

Frequently asked questions

Host Families

Do the students speak English?

Yes they do, although some students may be more conversant than others.

Can we host more than one student at a time?

You can host up to 3 students at a time for us. If you are hosting students from a different company we do ask that you make us aware of this prior to the arrangement.

What are the availability options to be a host family?

Typically we would need a homestay arrangement for our students 3 times in a school term (possibly more), 2 exeat weekends (2/3 nights) or half terms from 9 nights.

How is the student selected to be in a host family?

Given the information we gather from you, the student, their parents or agent in relation to hosting (location, room, children ages, pets etc). We match the student as closely as we can with the family that satisfies most or all of the requirements.

What happens if a host family has trouble with the student?

Students are expected to be polite and courteous at all times. We have a 24 hour helpline for emergencies or for not so urgent enquiries you can contact us during office open hours 08:00am – 20:00pm. We will aim to sort out the issue to both parties satisfaction. If this cannot be achieved it may mean that we have to find an alternate homestay.

Do host families get paid, if so when?

Yes you do. Rates are dependant upon your location and facilities (ie ensuite bathroom etc). Our local coordinator will advise you of the rate when they visit you. We make payment at the end of the homestay arrangement on receipt of the expense form. If you do require payment up front please contact Dawn and she will arrange this.

To become a host family, what kind of accommodation is required?

We require full board accommodation in a nicely furnished spare single room as a minimum, with a desk and lamp as most students like to take the time to study.

I work full time, can I still host?

Unfortunately not for us, we require an adult member of the household at home at all times. As we are guardians to students under the age of 18.

Will I need a CRB before I apply?

No, as we undertake the CRB/DBS for each family member over 16.

If I take my student out, will I be expected to pay for his/her expenses?

It depends, meals out will be covered in your fee per night. However, cinema trips or entrance fees to local attractions will be reimbursed in full for the student along with transport at 0.45 pence per mile.

Is the student allowed to invite friends and family to my house?

This depends on what you prefer, if its friends or families visiting for the day or for a few hours then we would expect the student to ask your permission.

Frequently students ask for their friends to stay in the same host family as them, for the duration of the exeat/half term. In this instance we would check if you have adequate room (additional bed) or room and make the necessary arrangements with you beforehand.

This is my first time hosting, what if there is something I don't understand or am unsure of?

Hopefully a lot of your questions, will be answered either by these frequently asked questions or our 'Host Family Handbook' however if there is something you are unsure of, you can either email or telephone us. Or when our local co-ordinator comes to visit you, this would be a great opportunity to ask any questions you need answers to.

In case of accident or illness who do we contact?

If the accident or illness is not serious but you would like some medical advice please call 111 (24 hour medical advice line). For serious illness or injury call 999 immediately. In both instances you should also place a call to a member of the Academic Guardians team, our 24 hour line is **+44 (0)7931 954106**.

