Kite mark. CO alarms should be installed, checked and serviced in line with the manufacturer's instructions.

You can be particularly at risk from CO poisoning when you are asleep, because you may not be aware of early CO symptoms until it is too late. Having an audible CO alarm could wake you and save your life.

WHAT ARE THE SYMPTOMS OF CARBON MONOXIDE POISONING?

Early symptoms of carbon monoxide [CO] poisoning can mimic many common ailments and may easily be confused with food poisoning, viral infections, flu or simple tiredness.

Symptoms to look out for include:

- | | |
|-------------------------|----------------------|
| • Headaches | • Drowsiness |
| • Breathlessness | • Vomiting |
| • Nausea | • Pains in the chest |
| • Dizziness | • Stomach pains |
| • Collapse | • Erratic behaviour |
| • Loss of consciousness | • Visual problems |
| • Tiredness | |

For more information visit <http://www.nhs.uk/Conditions/Carbon-monoxide-poisoning/Pages/Introduction.aspx> or telephone NHS Direct on 111.

If you or your family experience any of the above symptoms and you believe CO may be involved, you must seek urgent medical advice from either your GP or an accident and emergency department. You should ask for a blood or breath test to confirm the presence of CO. Be aware, CO quickly leaves the blood and tests may be inaccurate if taken more than four hours after exposure has ceased.

HOW DO I KNOW IF I AM AT RISK FROM CARBON MONOXIDE?

Although carbon monoxide (CO) is a colourless, odourless and tasteless gas, signs that indicate incomplete combustion are occurring, resulting in the production of CO.

Indications to look out for include:

- Yellow or orange rather than blue flames (apart from fuel effect fires or appliances without fuel which display this colour flame)
- Soot or yellow/brown staining around or on appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows

WHAT SHOULD I DO IF I THINK MY APPLIANCE IS SPILLING CARBON MONOXIDE?

- Switch off the appliance and do not reuse until remedial action has been taken
- Shut off the gas supply at the meter control valve (if you know where it is). If gas continues to escape call National Grid on the Gas Emergency Free phone Number 0800 111 999
- Open all doors and windows to ventilate the room - do not sleep in it
- Visit your GP urgently and tell him/her that you believe your symptoms may be related to carbon monoxide poisoning and request either a blood and/or breath sample
- Contact a Gas Safe Registered engineer to make repairs

Further advice and information:

- HSE Gas Safety Advice Line 0800 300 363 (Free phone service)
- Campaign for Bedsit Rights 02075 052 135
- Carbon Monoxide Support Group (South West) 01278 786 488
- CO-Awareness 07715 899 296 E-mail: LynnCoAwareness@aol.com
- CO-Gas Safety 01372 466 135 E-mail: office@co-gassafety.co.uk
- National Grid Gas Emergency Line (24 hours) 0800 111 999 (Free phone Service)

Fire Safety Risk Assessments

FIRE SAFETY RISK ASSESSMENT GUIDANCE

Step 1 - Identify the fire hazards within your premises

- Sources of ignition such as naked flames and heaters.
- Sources of fuel such as accumulated waste and belongings.
- Sources of additional oxygen i.e. forced air circulation, oxygen supply.

Step 2 – Identify people at risk

- Children.
- Parents with babies.
- The elderly, infirm or people who are disabled (e.g. a tenant with hearing impairment will not hear a standard smoke alarm, or despite having an evacuation plan, a person with restricted mobility may not be able to get out in time)

Step 3 – Evaluate, remove, reduce and protect from risk

- Replace highly combustible materials with less combustible ones.
- Ensure adequate separation between combustibles and ignition sources.

Step 4 – Record and plan

- Have a Fire Safety Record Book or File.
- Record the hazards and people identified as especially at risk in Step 1 and Step 2.
- Record what you did for Step 3.
- Make an emergency evacuation plan and includes any actions that need to be taken in the event of a fire. Display in rentable rooms.
- Keep a record of informing tenants about emergency evacuation plan.
- Keep a record of weekly checks made to battery operated fire alarms and fire extinguishing equipment i.e. fire extinguishers and blankets.

Step 5 – Review

Risk assessments should be up to date. Re-examine every time there is a significant change to risk in the premises.

*The Risk Assessment Sheet below must be completed by each Homestay provider.
Please print it and keep it safe for inspection. Please provide a copy to the college.*

Fire Safety Risk Assessment

Risk Assessment – Record of significant findings

Risk Assessment for
Address:

Assessment undertaken by

Date:

Completed by:

Signature:

Step 1 – Identify fire hazards

Sources of ignition

Oven
Toaster
Sockets
Microwave

Sources of fuel

Solvents in kitchen
Furniture

Sources of oxygen

Cleaning Products

Step 2 – People at risk

Students

Step 3 – Evaluate, remove, reduce and protect from risk

(3.1) Evaluate the risk of the fire occurring

(3.2) Evaluate the risk to people from a fire starting in the premises

(3.3) Remove and reduce the hazards that may cause a fire

(3.4) Remove and reduce the risks to people from a fire

- *Ensure that electric sockets are not overloaded.*
- *Electrical equipment checked regularly.*
- *Ensure students know the fire exits.*
- *Smoking not allowed inside.*
- *No more than 4 electrical appliances brought by students should be used in the house.*

Assessment review

Assessment/review date

Completed by

Signature

Review Outcome [where substantial changes have occurred a new record sheet should be used]

Example Safety Risk Assessment

Fire Safety Risk Assessment

Risk Assessment – Record of significant findings

Risk Assessment for
Address:

20 London Road
Southsea
PO4 8RL

Assessment undertaken by:

Cristina Moreno

Date: 11/06/15

Completed by: *Cristina Moreno*

Signature: *C Moreno*

Step 1 – Identify fire hazards

Sources of ignition

Boiler

Candles

Induction hob

Lighting equipment

Oven

Tumble dryer

Electric Heaters

Deep Fat Fryer

Sources of fuel

Solvents in kitchen

Furniture

Waste materials

Wooden shed

BBQ Gas canister

Sources of oxygen

Fan in bathroom

Cleaning products

Step 2 – People at risk

Sarah Sayers

Aaron Sayers

Student/s

Cat

Relatives with baby

Disabled friend

Step 3 – Evaluate, remove, reduce and protect from risk

(3.1) Evaluate the risk of the fire occurring

(3.2) Evaluate the risk to people from a fire starting in the premises

(3.3) Remove and reduce the hazards that may cause a fire

(3.4) Remove and reduce the risks to people from a fire

- *Smoke detectors placed on ground and 1st floor.*
- *Candles not placed near flammable materials and always extinguished if no one is in the room.*
- *Fire blanket kept in the kitchen*
- *Carbon monoxide detector kept near boiler.*
- *Ensure that electric sockets are not overloaded.*
- *Electrical equipment checked regularly.*
- *Ensure students know the fire exits.*
- *Smoking not allowed inside.*
- *No more than 4 electrical appliances brought by students should be used in the house.*

Assessment review

Assessment/review date

Completed by

Signature

Review Outcome (where substantial changes have occurred a new record sheet should be used)