



Global Educational Guardians

Homestay Handbook

1

Hosting International Students

Thank you very much for your interest in hosting an international student on behalf of Global Educational Guardians.

Global Educational Guardians is appointed by overseas families to represent their children who are in full time education in boarding schools around England and Wales.

Hosting an international boarding student during their short holidays can be very rewarding, fun and educational experience and provides a valuable extra income for your family.

This handbook is produced to give you a guide on what you can expect and what is expected of you as a Homestay Family to overseas students. As a of Global Educational Guardians Homestay Family, you are providing a very important service to our Students.

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 in the following ways:

General enquiries	
Telephone/WhatsApp	+44 (0)7848 995858
Email	co-ordinator@globalguardians.co.uk
Emergencies 24/7	
Telephone/WhatsApp	+44 (0) 7848 995858
Safeguarding concerns	
Designated safeguarding Lead Irina Gay	+44 (0) 7848 995858

The role of the guardianship organisation

As educational guardians, we do everything to ensure that our students are safe and well looked after, while studying at their UK boarding school.

This includes:

- Communicating with and liaising between the school, parents and students.
- Visiting our students at school to ensure that they feel safe and happy.
- Attending parents' evenings and other vital events on parents behalf. Arranging for a host family to look after our student during exeat weekends and holidays.
- Arranging transport with carefully selected drivers.
- Providing 24/7 contact for emergencies.
- Representing parents interests and safeguarding our students interests and welfare.

2

What Host Family can expect from Global Educational Guardians

Communications: Arrangements regarding the student, school and transfer times will be confirmed to you in writing before arrival. We will visit your house at least once per year, and you can contact Global Educational Guardians at any time should you have any queries or concerns. We will contact you as a host family during our student's stay to check that both parties are happy with how the homestay is going.

24-Hour support: Global Educational Guardians are always available to offer assistance and support, where necessary, for both the host family and the student. If you feel the student is having any problems, please get in touch with Global Educational Guardians straight away, and we will do all we can to help and assist whenever necessary.

Payment: Housekeeping Allowance: We have a standard rate per day, which we will confirm at the time of booking. We can confirm in advance, and in writing, the amount that we will pay you for the student's stay.

Expenses: Global Educational Guardians will pay your mileage if you collect the student from school (currently 60p per mile). If the student has no pocket money, we can also cover the entrance cost for activities such as swimming or cinema (to a maximum of £30, but please ring if in doubt). All claims should be supported by itemised receipts and sent to our office, and we add the expenses to the parent's account. Payment is made directly to your bank account.

Contractual Arrangements: Please note that due to the guardianship contractual arrangements between Global Educational Guardians and you, the Host Family, and our contract with the students and their parents, all arrangements must be made through Global Educational Guardians Office.

Your role as a homestay

During the times that you are hosting, your responsibilities are to protect, care for and provide full board and lodging for your student on a day-to-day basis. Please exercise the same level of care as a responsible parent – 'in loco parentis'. The overall guardianship responsibility remains with Global Educational Guardians, whom you should contact whenever a situation arises in which you are uncertain as to the appropriate action to take. Untoward occurrences, such as hospitalisation, unexplained student absences or other concerns affecting student safety, should be reported to

Global Educational Guardians immediately. Should a student we have booked with you not arrive within 1 hour of when you expect them, you must advise us of this matter, and we will follow up. Host families are not allowed to contact schools or parents and you should conduct all communication via Global Educational Guardians.

Looking after and respecting the rights of the student

We host students aged between *10 and 18*. 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.

3 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.

Codes of conduct

Global Educational Guardians 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.

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.

Safeguarding

Global Educational Guardians 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, data protection that provide further information and outline our procedures. These were emailed to you. 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 *the annual visit or via an online meeting*.

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 as soon as possible.

Control

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

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

4

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 you 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:

- 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:

17/18 years old - no later than 11.00pm

15 / 16 years old - 10pm at the latest

14 year olds and under should be home no later than 8pm

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 know long they will be out. If for any reason they are delayed, students must contact you to keep you informed of their whereabouts.

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

Please contact Global Education Guardians Director to discuss giving permission to the students to visit local area.

5

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.

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 who 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 18 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 our 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.

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.

Meals

If the student has any food allergies or religious considerations with food types, we will inform you about them prior to his/her arrival.

Breakfast must consist of:

- Cereals (various) with milk,
- Toast (butter and jam to be made available),
- Fruit juice and a choice of tea/coffee/hot chocolate

However, many students would greatly appreciate a traditional English cooked breakfast on weekends.

Lunch can be a light meal, soup and bread, or sandwiches, but a jacket potato, cheese on toast, or maybe pasta or noodles could be offered as an alternative, with some salad, fruit or a yoghurt, etc.

Evening meal must consist of:

- Meat (various) or fish (various) with potatoes/rice/pasta and vegetables
- Hot or cold dessert or fruit and/or cheese
- Bread or similar should be available if requested
- Cold water/tea/coffee/hot chocolate

Snacks – Something like biscuit or cake or some fruit should be available. A hot drink and a biscuit before going to bed would be appreciated, especially if the dinner is early.

Table manners and food preferences vary from culture to culture. Ask the student if there are any foods he/she like/dislike.

Some cultures chew with their mouths open. Some cultures do not use verbal manners as part of their everyday conversation. To help them fit in it might be helpful to teach your student a few courtesy phrases such as, “Please pass the...” or “Thank you for the...”

At first, participation in mealtime conversations may be limited as speaking English can be stressful, as well as, some cultures do not encourage conversations during meals.

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.

Use of the homestay's car for transport

Any cars used to transport student 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.

7

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.

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.

In some case the school may also wish to make an annual visit to check the property. You will be made aware of this prior to agreeing to host a student.

Please refer to our separate Welfare, Health and Safety statement that was emailed to you together with the other Global Educational Policies and documents.

Guidelines on conduct when hosting a student

All homestays when providing accommodation for students should try to include them within the routines of the family as much as possible and provide a homely environment.

The Homestays may only use reasonable, appropriate and lawful means of control and contact with students so as to provide comfort if in distress and to maintain safety and good order in the home. If there is any form of physical restraint then the homestay must contact the guardianship organisation immediately to explain the circumstances.

Under no circumstances should physical punishment ever be used.

Use of CCTV in homestays: ICO has a Code of Practice in relation to the use of CCTVs inside and outside properties, this must be adhered to by a homestay using CCTV. The key is having a clear and lawful need for the recording and to be able to demonstrate why CCTV is appropriate to meet that need, taking into account an individual's right to privacy and what the CCTV user has done to ensure the recordings are no more intrusive than they need to be and that there is a clear system to ensure any data obtained is adequately protected, in line with the usual data protection principles (just as for written data). It is essential that the ICO guidelines have been adhered to and that the main homestay carer has a paper trail to demonstrate this. Homestays using CCTV are expected to remain up to date with any changes in this Code of Practice and the guardianship organisation should conduct ad hoc checks to ensure that this is happening

Private Fostering

Global Educational Guardians currently do not have any day students or boarding students needing fostering arrangements. Global Educational Guardians will adhere to the rules if any of our boarding students need to stay with a host family for longer than 28 consecutive days. Where Global Educational Guardians 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. Global Educational Guardians is required to liaise with the school and the homestay to ensure that where possible the local authorities 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. Global Educational Guardians 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.

Changes in circumstances

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

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that *Global Educational Guardians* takes advice from the government, Public Health England 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 *Global Educational Guardians* may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. *Global Educational Guardians* will work with parents to find flights to home countries where required. *Global Educational Guardians* 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. *Global Educational Guardians* will work with parents and schools to find suitable quarantine accommodation for students where required.

Review

This handbook was last reviewed on: 21/12/2025

Signed: 

Director and DSL

Global Educational Guardians Ltd

Date: 21/12/2025