

GAO GLOBAL EDUCATION LTD
Broaden International Vision and
Enrich Life Experience



Guardianships
高国际教育 - 监护机构

Homestay Handbook

A Trusted Home Away From Home!



Dear Homestay Families,

Thank you for partnering with us and for welcoming a young person into your home. You play an essential role in supporting each student's wellbeing, development, and success while they study in the UK.

Our guardianship organisation provides dedicated pastoral care and safeguarding support throughout a student's time here. Acting in place of parents, we ensure that every student is safe, supported, and able to thrive both academically and personally.

Contact Details

There will be times that you need to contact us. We are always here to assist you with any questions or concerns that you may have. You can contact us in the following ways:

General enquiries

Telephone (office hours 9am -5pm):
+44 (0)7723007588

Email: lp@gglobaedu.com

Emergencies 24/7:

Telephone: +44 (0)7723007588

WeChat/WhatsApp ID:

lipinghardy/07723007588

Safeguarding concerns

Designated Safeguarding Lead: Liping Hardy

Contact Details for the Local Safeguarding Partnership (LSP)

Croydon Safeguarding Children Partnership
(CSCP)

Email: CSCP@croydon.gov.uk

Telephone: Main switchboard: 020 8 604 7275

Contact Details for the Local Area Designated Officer (LADO)

Local Authority Designated Officer
(LADO) – Croydon

Email: lado@croydon.gov.uk

Telephone: 020 8 726 6000 ext.
24817

Mobile: 07716 092630 (*direct*)



The role of the guardianship organisation, your role as a homestay

The guardianship organisation

Our guardianship organisation provides pastoral care and safeguarding support for international students, acting as the local point of contact for schools and families. We coordinate welfare support, accommodation, and emergency assistance, ensuring students are safe and well supported throughout their time in the UK.

Your role as a homestay

As a homestay, your role is to provide a welcoming and supportive home environment where students feel safe and comfortable. You offer day-to-day care, meals, and guidance within household routines; while communicating any welfare concerns to the guardianship organisation so we can provide appropriate support.

Looking after and respecting the rights of the student

We host students aged between 11-18 years old. Students of different ages may require different care. For example, younger students will require greater nurturing and supervision during their stay, whereas older students will be more independent and may be allowed to visit the local area on their own. Parental permissions may vary from student to student too. We will explain to you what we expect from you prior to placing any student with you.

One of the most mutually rewarding experiences of hosting an international student is learning about another culture. We ask that all homestays respect the students' own culture, values and background and be mindful that there will be some differences in the way students approach everyday life, such as when greeting others or whilst eating. Likewise, the students may have a different religious belief to the homestay. Again, we ask that you are respectful of any differences.



Loco Parents

We expect our homestays to exercise the same levels of care as a responsible parent – in loco parentis. This means that you are accepting the day-to-day responsibility for the care of the student whilst they are staying with you. appropriate support.

Codes of conduct

Gao Global Education Ltd has a code of conduct for staff and homestays. Please take time to read through this document as it outlines how staff and homestays are expected to behave whilst working for the guardianship organisation. where this can be found,

<http://www.gglobaedu.com/index.php/en/education/guardianship>

Likewise, we have a code of conduct for students. This outlines the expected standards of behaviour for our students. Please read through this as it will help you to understand our expectations. where this can be found,

<http://www.gglobaedu.com/index.php/en/education/guardianship>

Safeguarding

Gao Global Education Ltd is committed to safeguarding and child protection. We have comprehensive policies on safeguarding, prevent / anti-radicalisation, low level concerns, complaints, anti-bullying, missing student, online safety, and data protection that provide further information and outline our procedures. These can be found

<http://www.gglobaedu.com/index.php/en/education/guardianship>

. Please ensure that you have read and understood all our policies.

You are required to undertake a basic certificated course on safeguarding. This should be refreshed every three years. We will also provide an annual safeguarding update. This will be via an online meeting.

Codes of conduct

We encourage students to talk to any trusted adult should they have any concerns. As a homestay, a student may consider you to be a trusted adult. There may be students who feel more comfortable speaking to other homestay family members about a concern they may have. You should therefore ensure that all members of your household are aware of what to do if a concern is shared with them. We have explained to students that any concerns they raise will be treated seriously. If a student comes to you or any homestay member to raise a concern, please ensure that it is dealt with in line with our published procedure (see safeguarding policy) and reported to our Designated Safeguarding Lead (DSL) as soon as possible. While the usual reporting channel is via the DSL, anyone can make a referral directly to the local safeguarding partnership or the Local Authority Designated Officer. The contact details can be found Croydon Safeguarding Children Partnership (CSCP)

Email: CSCP@croydon.gov.uk Telephone: 020 8 604 7275

Local Authority Designated Officer (LADO) – Croydon

Email: lado@croydon.gov.uk

Telephone: 020 8 726 6000 ext. 24817

Mobile: 07716 092630 (LADO direct mobile)

Control

Homestays may only use reasonable, appropriate and lawful means of control to maintain safety. Under no circumstances should physical punishment ever be used.

Self-Reporting

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

Homesickness

When students arrive in the UK, they might be homesick.

Signs that they may be feeling homesick include:

- A strong desire to go home
- Feeling lonely
- Feeling sad
- Feeling anxious
- Lack of motivation
- Loss of confidence
- Feeling depressed
- Experiencing mood swings
- Feeling insecure
- Finding simple tasks difficult
- Physical symptoms, such as headaches and nausea

If your student is showing signs of homesickness, tell them not to worry as there are many people who can help them manage their feelings. Let them talk to you about their feelings, and remind them that they can always talk to their house parent, teacher, parent, guardian, or any member of guardian staff who will listen and will be able to support them and offer advice. It is best not to encourage them to frequently call home, as this can make the feelings worse. Keeping the student busy and interested in a variety of family activities and discussions may help them settle and feel happier. Please do let us know if you are concerned that your student is suffering with homesickness. We are here to support both you and the student.





How to comfort a student in distress

There may be occasions where your student is upset. For example, the student may be homesick (see above), unwell or experiencing pressure in their academic studies. In such incidences please do not comfort the student physically. It is inappropriate to hug a student as you may comfort your own child, however there are many things you can do to help:

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- Listen to the student's concerns
 - Offer comforting words and advice
 - If you can speak the students' first language, this may help to calm the student
 - Please do alert us to the problem and we will offer you support

Curfews and Bedtimes

Students who have permission to go out on their own will be required to return to homestays by the following times:

- Ages 14 and under 8:00pm
- Age 16 and under 8:30pm
- Age 18 and under 9:30 pm

We will inform you whether or not the student you are hosting has permission to go out alone. All students who are permitted to go out unaccompanied by their homestay must take their mobile phone (fully charged) with them and keep this switched on. Please make sure that they have your telephone number programmed into their phone. It is important that if students do go out unaccompanied, that they let you know where they are going and roughly how long they will be out. If for any reason they are delayed, students must contact you to keep you informed of their whereabouts.



Gao Global Education Ltd suggests that student bedtimes should be as follows:

- Ages 14 and under 8:30pm
- Age 16 and under 9:30pm
- Age 18 and under 11:00pm

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

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

Students may visit the local area subject to age, maturity, school regulations, and parental consent. Clear boundaries and return times are set, and a sign-in/sign-out system operates. Students must carry a charged mobile phone and emergency contact details.

Travel further afield requires prior written parental consent and submission of full travel details. Permission is granted at the guardian's discretion following safeguarding considerations. All arrangements are recorded and monitored.



Students staying away from the homestay

Students staying away from the homestay require prior written parental consent and approval from the guardian. Full details of the host (name, address, contact number, and relationship to the student) must be provided in advance. Safeguarding considerations are reviewed before permission is granted.

Clear arrangements for supervision, transport, and return times must be agreed. Students must remain contactable at all times and have access to 24-hour emergency support. All permissions and correspondence are recorded and monitored.

Accommodation requirements

Homestays should ensure that they provide a comfortable living environment for students. We require our students to be provided with the following:

- A suitable bedroom and social area(s) which are well kept, clean and in good repair, with sufficient natural light.
- Suitable safeguards must be in place to ensure that students have sufficient privacy from other students. Parents should be made aware of students who may wish to share bedrooms and must give consent before the arrangement goes ahead.
- Where homestays are using a double bed, only one student is using this facility. Under no circumstances should students share a double bed.
- The rooms should have suitable heating and lighting and there should be access to sufficient supplies of hot water as required.
- Students should have access to a private space to study.
- Students should have access to appropriate hanging and drawer space for clothing.
- Students should have access to a bathroom with a lock on the door and either a shower or bath.
- Students should be treated as part of the family, and therefore have access to the communal rooms in the home. They should not have access to family member's bedrooms.

Please make us aware if any member of the homestay is a smoker, or if you have any pets. Students should have the right to opt for a non-smoking and/or non-pet homestay environment.

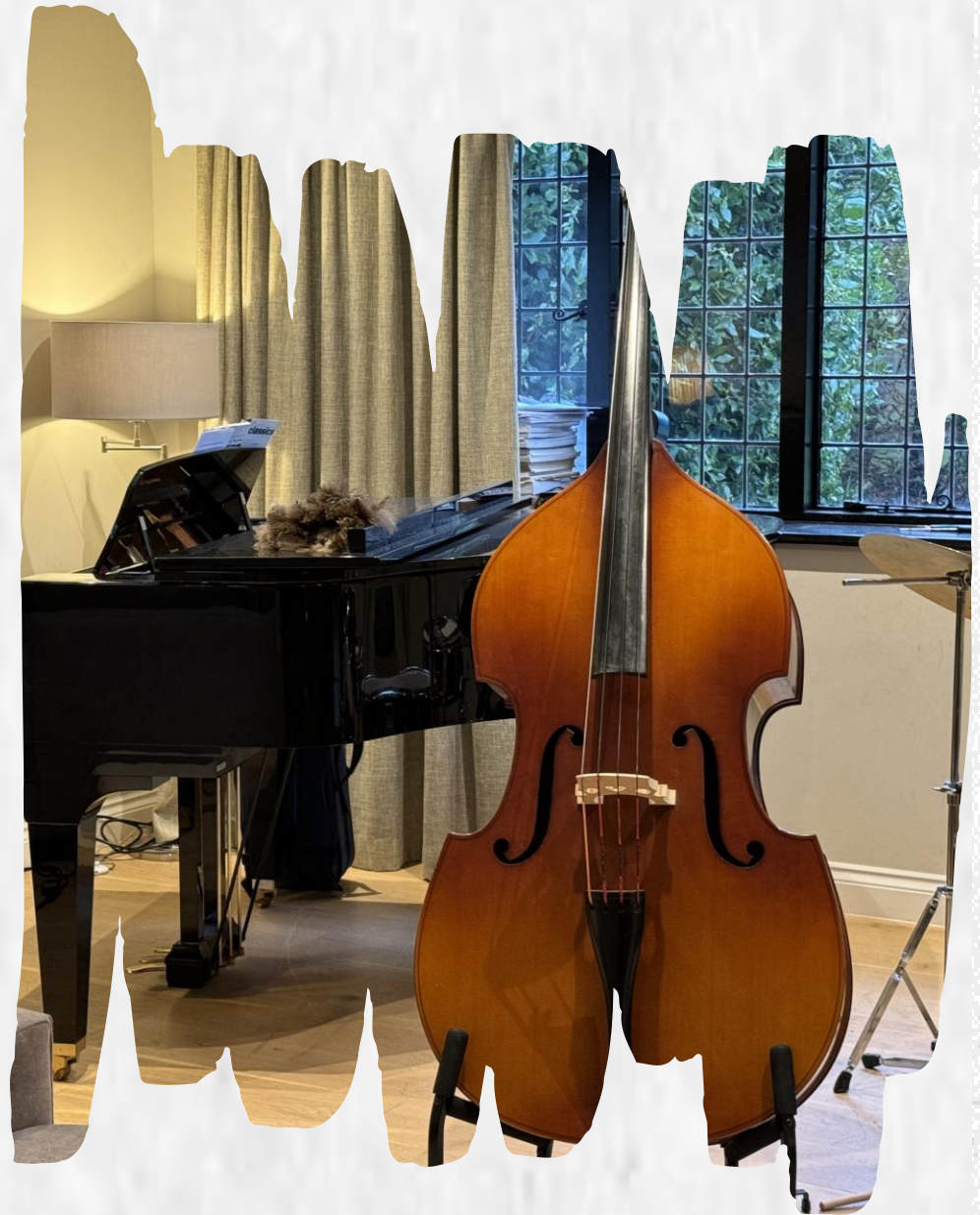
Please be aware of the need to ascertain the adequacy of your home insurance in respect of hosting international students. The insured (homeowner) should declare all facts to the insurer in order to a) obtain the right cover and b) obtain the right premium.

Accommodation requirements

No more than three students should be placed with the same homestay at any one time, unless in exceptional circumstances. Please ensure that you inform us if you work with other guardianship organisations as we need to check that you are not accommodating more than three students in total when members of an AEGIS guardianship organisation are being hosted. When students under the age of 16 are in the care of a homestay, no students over the age of 20 should be hosted either by the guardianship organisation or another guardianship organisation working within the same homestay. Homestays should not host any other paying guests or operate any form of bed and breakfast facility when hosting AEGIS students.

While there are no legal restrictions, homestays are expected to adhere to NSPCC advice on adult supervision and ensure that:

- Students aged 12 and under are not left home alone for a long period of time.
- Students aged 16 and under are not left home alone overnight.
- Students are not left home alone regardless of their age if they do not feel comfortable with this.



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Meals and Snacks

We ask that homestays provide students with a full board provision of breakfast, lunch and dinner during their stay, taking account of any dietary needs. In addition, students should be provided with access to suitable drinks and snacks during their stay.

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

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

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

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

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



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



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

The Guardian Organisation provides guidance to host families on offering a varied and balanced diet that reflects students' preferences and cultural backgrounds. Example meals may include Chinese-style dishes (e.g. rice, stir-fry, dumplings), pasta dishes, roast chicken, fish, and other familiar home-cooked meals. Host families are encouraged to discuss food preferences and dietary requirements with students to ensure meals are appropriate and enjoyable.

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Use of the homestay's car for transport

Any cars used to transport students should be roadworthy with up-to-date tax, insurance, and MOT (where required). If you provide transport using your car for the students in your care, please be aware of the need for adequate comprehensive vehicle insurance and that you should inform your insurers that you will be using your car to provide transport to international students for which you may be paid or receive expenses. Please ensure that all relevant laws relating to the use of child seats or booster seats for under 12s, when the student is below 135cm in height, and seat belts for over 12s or more than 135cm tall are discussed with students and adhered to.

Laundry

Homestays are asked to provide students with suitable laundry facilities if they are resident for more than one night. In most cases the homestay would undertake to do the laundry for the student. Depending upon the age of the students, the homestay may give permission for them to do their own laundry if requested and agreed.



Access to computers and the internet & safe use of the internet

It is most likely that your student will want to access the internet during their stay. We ask that they use their own devices and not the family computer. We have an online safety policy that outlines the main risks to be aware of and what you can do as a homestay to help keep students safe. Please take time to read this document. Students are expected to use their own devices to access the internet and not the host family computer. The Guardian Organisation operates an Online Safety Policy which outlines potential risks, including inappropriate content, online exploitation, cyberbullying, and excessive screen use. Host families are required to:

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- Provide appropriate supervision and maintain open communication regarding online activity.
 - Ensure reasonable boundaries around internet use (e.g. overnight use, privacy considerations).
 - Report any safeguarding concerns immediately to the Guardian Organisation.
 - Familiarise themselves with and adhere to the Online Safety Policy.
- Students are reminded of safe and responsible internet use, and 24-hour safeguarding support is available should concerns arise.

Health and Safety in the Home

We expect all homestays to adhere to our health and safety guidelines:

- A minimum of one smoke alarm should be installed on every storey.
- A carbon monoxide alarm to be installed in any room containing a gas, liquid or solid fuel burning appliance.
- An annual landlord gas safety check to be undertaken by a Gas Safe registered engineer and a copy of the certificate provided to the guardianship organisation.
- The homestay must ensure that the electrical system is safe, e.g. sockets and light fittings are secure and not overloaded and any appliances used by the student are safe.
- The homestay must discuss the possible evacuation routes from the property with students on a regular basis. If doors or windows are locked students must know where to find the key in the event of a fire.
- If fire extinguishers and fire blankets are provided, they must be suitably serviced.
- Where open fires are used, a suitable fire guard should be in place when the fire is lit.
- Any matches / lighters should be appropriately stored.
- A basic first aid kit should be available to include, plasters, sterile eye-pad, triangular bandage, safety pins, non-medicated wound dressing, disposable gloves, leaflet giving guidance on first aid.
- Any prescription medication and drugs should be kept safely especially when hosting young students.
- Alcohol should be appropriately stored.
- The homestay should have an awareness of basic food hygiene when preparing meals for students.

We will conduct an initial visit to check that your accommodation is suitable prior to you hosting a student. Thereafter we will visit at least once a year to undertake an annual check. Please let us know immediately if there are any changes in the accommodation you are offering. This includes informing us of any temporary building work that may take place when you are due to host students.

Medication

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

Private Fostering

Where Gao Global Education Ltd has any day students under the age of 16 (under 18, if the student has a disability) living with homestays who are not their parent or a close relative for 28 days or more, they must adhere to the regulations regarding private fostering in place within their local area as directed by their local authority.

Gao Global Education Ltd is required to liaise with the school and the homestay to ensure that where possible the local authority are notified of the proposal for a private fostering arrangement at least six weeks before the date on which the arrangement is to begin.

Where the arrangement is to begin within six weeks, the local authority is to be informed immediately.

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

Gao Global Education Ltd has a system in place for recording all correspondence with the local authority private fostering team and securing relevant permissions to share such information as is necessary with the student, parents, agents (where appropriate), homestay and partner school.

In the case of day students over the age of 16, we are mindful of the extended period students will spend with homestays and regularly carry out suitable checks to monitor and ensure their welfare.

Changes in circumstances

You are required to inform the guardianship organisation about any changes to the homestay arrangements.

Expenses and payments

Gao Global Education Ltd ensures that any payments due to homestays are transacted promptly and in line with any contractual agreements in place.

Gao Global Education Ltd operates a written Homestay Agreement which sets out the agreed nightly rate, what is included within the placement fee (meals, utilities, laundry, Wi-Fi, and supervision), notice periods, cancellation terms, and safeguarding expectations.

Homestays are paid monthly in arrears via bank transfer in accordance with contractual terms. A clear record of payments is maintained.

Additional expenses outside the agreed placement fee (e.g. pre-approved transport, activities, or exceptional costs) must be agreed in advance and submitted with receipts using the organisation's expense claim process. Reimbursements are made promptly following approval.

Financial records are retained in line with data protection and accounting requirements.



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Your contract and cancelling the agreement

All homestay arrangements operate under a formal written Homestay Agreement.

Either the Homestay or Gao Global Education Ltd may terminate the Agreement by providing a minimum of two weeks' written notice in writing. During the notice period, the Homestay is expected to continue to provide care in accordance with the Agreement unless otherwise agreed.

Gao Global Education Ltd reserves the right to terminate the Agreement with immediate effect where there are safeguarding concerns, a serious breach of contract, or any circumstances that may compromise the safety or welfare of the student.

The welfare of the student is paramount at all times. Where termination occurs, the Guardian Organisation will ensure suitable alternative accommodation is arranged to safeguard the student's wellbeing.

All termination decisions are documented and retained in accordance with record-keeping procedures.



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Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that Gao Global Education Ltd take advice from the government, the UK Health Security Agency and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic Gao Global Education Ltd may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. Gao Global Education Ltd will work with parents to find flights to home countries where required. Gao Global Education Ltd will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Gao Global Education Ltd will work with parents and schools to find suitable quarantine accommodation for students where required. Gao Global Education Ltd has a policy that outlines the procedures we will follow during a pandemic. This can be found here <http://www.gglobaedu.com/index.php/en/education/guardianship>



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