



Host Family Guide

New People • New Cultures • New Experiences



WELCOME

A very warm welcome to you from the team here at The Training Partnership Ltd (TTPL). Thank you for your interest in becoming one of our host families.

Who we are and why work with us

TTPL was established in 1996 to provide Vocational Work Experience and Training to EU students across Torbay, South Devon, Exeter and Plymouth areas.

We aim to provide the highest possible standards of care; we have a dedicated Accommodation Officer to assist host families and a Student Support Officer dedicated to our students' well-being.

Our students are usually aged over 18, so are fairly independent and do not need 24-hour monitoring by you. Having said that, we expect our families to treat their guests like a member of the family and involve them with activities.

Our students stay from 2 weeks to 6 months all year round, with host family accommodation requested on a full-board, half-board or self-catering basis.

We match student applications carefully with our host families to ensure compatibility and convenience to the work placement.

"I absolutely love it. I get young people from all over the world coming to stay with me and I keep in touch with them when they leave."

Olivia, Host Mother



How to apply

Simply complete the enclosed application form in full and return to it to us, signed by all adults living in your home. One of our team will then arrange a home visit to ensure suitability and take photos for our records. We will also ask to view 2 forms of ID: proof of identity and proof of address. The visit will be an opportunity for us to chat and answer any questions you may have.





First days

Please remind your student to contact home to let them know of their safe arrival and help them with this if necessary.

All students will receive welcome information either by email or by post to your address. Please ensure they understand their instructions and help them find their way around the area (local bus information and route home etc.).

Exchange contact details with your student so you can stay in touch. Please show the student around your home and explain clearly any house rules, coordinate bathroom times etc. Cultural and language differences may make it difficult for students to adapt to living in your home at first but your patience and understanding will ensure a smooth transition.

All students should be provided with a key so they are free to come and go as they choose. Please ensure they understand your locks and security (e.g. closing windows) of your home.

Students will be invited to a welcome meeting which they must attend, normally held on the first working day after arrival. Please help them make their way to the meeting (normally TTPL offices) and, if applicable, their language training (normally held at a local language school or TTPL offices). All details of these arrangements will be found in their welcome letter.

TTPL holds regular meetings and social events, usually on Tuesday evenings and Thursday afternoons. This is an opportunity for your students to meet new friends as well as speak to TTPL staff about any concerns they may have.

Since most of our students are adults, there should not be a curfew but we do ask that they return home quietly and respectfully if late at night. If they are planning not to return home then they should inform you. If they are under 18 then they should return home no later than 11pm or the last bus home, whichever is earlier.

Under 18s must not stay out overnight without prior consent from TTPL – please contact us to confirm consent has been obtained.





Arrivals and departures

Host families are required to meet their students on arrival, usually at the local bus or train station. Since this can be a stressful time it is important that they are made to feel welcome. We will advise you in advance of the arrival details, however there are often last minute changes due to travel delays and we will provide the student with your contact number so they can let you know of any changes directly.

Similarly, we expect you to take your student to the coach or train station when it comes to the time for them to depart.

If you are unable to transport your student on arrival or departure then please let TTPL know in advance so we can advise the student and arrange for a taxi. Please be aware the taxi cost should be met by you and, for arrivals, an adult must be at home to welcome the student.

Should a student need to leave before their allocated date (due to change of work placement, illness, a family emergency etc.), you will be paid up to and including the final night that they stay (sleep) in your accommodation. Occasionally this may happen very quickly but we will endeavour to give as much notice as circumstances allow.

Student expectations

- Stay in a friendly, clean home, with Wi-Fi access
- Receive a key and be free to come and go as they choose
- Participate in family life e.g. enjoying family meals and being able to chat to their hosts to improve their English
- Be met on arrival by their hosts
- Meet new friends and explore the area and social scene
- Have a full size bed (bunk beds/camp beds/futons not acceptable)
- Have sufficient storage and hanging space for their clothes
- Have a clean bathroom with a shower and be sharing the bathroom with no more than 3 other people (host family included)
- Live within a reasonable commute of the work placement
- Enjoy a 'real work' experience to improve their language and work skills and, in turn, benefit their future by enhancing their CV and employability opportunities.
- Feel supported by TTPL, who have a dedicated Student Support Officer and 24-hour emergency phone: 0773 6814 499



Meals and packed lunches

Full-/half-board

You will be informed of any allergies or dietary requirements in advance, however please check with the students directly what they do and do not like. For for this reason you are advised not to do a big shop prior to their arrival.

Breakfast can consist of cereals, toast, croissants, yoghurt, with tea or coffee and fruit juice etc. and this can be served on a 'help yourself' basis.

Packed lunch (full-board only) should contain sandwiches or rolls with a variety of fillings (cheese/cold meat/egg/tuna etc.), a piece of fruit, a biscuit and a bag of crisps, plus a soft drink or bottle of water.

Dinner should be varied and nutritious with a drink to accompany meals, usually followed by a small dessert. Normally we would expect our students to sit down with the family for the evening and weekend meals and have the same food, since they appreciate this time to socialise and improve their English.

You should discuss mealtimes with your student and so they can advise you in advance if they are unable to make a meal time (for example they wish to attend TTPL activities). In this case you could prepare their meal to be reheated or cooked by themselves on their return home.

TTPL will pay a small supplement for genuine dietary requirements, e.g. gluten or dairy free, vegan etc. and you will be informed in advance if applicable.

Self-catering

Students should supply all of their own food and drink and be given dedicated space in your cupboards and fridge to store food in the kitchen.

Please ensure that they are shown how to use the cooker, microwave and kettle etc. safely and make them aware that they must clean up after themselves each time. This may be the first time they have been responsible for their own catering and so may need your guidance initially. If you are concerned about the diet of your students then please let us know so we can offer support.

It is not unusual for Europeans to eat late in the evening and so access to the kitchen should not be restricted at this time.

"Students arrive as strangers and leave as friends. Our house feels alive when we host students."

Sue, Host Mother

Phone calls, internet and money

Most students now bring laptops and mobile phones with them for communicating with their families and friends both at home and here. Therefore they will need access to the internet via your home Wi-Fi. Please check in advance with your provider that this is not going to incur any additional cost to you.

We advise our students to purchase a UK SIM card to keep costs down and please remind them to exchange numbers so you can communicate easily by text and phone.

You should not lend money to a student. If they have any money problems then please ask them to contact TTPL Student Support Officers.

Laundry

Please talk to your students at the outset and explain the laundry arrangements for the duration of their stay. If necessary, please ensure they are fully aware of how the washing machine works and drying arrangements (outside line or tumble dryer).

Some students may need assistance at first if they are not used to doing their own washing. You are not expected to do their ironing but they must be allowed to use your iron etc.

Full-/half-board

You will be required to do the students' washing, to include clean bed linen and towels on a weekly basis. If you prefer, by agreement you can allow the students to do their own laundry, in which case you should supply all of the washing powder etc.

Self-catering

Students must be allowed to use your washing machine etc. but should supply their own washing powder. Please provide clean bed linen and towels weekly or, alternatively, provide 2 sets on arrival so they can change these themselves regularly.



Safety

Our students' safety is of paramount importance to us and we go to great lengths to ensure they are well looked after during their stay.

The majority of our participants are over 18yrs old and therefore considered adults but from time to time we host 16 – 17yr olds and extra consideration is needed to successfully host these young people. In this case we require that the main contact holds a current 'DBS' check and, additionally, we may also require 'DBS' checks for all other adults in the household. If DBS checks are required then normally this would be at the host's expense.

It is a legal requirement that all host families have gas appliances checked annually by a 'Gas Safe' registered engineer and provide a gas safety certificate to us every year. Additionally, it is essential for all host families to have fully fitted, regularly tested working smoke alarms and carbon monoxide detectors.

If you have any concerns at all regarding your student or a family member whilst you are hosting then please do not hesitate to contact us immediately. Although unlikely this could relate to any kind of abuse (e.g. physical, sexual, emotional bullying, discriminatory, financial or material, radicalisation/grooming or neglect by omission).

If your student fails to return home as expected and you have been unable to contact them, please inform TTPL immediately.

TTPL operates a 24-hour 'Emergency Phone' **0773 6814 499**

This is a mobile phone held on rota by TTPL staff in their own time and therefore should only be used where there is a concern about a students' safety or well-being. If your concerns are not an emergency then please contact us by telephoning during office hours or by email. If your student has gone to visit another area (e.g. Bristol, London), and there is an Emergency Incident in that area, please inform TTPL immediately by telephoning the office or calling the emergency phone.





Illness

If your student should become ill, we ask that you let us know as soon as possible.

You may be asked to take the student to a pharmacy and proceed according to the pharmacist's opinion. If a doctor's appointment is required, you should take the student to your own family doctor and there may be a charge which the student should pay. Students will be asked to complete a Temporary Residents form at the surgery.

Should they need to see a dentist then treatment will have to be paid for at the time of the visit. Where possible we ask that you take them to your family dentist.

TTPL can help arrange emergency doctors and dental appointments and accompany the students if required.

Equality and diversity

We recognize that discrimination is unacceptable and therefore TTPL adopts a non-discriminatory approach to the recruitment of host families. Likewise, host families should adopt a similar approach to all students they host.



Why do you prefer to host students from TTPL?

A "I've built a good relationship with staff at TTPL, never had any major issues with students, always receive good communication with TTPL who are always on hand to assist with any needs."

Jo, Host Mother





Bookings

Bookings are normally offered to you by email or telephone and your acceptance of the booking within 24 hours is appreciated.

Please be aware that due to the nature of the business these bookings are likely to be at much shorter notice than a traditional language school.

Priority for bookings is given to families who accept bookings from us all year round especially in the busy summer months.

Bookings are made at our discretion and there is no obligation on either party to provide or accept such bookings.

Bookings may be amended or cancelled by TTPL at any time.

Occasionally, students ask hosts if they can make a private booking with them to extend their stay and if this situation occurs please ensure this is organised via TTPL. If such arrangements are made privately between yourself and a student then TTPL will not be able offer any further bookings to you.

Damages

TTPL is not responsible for any damages incurred by students during their stay. You should advise your insurance provider that you are hosting students and ensure adequate insurance cover is held. However, should an incident arise then please inform us and we will endeavour to help you to resolve the issue.

Payments/tax contributions

Payments will be made at the agreed rate according to the actual number of nights the students stays in your accommodation. Any change of departure date should be advised to TTPL as additional nights will not be paid unless authorised in advance.

Host families should submit invoices, as per the template provided, on a 2-weekly basis in arrears and payment will be normally be made within 7 days of receipt. Please allow 3 working days for bank payments to be received.

Under no circumstances should you discuss the payments you receive from TTPL with the student as this information is confidential between ourselves.

As a host family you are responsible for your own declaration of earnings to the Tax Office for monies paid to you by TTPL.



Data protection

- All personal data provided by you to TTPL will be held securely in accordance with current legislation. Some details may be shared with related parties as part of the booking process, e.g. your prospective student, their Sending Agent and their Work Placement Provider.
- Once you cease to be a Host family for TTPL your personal information will be deleted from our active hosts data system, however we may continue to hold your personal information on our archive system for up to 10 years in order to comply with audit requirements.
- Please contact info@ttl-uk.com if you have any questions relating to your data.
- You have the right to be informed and may ask us for any data we hold on you at any time.
- Our Privacy Policy can be viewed on our website: www.ttpl-uk.com



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The Training Partnership Ltd,
Torbay Business Centre,
Lymington Road,
Torquay,
TQ1 4BD

Office Number: 01803 321210
Email: accommodation@ttpl-uk.com
Web: www.ttpl-uk.com

EMERGENCY NUMBER: 0773 6814 499

 The Training Partnership UK