



Brockenhurst College

acc

BEACON AWARD
COMMENDED 2018/19

Handbook for Homestay Hosts

Everything you need to know about being a Homestay host
for a student studying at Brockenhurst College



Welcome to Brock Homestay



Homestay at Brockenhurst College is arranged and managed by the International Team. We would like to extend a warm welcome to all our Homestay hosts and thank you for enhancing the experiences of our students.

At Brock we work hard to deliver an exceptional living and learning environment for our students. We are proud to recruit students from all over the world and welcome the multicultural dimension that enriches our college community.

The aim of our Homestay provision is to give our International students a genuine 'home from home' experience. This gives them the perfect opportunity to improve their English and learn about British culture in a friendly and relaxed atmosphere.

The following information has been produced to give you all the information you need to make the experience a positive one both for you and your student.

For further Homestay advice and information, you may direct your questions to the International Team and our dedicated International Student Experience Officer.

We very much look forward to welcoming you as a Homestay host for Brockenhurst College.

Paul Spanner
International Manager

Contents

PAGE 4

Top-ten Homestay tips
What's the best thing about being a host?

PAGE 5

About Homestay accommodation
Homestay inspections

PAGE 6

Help with accommodation
Before your student arrives
Expectations of Homestay hosts

PAGE 7

Safeguarding, PREVENT and training
British values
Documentation and legal requirements

PAGE 8

Meals in Homestay
Laundry/cleaning

PAGE 9

Student bedroom
Internet access
Bed linen
Bathrooms
Heating
House key

PAGE 10

Visitors
Telephone
Mobile phones
Guests
Storage and administration of medicines and storage of alcohol
Expectations of students
Students whereabouts and curfews

PAGE 11

Holidays
Recreational activities
Homestay payments and related information

PAGE 12

Breakages/damages
Council Tax
Insurance
Concerns/problems
Wellbeing, safety and security

PAGE 13

Moving a student
Supported education
Discipline

PAGE 14

Departure from Homestay accommodation
Feedback
College policies
Data protection

PAGE 15

Complaints

Top-ten Homestay tips

- Make your student feel comfortable from the beginning – it is a huge change for them.
- Ensure lines of communication are always open.
- Take an interest in their life and what they are doing.
- Set clear boundaries and expectations at the beginning.
- Integrate your student into family routines.
- Be approachable, adaptable and flexible.
- Include your student in menu planning.
- Have meals in communal areas and not privately.
- Show your student around the local area to help them settle.
- Show compassion and encourage independence.

Don't forget: there is a high level of support available from the International Department.

What's the best thing about being a host?

- Learning about other cultures.
- Gaining a new family member.
- Providing a safe environment.
- Being a role model.



About Homestay accommodation

Homestay accommodation is all about immersing students into the life and culture of the UK, enabling them to adapt to life here quickly, irrespective of where they are from. We have a smaller number of students that are based in the UK who require Homestay accommodation as well.

For students joining us from overseas, the Homestay programme gives them the chance to rapidly improve their English language skills and overcome any fears they may have about moving to a new country. Importantly, you will be the first line of support to help them with advice and guidance as well as encouragement.

You will be best-placed to provide your student with useful information about the local area and suggest the best places to visit. You should also expect to be regularly in contact with the College to ensure your student's stay is as enjoyable as possible, and that your expectations are met. We will communicate with you by telephone, email and face-to-face as necessary.

At Brock we operate a zonal accommodation programme with Zones denoted as A to D. Zone A accommodation is limited and typically within walking distance of the College. If your accommodation is beyond walking distance, you will be in Zones B-D. All host dwellings located outside of walking distance are expected to be close to one of the main college bus routes or a local train station. A journey to and from college lasting a maximum of 45 minutes is desirable.

Importantly, we follow the guidelines of the British Council, which advises that no more than four students should be placed in the same Homestay accommodation at one time. Also, all students must have their own individual bedroom.

While we endeavour to place a mix of different nationalities in Homestay accommodation, this is not always possible.

Homestay inspections

The basic requirement of all accommodation is that the dwelling should be in a sound and safe condition. It should be in good decorative order, with fabric fixtures, furniture and fittings maintained to the same sound, clean condition, fit for the purpose intended.

The College conducts an annual inspection of all Homestay accommodation, which ensures standards of accommodation are maintained and that all relevant regulatory requirements are met.

Where possible these visits will be undertaken during office hours, so please endeavour to make yourself available and we will try to fit in with your other commitments. You will be given feedback on the result of any inspections. If we have any concerns about a student's safety or wellbeing, we reserve the right to visit a host at any time with or without notice.

The College has a responsibility to ensure that students are not put at risk in any way. Therefore, a minimum level of safety provision is expected in a host dwelling.

This is most-likely in accordance with the safety measures you already take. However, there are now specific legal requirements for you to have your gas appliances checked for safety every year. This check must be carried out by a 'Gas Safe' registered plumber or heating engineer who will supply a safety record form or sign any relevant paperwork. This form should be available for college or student inspection. Without this statement we are unable to place students with you. Meeting the cost of the gas safety certificate is your responsibility.

You may find a list of registered engineers at www.gassaferegister.co.uk

We expect all Homestay accommodation to be equipped with working smoke alarms. It is good practice to also fit carbon

monoxide alarms. This is mandatory where a fixed solid fuel appliance is present.

Help with accommodation

All Homestay accommodation is managed by the International Team, who are available to help you. They will be on-hand to give you continuous support throughout the Homestay period.

The team is based in the main campus building (M Block) in room M12. Office hours are 9:30am to 4:00pm, Monday to Friday. There is also a 24-hour emergency phone line available for your convenience. The emergency line is operated by members of the International Team, so you can be sure there is someone who can help you on the end of the phone. Useful contacts, including the emergency number, are listed at the end of this guide.

Before your student arrives

As soon as a student's place at Brock is confirmed we begin the process of arranging the Homestay. Students will have discussed their preferences and any specific requirements at interview. Our pre-arrival documents invite them to express their zonal preferences. When a student has been allocated to you we will send the student your profile and send you details about your student. We will also give you their contact details and strongly encourage you to contact them before they arrive. This is a prime opportunity to introduce yourself and to confirm your student's travel plans. Students are not able to select a specific host or Homestay accommodation, neither can hosts be guaranteed specific students.

Expectations of Homestay hosts

Homestay hosts are expected to provide a safe, welcoming and supportive home-from-home experience for their students. Each student must be provided with a private bedroom with a bed and adequate

clean bedding, a wardrobe and drawer space. There must also be a study desk with a chair and reading lamp. There should be a reasonable amount of free space for ease of movement around the room. At least one external window providing adequate ventilation is essential. Furthermore, there must be adequate heating to ensure the student's living environment is comfortable. Students from warmer climates may feel very cold initially.

Upon their arrival you should assist your student with formalities such as registering with a local GP, opening a UK bank account and learning how to use public transport. You should also help them familiarise with the local area and community. The College will assist students that require a Biometric Residence Permit (BRP) and who must register with the local police. In addition, you should ensure your student is familiar with your normal household routines including meal times and quiet times. Please check they are aware of what to do in an emergency.

Students should have access to adequate personal hygiene facilities with a toilet and hot and cold water for a daily bath or shower. If you are to share a bathroom with the student, we advise you discuss and agree when it would be convenient for them to use it. Each household must have at least one bathroom, adequately ventilated, with toilet paper and a sanitary disposal bin. You must allow reasonable and regular access to the bathroom.

Integration with the Homestay provider is probably the most important aspect of the student's stay. From experience we know that in most cases students welcome the opportunity to share in family life. Therefore, it is invaluable for students to have reasonable access to the lounge/living area to watch TV, relax, read or interact.

You should take an interest in your student's studies, understand their programme and be willing to communicate with the

College as required regarding their study programme, attendance and behaviour. You must be prepared to inform the College of any concerns or questions you may have about your student, including serious homesickness or difficulties adapting to Homestay life.

A Homestay provider should take an interest in their student's culture, using the opportunity to learn about their home, family and customs. In return, you will help your student to learn about British culture, customs and values.

We expect you to process your student's laundry up to twice a week. This includes washing and drying but not ironing. A host is also responsible for keeping the student's bedroom clean.

Homestay accommodation should have adequate access to the internet through a Wi-Fi connection, and this should be available to the student at reasonable hours of the day.

Hosts will be asked to give feedback annually about their experience of hosting and must be prepared to undergo any training or attend information sessions at the College as necessary.

Full details of all expectations of hosts can be found in the Homestay Host Agreement, which you must read and sign before a student is placed with you. A copy of the agreement is available on request.

Safeguarding, PREVENT and training

The College has a statutory duty under the Education Act 2002 to provide for and safeguard the welfare of those under 18. It is a condition of becoming and remaining a Homestay provider that all primary hosts undertake relevant safeguarding, PREVENT, and any other training from time to time that we deem necessary for the safe

and effective operation of the Homestay programme. All Homestay providers must also familiarise themselves with the contents of Part 1 of Keeping Children Safe in Education and the College's Child Protection and Safeguarding Policy before a student is placed. You may find these documents here:

Keeping Children Safe in Education

<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

Child Protection and Safeguarding Policy

<https://www.brock.ac.uk/about-us/governance-and-policies/>

British values

British values are defined as: democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs. Homestay providers are expected to encourage students to respect other people, with particular regard to the protected characteristics set out in the Equality Act 2010. These are: race, gender, age, disability, sexual orientation, gender re-assignment, religion and belief, pregnancy, and marriage and civil partnership status. Importantly, the spirit of this legislation is entirely consistent with the ethos of the College.

Documentation and legal requirements

To be a Homestay host you must have a DBS (Disclosure and Barring Service) certificate for you and each member of your family/household who is aged 18 or over. We may also require a DBS certificate for any regular adult visitors to your home.

We will pay for two DBS certificates per household, and any additional certificates needed will be at your expense.

The College will ask you to initially pay for the DBS certificates upfront and will reimburse you after a short, successful period of hosting (normally a term).

We expect DBS certificates to be updated at least every five years. We also require an annual declaration from you regarding your DBS status and any relevant changes in circumstances such as a change of contact details, and/or new or current household members aged 18 or turning 18.

Meals in Homestay

All our Homestay accommodation is offered with half-board. This means students can enjoy living in a home with breakfast and an evening meal provided by you, seven days a week. You will also be expected to provide light lunches at weekends and holidays (apart from the summer holidays). From Monday to Friday during term time, lunch and snacks are your student's responsibility. You should allow your student to have a small storage area within your home where they can store snacks. Students are not permitted to store or cook food in their bedroom.

As a guide, breakfast may include cereal/toast or an occasional cooked breakfast, tea, coffee or juice. Lunch may include sandwiches, soup, toasted meals, fruit and a drink. An evening meal of at least two courses should be offered and should be varied and well-balanced (e.g. meat/fish, vegetables, potatoes/rice/pasta, followed by a sweet/yoghurt/fruit).

Meal times should be specified on the students' arrival, but hosts should appreciate that some flexibility may be required. It is acceptable to prepare a meal for a student to heat up later should they be returning home late. Your student should let you know in advance if they will be late for, or missing, dinner.

Students are not permitted to cook their own food in your home, unless prior approval has been given by you. They should, however,

be allowed to use the toaster and kettle as well as microwave, if available, to heat any food they have purchased themselves.

Students should not help themselves to the contents of the fridge, cupboards or drawers that they have not purchased unless you have first given them permission.

There is no requirement for you to provide food representing your student's native diet/cuisine, though for many Homestay students there may often be a strong emotional link between food and home. Missing certain types of foods or meals may contribute to homesickness. It is a good idea to talk to your student about their likes and dislikes, and to take them to the supermarket with you within the first few weeks of hosting so they are able to choose some things they like. They might even wish to help you make a favourite dish from their home country, which will hopefully be a rewarding experience for both parties.

We encourage you to spend mealtimes with your student as it is a great way to develop their communication skills and fully integrate into family life. It is a time to share news and to find out more about each other in an informal way.

If a student adheres to a special diet, we will discuss this with you in advance. A supplementary payment of £25 per week will be made if a student requires a special diet (e.g. gluten free).

Laundry/cleaning

You will be expected to do your student's laundry up to two times per week. You will not be responsible for ironing your student's clothes, however. It is up to you to communicate with your student regarding the arrangements, such as days and times that washing will be done. You should also clean, but not tidy, their bedroom. Your student will be expected to keep their bedroom in a reasonable state and for it to be tidy enough for you to clean and change bedding when required.

Student bedroom

Students must have their own private bedroom, with a bed, hanging and drawer space for clothes, a study desk/table and chair and a bedside lamp. Their room must have adequate lighting, ventilation and heating, and extra blankets should be available upon request. If students wish to put a television or computer in their room, they are expected to discuss it with you first. You should respect your student's privacy; however, it should be accepted that you will need access to the bedroom to be able to clean and change bedding on a regular basis. They are expected to keep their room tidy so it can be cleaned easily.

Internet access

Internet access is guaranteed to every student and is included in their accommodation fees. If your student is using the internet to make calls (video calls or otherwise), they should do so at reasonable times of day.

If your student is allowed to use your computer, you should ensure that appropriate filters are in place to prevent access to inappropriate material. The Vodafone Digital Parenting website contains useful information on safe use of the internet: <https://www.vodafone.co.uk/newscentre/smart-living/digital-parenting/>

O2 and the NSPCC also have a useful website: <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety>

You should also familiarise yourself with the College's student Social Media and Networking Policy: <https://www.brock.ac.uk/about-us/governance-and-policies/>

Should you have any concerns over your student's use of the internet, or if you feel they are accessing inappropriate material, you must discuss this with the International Team.

Bed linen

All Homestay providers are expected to supply suitable bed linen for students. Furthermore, you are responsible for laundering this regularly.

Bathrooms

Students are expected to be considerate regarding the needs of others in using a family bathroom. They will be expected to clean the bath, shower, washbasin and toilet after use. When taking a shower, they should do so at a reasonable hour and for a reasonable duration. You should discuss your expectations with your student when they first arrive.

Heating

All Homestay accommodation is expected to be equipped with suitable heating, though it is not a requirement that heating should be on all day every day during the colder months. You should provide extra blankets to keep your student warm at night should they request it.

House key

You must provide your student with a door key on their arrival. They will be expected to keep the key safe at all times and should inform you immediately if they lose it. If house locks are required to be changed following their loss of a key, your student will be expected to cover the cost.

You must explain how to lock the front door (and windows if applicable) when you first give your student their key. If they are the last to leave the house, it is their responsibility to make sure the door is shut correctly and locked to ensure the dwelling is secure.

On their final departure from Homestay accommodation they should return the key to you.

Visitors

Your student is expected to seek your permission if they wish to invite friends to visit. The number of visitors at any one time should be kept to a reasonable level (e.g. 2-3 people).

Your student may occasionally ask permission to have a College friend stay overnight. It is at your discretion as to whether you are comfortable with this, though you should also refer to 'Student whereabouts and curfews' for further information. Students must never share a bedroom overnight.

Telephone

Your student may ask your permission to make a short phone call home to inform their parent/guardian of their safe arrival when they first arrive. In all other cases, they should only use your landline (if available) for incoming calls only, unless there is an emergency. Any incoming calls should occur at a reasonable hour and should not be excessively long. Again, your student should request your permission in advance. They will be expected to settle any outstanding phone bills with you in a timely manner. An itemised bill should be used for the purposes of calculating any money owed.

Mobile phones

Students, for their own safety, should have a mobile phone suitable for use in the UK and keep it with them at all times. Students must give their mobile phone number to both you and the International Team. You should also provide your number to your student. Your student is expected to contact you with any relevant information (for example, if they will be late back for the evening meal).

You must also add the College emergency number to your phone in case you need to contact us urgently.

Guests

If you wish to have adult guests (friends, family, etc), who are not normally resident at your accommodation, staying with you for any longer than three nights in a row, or who stay with you for short periods on a frequent basis, it is essential that you inform the International Team. For such guests it may be necessary to conduct a DBS check.

You may not accommodate any adult paying guests while you are hosting a student.

Storage and administration of medicines and storage of alcohol

Any medicines and alcohol kept within the Homestay accommodation must be stored securely, ideally in a lockable cabinet. If your student has any medication, then you should also encourage them to keep it stored securely.

Expectations of students

All students staying in Homestay accommodation are expected to engage positively with their host to make the transition to your home a smooth one. Students must abide by any reasonable house rules and be respectful towards their host, their bedroom and the property generally. They must follow UK laws and customs and keep their bedroom tidy to allow for easy cleaning of the room. We also require students to complete a termly Homestay feedback questionnaire, plus a one-to-one welfare interview with a member of the International Team.

Full details of all expectations of students can be found in the 'Host Family Agreement' that all hosts must read and sign before a student is placed. A copy of the agreement is available on request.

Student whereabouts and curfews

Your student is expected to communicate with you if they will be late home or if their plans change. They should always let you know where they will be going for their own safety and security.

If your student is under 18 years of age they must not stay out overnight without express written permission from their parent/guardian. The student must complete the overnight permissions form, which is available from the International Office. The completed form must be presented to the International Team at least 48 hours in advance. We must have full details (name, address, telephone number and relationship to the student) before we consider the request.

Guidelines for Homestay/Host Providers who are hosting Students under-18 in Homestay Accommodation

- All students under-18 **cannot be left alone overnight**. For further advice, please contact the International Department on 01590 625325.
- All under-18s must return to their accommodation by 10:00pm from Sunday through to Thursday, and 11:00pm Fridays and Saturdays. This time may be set earlier if the parent/guardian wishes. Non-compliance must be reported to the International Office.
- Any under-18 who wishes to go away overnight must have written permission from their parent/guardian in advance. This must be obtained through the International Office. The student must complete the overnight permissions form, which is available from the International Office. The completed form must be presented to the International Team at least 48 hours in advance.

- Should your student not return to your home within two hours of their expected arrival, you should immediately call the International Team's emergency phone number (07970 069822). The College will then enact the Missing Child Policy, which you can read here:

<https://www.brock.ac.uk/about-us/governance-and-policies/>

Holidays

Many students will choose to go home over the Christmas and Easter holidays, and smaller numbers over half-term holidays. However, if they do not, your student needs to be considered in any family plans. If it is not possible to include your student, you must let us know with a reasonable amount of notice (three weeks notice is the normal required period) as it is likely we will need to place your student in alternative accommodation for that period. Please consider carefully before going away during term time as this can cause disruption to your student's studies.

Recreational activities

Homestay hosts should try, where possible, to include their student in their recreational activities, as this adds to their experience of living in the UK. We also encourage all Homestay students to take advantage of Enrichment opportunities within the College and to participate in any relevant educational or recreational visits. If you are considering involving your student in a higher-risk activity like rock-climbing or wind-surfing, you should consult the College in advance because written parental consent will be required.

Homestay payments and related information

Accommodation fees will be charged annually to students and paid directly to the College. You will then be paid by us by

bank transfer monthly, one month in arrears. The fees paid by students cover the whole academic year, including half-term holidays, the Easter holidays and the Christmas break, so you should be prepared to host your student over these periods in addition to term time.

You should give at least one week of notice in writing to your student and the International Team if you plan to stop hosting your student. You will receive a payment schedule when you commence hosting that will tell you the payment dates for the year. Hosts will be paid from the day the student arrives at the Homestay to the weekend of their departure. Further information on payment can be found in the Homestay Host Agreement.

Breakages/damages

It is expected that household items are subject to normal wear and tear and that accidents do happen. If your student breaks or damages something in your home, they should report it to you immediately. Depending on the circumstances, your student may be asked to pay to replace or repair the damaged item(s). The College cannot accept or be held liable for any breakages or damage.

Council Tax

Full-time students, including international students, are exempt from paying council tax. In households where a discount is applicable you will need to inform the relevant authority and an exemption certificate may need to be produced. This certificate can be obtained from the College, so you should inform us if one is required.

Insurance

You must have suitable home insurance in place and you should let your insurer know that you have a paying student living in your home. Where you may also be providing vehicle transport to your student, you should first contact your motor insurer to

check for any additional requirements and to ensure you are suitably covered.

Concerns/problems

If you have any concerns or problems with your student, you are encouraged to first attempt to resolve the issue with your student directly. If this is not possible, or you would prefer the International Team to intervene, you should speak to our International Student Experience Officer as soon as possible. Most issues are easily resolved. In some cases, the College may decide it is in the best interests of the students and/or the Homestay provider to move the student to an alternative Homestay.

All students will be offered the opportunity to move to a different Homestay at the end of the academic year.

Wellbeing, safety and security

Illness and Injury

Students are expected to register with your local doctor if they are studying with us for more than six months. You should help them with this process soon after their arrival. The International Team will provide your student with a supporting letter, which must be taken to the surgery.

If your student becomes unwell while in the UK and is unable to come in to college, they must tell you and, if they are under-18, you must contact the College to inform us of their absence. If your student is over-18, we may allow them to self-certify their illnesses depending on their overall attendance and performance levels. If necessary, they should make an appointment with your doctor.

The College has onsite nurses and a Medical Room, which is available from 9:00am to 4:00pm Monday-Friday during term-time. The Medical Room and Treatment Room are located next to the International Office in M Block. The nurses are available either by appointment or on a drop-in basis.

There are also a number of first-aiders on site should your student require them. Two members of the International Team are qualified emergency first-aiders.

In the case of an accident/injury to your student outside of college requiring hospital treatment, you should call an ambulance or, if appropriate, take them to the nearest hospital. Depending on the severity of the incident, you may wish to call out the doctor.

If possible, you should accompany your student to the hospital and call the College's emergency number (07970 069822) to inform us of what has happened. You should keep the College updated and inform us about the outcome.

All students under-18 must be accompanied by an appropriate adult if hospital treatment is required. Any accidents occurring within the Homestay accommodation that result in injury, but not necessarily hospital treatment, must be reported to the College. This will then be recorded in a central accident log.

Notifiable (infectious) diseases

If your student becomes unwell and you (or they) believe they may have a notifiable disease, you should contact the College and the student's GP as soon as possible. A list of notifiable diseases can be found here:

<https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report>

Fire Safety

Within 24 hours of your student's arrival at your home you must show your student how and where to exit the property in the event of a fire. This will include guidance on where any keys to windows and doors are kept.

All Homestay accommodation must be equipped with fitted and working smoke detectors.

Important Telephone Numbers

The number for the following emergency services is **999**:

- Police
- Ambulance
- Fire Service
- Coastguard

For non-emergency medical advice, you can call **111**.

The College emergency phone number, which is operated by members of the International Team and is available 24 hours a day, seven days a week, is **07970 069822**. You are advised to add this number to your phone in case you ever need it.

Moving a student

While every effort will be made to resolve any problems that might arise between a Homestay provider and a student, sometimes this might not be possible. If a solution cannot be found, we will move the student if they (or you) are unhappy. If a student moves host for a non-welfare issue, we will give three weeks' notice. Less notice may be given if we are replacing one student with another.

If there is a safeguarding or welfare issue, the College reserves the right to move the student immediately with no notice.

Supported education

The College is committed to ensuring access to its courses for all students and will offer the level of additional support necessary to make this possible. If you become aware that your student has additional needs, you must make sure the College is aware of these so suitable arrangements can be made. The College has a dedicated Learning Difficulties and Disabilities Co-ordinator who can support your student. Depending on their circumstances, your student may be subject to additional fees.

Some students may have religious, dietary, language or cultural needs. You are advised to discuss these with your student, if applicable.

Discipline

If you encounter difficulties with your student that you cannot resolve together, then you should contact the International Office. You should also be aware of the College's Code of Conduct, which can be found here:

<https://www.brock.ac.uk/about-us/governance-and-policies/>

Student attendance and performance is monitored regularly. If a student falls below the expected standards, then the College will initiate its performance management procedure, which aims to improve whichever area needs addressing. There is no requirement for you to be involved in these matters, but we may ask you for your observations and/or assistance.

Departure from Homestay accommodation

When your student leaves your accommodation at the end of their stay, they should return the door key and leave a forwarding address with you so any mail can be forwarded if necessary. They should also contact their bank, mobile phone provider, and any other relevant parties, to amend or cancel existing agreements.

Students are required to complete a holiday form for any college holidays and their final departure, informing us of their flight details (if applicable) and any other onward travel arrangements. Hosts are also required to sign the holiday forms to verify they are aware of the arrangements.

Feedback

Once a term, students are required to complete a questionnaire regarding their experience of Homestay accommodation.

This is their opportunity to formally respond about their feelings regarding their Homestay experience. This will be followed-up with a one-to-one discussion with a member of the International Team. Any shortcomings identified from the feedback will be rectified by a member of the International Team as appropriate. Homestay hosts may give informal feedback on students at any time during their stay. Once a year, we will ask you to complete a more formal feedback survey on your experience of hosting. Any issues arising will then be discussed with you.

College policies

Smoke-free policy

This policy has been developed to protect all employees, learners, customers, contractors and visitors from exposure to second-hand smoke while at Brockenhurst College, and to assist with legislative compliance and government recommendations.

The policy is also designed to promote health in the workplace and to support staff and/or learners who would like to stop smoking.

It is recognised that exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease, asthma and other recognised health conditions. Ventilation or separating smokers from non-smokers within the same air space does not completely stop potentially hazardous exposure.

In consideration of people's health, all College premises are designated as non-smoking (including e-cigarettes). However, there are designated smoking shelters at some sites.

You are within your rights to forbid your student from smoking inside the Homestay accommodation. You may consider allowing them to smoke in an outside space, but your student must first ask permission if they wish to do so and take responsibility for clearing away any rubbish afterwards.

Data Protection

All personal information that Brockenhurst College holds is processed in accordance with current UK data protection legislation. The College is the data controller and contact details for our Data Protection Officer can be found on our website. The information you provide will be used for Homestay purposes only. Your data will be shared with your student. We will contact you when necessary in relation to your role as a host. For more information about how we use your data, please see our full privacy notice at www.brock.ac.uk/privacy-notice

Brockenhurst College, the data controller, will share with you, the host, the data processor, personal data about your student. This personal data will include name and date of birth and should only be used for the purpose of providing the student with accommodation as set out in this document. The personal data shared with you should only be kept for as long as you are hosting the student. Once the need for the data has ended, the data should be returned to the College in full or destroyed confidentially.

All personal data provided to you is confidential and should not be shared with anyone without the written consent of the College. This includes asking a third party to process the data on your behalf. The personal data provided to you should be stored and processed securely. You should be able, where necessary, to assist the College in providing your student with access to their information and allowing them to exercise their rights under the General Data Protection Regulation (GDPR). You will also assist the College by ensuring all data are handled in a secure manner, any data breaches are reported to the College as soon as possible, and data protection impact assessments are carried out if necessary.

If you have any problems with this, please raise your concerns with your College contact. You can find more information

about GDPR from the Information Commissioners Office at www.ico.org.uk

Complaints

Brockenhurst College welcomes feedback on all aspects of its provision and service. If we fall below the standards one of our stakeholders expects, we need to know how and why this has happened so we can resolve the situation and alter process or approach as necessary. We encourage issues to be resolved informally in the first instance, though it is your right for any complaint to be dealt with formally from the outset if you wish.

Homestay hosts are able to make a complaint about any issue relating to the College that is of concern to them. All complaints received by the College will be logged, taken seriously and treated sensitively. However, the formal complaints procedure will be considered only where complaints concern issues that have arisen within the last three-years, unless there are exceptional circumstances.

If a member of the public or a student at the College is not satisfied with the response to a complaint, Ofsted can be contacted directly regarding any issues related to students under-18.

The website is www.ofsted.gov.uk and the email address is enquiries@ofsted.gov.uk.

The postal address is:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 4666

Key contacts

NAME	ROLE	TELEPHONE	EMAIL
24 Hour Homestay Emergency Line	Out of hours emergency contact.	+44 (0)7970 069822	N/A
Paul Spanner	International Manager	+44 (0)1590 625305	pspanner@brock.ac.uk
Samantha Ettle	International Student Experience Officer	+44 (0)1590 625413	settle@brock.ac.uk
Steve Jenkin	Assistant Principal and Student Wellbeing	+44 (0)1590 625381	sjenkin@brock.ac.uk
College Absence Line	Reporting student sickness absences.	+44 (0)1590 625530	attendance@brock.ac.uk
College Reception	General contact.	+44 (0)1590 625555	enquiries@brock.ac.uk
International Office	Homestay and/or international student information.	+44 (0)1590 625325	international@brock.ac.uk

Brockenhurst College

Lyndhurst Road • Brockenhurst • Hampshire • SO42 7ZE
T: 01590 625555 • E: enquiries@brock.ac.uk • www.brock.ac.uk

