



Home Stay Handbook

Welcome and introduction from the guardianship organisation

Welcome to SCHMART Limited and thank you for signing up with us as a host family!

As a host family you will play a large part in ensuring the students have an enjoyable time in the UK, in a safe and supportive environment.

This handbook is designed to be guide on what you can expect when hosting overseas students and what is expected of you as a host family.

Who we are

Founded in 2024, SCHMART Limited offers unique and bespoke tailored services in all aspects of student guardianship in independent education. Our main aim is ensuring all students have a safe and enjoyable time in the UK, while reaching their full academic potential.

Address: 167-169 Great Portland Street, 5th Floor, London, W1W 5PF

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	07488345766
Email	kayaturk@hotmail.com
WhatsApp	07488345766
Emergencies 24/7	
Telephone	07488345766
Safeguarding concerns	

Designated safeguarding Lead - Turkan Kaya	
LPS If you have any concerns regarding a welfare of child, please contact access team on 2076414000. Or Email: accesstochildrens services@westminster.gov.uk Out side office hours, the Emergency Duty Team on 02076412388 or call the police on 999.	LADO Aqualma Daniel – Safer organisations Manager and Local Authority Designated Officer. 07870481712 Aqualma.Daniel@rbkc.gov.uk

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

Role of the Guardianship organisation:

You are accepting the day-to-day responsibility for the care of the student whilst they are staying with you however the overall guardianship responsibility remains with Schmart Limited, 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 situations affecting student safety, should be reported to the Schmart Limited appointed guardian immediately.

You will not normally be expected to instigate contact with a student's school or to attend school occasions, which is a role undertaken by SCHMART Limited. If there was a need for the host to contact or visit the school, it would be at the instigation of SCHMART Limited and with the agreement of the host.

SCHMART Limited will usually send you an email or call you to ask for your availability and make homestay bookings. Arrangement regarding the student, school and transfer times will be confirmed to you in writing by email prior to arrival. We will visit your house each year and you can contact SCHMART Limited at any time should you have any queries or concerns.

If you have any questions or concerns, you can ring Turkan Kaya, Director on +447488345766 and Ayse Tamay, Executive Head on +447873314639 or send an email kayaturk@hotmail.com / ays.tamay@gamil.com

In the case of emergencies, which should only be escalated when a situation arises that needs to be resolved prior to the next working day, please phone 07488345766. This service is available 24 hours per day.

The rate of pay must be clarified at the time of booking. We will confirm this in advance, and in writing the amount you will be paid for the student's stay. SCHMART Limited will also pay your mileage if you collect the student from school. Any additional claims (e.g. expenses for day trips or

buying something the student asks for) must be agreed with SCHMART Limited in advance and included in your invoice.

Should there be a cancellation, we will do our best to find another student but, if not, and we are unable to provide you enough notice (7 days) we will pay for the booking, for up to 7 nights.

SCHMART Limited will pay all the service payments on behalf of the student. The host family will under no circumstances discuss with the student, or the student's parents, friends or classmates, the lodging fees set with SCHMART Limited without prior consultation with SCHMART Limited. If a host family violates the rule, SCHMART Limited reserves the right not to arrange further bookings with the host family.

Work completed before the end of month should be settled with an invoice provided before the last day of the month, which is when payments are made by SCHMART Limited. If the invoice is not correct or not received, SCHMART Limited will make the payment the following month given an invoice is received.

Your Role as a Homestay

During the times that you are hosting, your responsibilities are to protect, care for and provide food and lodging for your student on a day-to-day basis, as you would your own children.

HOST FAMILY REQUIREMENTS

SCHMART Limited requires the following documents from host families before we can place any students with you:

- *A completed application form*
- *Passport copy for the main host*
- *Enhanced DBS Certificates for all persons aged 16 and over living at the premises**
- *Landlord Gas safety certificate issued in the past 12 months*
- *2 references (one personal, one professional from people who have known you for at least 2 years)*
- *Safeguarding certificate issued in the last 3 years (we can send you an online safeguarding course to complete if necessary)*

**If you are not signed up to the DBS (Disclosure and Barring Service) update service, we will need to apply for the DBS certificates on your behalf and the fee (approx. £50 per certificate) will be payable by the host family. Copies of the following documents will be needed: passport, driving licence, proof of address and National Insurance number.*

We will arrange a visit to your house where we will meet the family, have a look around your house and discuss any questions you have about hosting or child safety. We will also check that you have working smoke alarms and carbon monoxide detectors.

You will also be asked to sign a contract and complete a self-declaration and medical declaration form. Please provide us with at least one month's notice if you wish to terminate the contract.

We will visit you each year to ensure high standards are maintained. If there are any changes to the house, student facilities or household make up, it is your responsibility to let us know as soon as possible.

Please be aware that in some cases, a student's school may wish to visit your house.

Your cooperation at these times will be much appreciated.

If you have any concerns about a student in your care, please contact SCHMART Limited immediately.

Additional guidance can be found in the Staff and Host Code of Conduct.

Further advice relating to homesickness can be found in our Student Handbook.

Additional information relating to bullying can be found in our Anti-Bullying Policy.

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 Parentis

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.

Codes of conduct

SCHMART Limited 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. *This will be given to you and sent to you via e-mail.*

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. This will be given to you and sent to you via e-mail.

Safeguarding

SCHMART Limited 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 will be given to you and sent to you via e-mail. 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 *annual visits, online meetings etc.*

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

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:

If your student goes out, you should always know their plans, return times and exchange telephone numbers.

Students are told to always contact their hosts if there is a change to plans.

SCHMART Limited has guidelines on times that students need to be home by.

15 and under: Must be accompanied by an adult member of host family

16 and 17: Must be home by 10pm at the latest

18 and over: Must be home by 11pm at the latest

SCHMART Limited suggests that student bedtimes should be as follows:

12 and under 9pm

13 – 15 10pm

16 – 17 10:30pm

18 and over 11pm

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

Students aged 16 and over are aware that they need to inform their hosts and SCHMART LIMITED if they would like to go out by themselves or with friends to visit the local area. If they would like to travel further afield (e.g. to another city), SCHMART Limited must be informed in advance and we will seek permission from the student's parents.

If you would like to take a student out for an excursion (e.g. a day trip or cinema/theatre visit), please let us know. If this will incur any additional charges, this must be agreed in advance with SCHMART Limited.

If a student informs you that they would like to go out and you have concerns about their safety or whether it is permitted, please contact us straight away and we will be happy to advise.

Leaving a student unattended:

- Children under 12 years old shouldn't be left home alone.
- Children over 12 years old can be left alone for short periods of time, only if they feel comfortable with the arrangement.
- Children under 18 years old shouldn't be left alone overnight (ideally no student should be left alone overnight).
- Children should never be left in a home that could put them at risk – like with no electricity or heat, or with dangerous objects.

Students staying away from the homestay

Staying away overnight is forbidden unless specific permission has been given in advance by SCHMART LIMITED, normally with the consent of the student's own parents.

Friends of students are not allowed to stay with you unless SCHMART LIMITED has approved temporary guardianship in advance.

This is for legal and insurance reasons.

Students are not allowed to smoke or drink.

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 work with other guardianship organisations as we need to check that you are not accommodating more than three students in total.

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 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.

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.

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. *This will be given to you and sent to you via e-mail.*

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 landlord gas safety 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.

Please refer to our separate Welfare, Health and Safety statement, this will be given to you and sent to you via e-mail.

Private Fostering

Where SCHMART Limited 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.

SCHMART Limited 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.

SCHMART Limited 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.

SCHMART Limited 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

SCHMART Limited ensures that any payments due to homestays are transacted promptly and in line with any contractual agreements in place.

The rate of pay must be clarified at the time of booking. Normally we are able to confirm in advance, and in writing, the amount you will be paid for the student's stay.

SCHMART Limited will also pay your mileage if you collect the student from school. Any additional claims (e.g. expenses for day trips or buying something the student asks for) must be agreed with SCHMART Limited in advance and included in your invoice.

Should there be a cancellation, we will do our best to find another student but, if not, and we are unable to provide you enough notice (7 days) we will pay for the booking, for up to 7 nights. SCHMART Limited will pay all the service payments on behalf of the student. The host family will under no circumstances discuss with the student, or the student's parents, friends or classmates, the lodging fees set with SCHMART LIMITED without prior consultation with SCHMART Limited. If a host family violates the rule, SCHMART Limited reserves the right not to arrange further bookings with the host family. Work completed before the end of month should be settled with an invoice provided before the last day of the month, which is when payments are made by SCHMART LIMITED

. If the invoice is not correct or not received, SCHMART Limited will make the payment the following month given an invoice is received.

Your contract and cancelling the agreement

Both the homestay and SCHMART Limited have the right to terminate the contract. The expectation is for both parties to give minimum 30 working days of the notice in writing.

Responsibilities during a pandemic

Pandemics can cause major disruption to travel and schooling. It is important in such events that *SCHMART Limited* takes advice from the government, the UK Health Security Agency and the World Health Organisation. 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 *SCHMART Limited* may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. *SCHMART Limited* will work with parents to find flights to home countries where required. *SCHMART Limited* 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. *SCHMART Limited* will work with parents and schools to find suitable quarantine accommodation for students where required. *SCHMART Limited* has a policy that outlines the procedures we are following during a pandemic.

COMPLAINTS

SCHMART Limited recognises that there may be legitimate concerns or complaints from students, staff, schools, parents or homestays relating to SCHMART Limited. As a company we encourage these concerns or complaints being made known to SCHMART Limited staff so that they can be addressed in partnership with us, and we can continuously improve our service.

Stage 1: Informal Stage

It is hoped that most concerns or complaints can be resolved informally. A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so. Concerns should be raised with the relevant SCHMART Limited staff member who will:

- Keep a record of the complaint and any action taken;
- Respond to all complaints or concerns within 24 hours;
- Investigate the concern or complaint;
- Report back to the complainant within 2 working days.

If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2: Formal Stage

If the complainant is not satisfied with how the complaint has been handled, they can make a formal complaint. This

should be sent in writing to Turkan Kaya or if it is about Turkan Kaya to Ayse Tamay. They will:

- Keep a record of the complaint and any action taken;
- Respond initially to the complainant within 24 hours;
- Investigate the concern or complaint – this may take some time but in any event they will keep the complainant informed of progress made;
- Report back to the complainant formally in writing no later than 28 working days.