



## Criteria for selecting new host families

Host families are recruited by word of mouth, newspaper advertising and leaflet drops. All host families are visited prior to being allocated students. Visits are undertaken by our Administrator or experienced CES representatives who are hosting or have hosted students in the past. All potential families are sent the Guide for Host Families with a covering letter prior to the visit. They are also sent 'Guidance for host families hosting students under the age of 18.'

Having viewed the student accommodation and shared areas (ie bathroom, living room and kitchen), the CES representative will go through a questionnaire with the family to establish preferences such as age/gender of potential student(s) and also to note whether they have children, pets and if they are prepared to cook vegetarian meals etc. Hobbies and interests are also taken into account and a write-up describing the homestay is entered into our computer system (Class) and sent to the student by the registrar when accommodation is booked. A separate private description of the homestay is also entered into the system.

Families are assessed on

- hospitality and welcome/general attitude
- quality of accommodation
- cleanliness

At the end of the visit, families are asked to complete a Child Act Declaration and a Code of Practice form, both of which are kept on file in the office.

All student feedback is carefully monitored and entered into the host's individual record on our database, as are any verbal comments. If necessary, families who are considered to be unsuitable are rendered inactive (with the relevant notes in Class) and will not be used in the future. We are also in regular contact with other schools and agencies in the area and, where appropriate, families will be blacklisted.

Families are asked to re-register on an annual basis and to complete a Re-Registration Form which includes the Child Act Declaration and Code of Practice. Where possible, families are revisited every two years. All host families that take under-18s have a DBS check.

### STUDENTS REQUESTING A CHANGE OF HOST FAMILY

Students who wish to leave their homestay are normally required to give us 2 week's formal notice. If they choose to leave earlier, they may forfeit any money paid for days in which they did not stay in the homestay during this notice period. If they wish to move homestay, they are normally required to give us 1 weeks' formal notice. If they choose to leave earlier, they may forfeit any money paid for days in which they did not stay in the homestay during this notice period. These policies are designed to discourage unwarranted and unnecessary changes. However, CES reserves the right to exercise judgement and accommodate changes as and when necessary. In practice the school often moves students quickly and without penalty. Moves will usually take place at the weekend at a time agreed with the student and host family. If necessary, a taxi will be booked on the school account to take them to the new homestay. Should a host family request the move, the student will be advised of the reasons why. Students are given a new ID card and full family details (description, address and landline) usually on the day of the move.