



EDLAND LTD

Tel: +44 (0)7462255599

Correspondence via
Edland Ltd, 26 Badminton
Gardens, Bath, U.K, BA1 2XS

Edland365@gmail.com

Date: 08/07/2023

Homestay Handbook

Edland Ltd

Welcome and introduction from the guardianship organisation

Welcome to the Edland Ltd family! As a Director and the Designated Safeguarding Lead (DSL) of Edland Ltd, I would like to personally thank you for opening your home to our international students.

Our mission is to provide a "home away from home" where students feel safe, supported, and integrated into British culture. Your role is the heartbeat of this experience. We provide comprehensive guardianship services, ranging from academic oversight to 24/7 emergency support.

Key People at Edland Ltd:

- Director & DSL: Mr. Yunfeng Huang – Oversees all operations and student welfare.
- Student Coordinator: Mrs. Yuanrong Liu – Manages placements and logistics.

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	07388179899
Email	Edland365@gmail.com
WeChat	H07388179899
Emergencies 24/7	
Telephone	07388179899 / 07552365928
Safeguarding concerns	
Designated Safeguarding Lead: Yunfeng Huang	Mobile 07388179899

Edland Ltd registered in England and Wales. Company Number: 10958069

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Contact Details for the Local Safeguarding Partnership (LSP): Kirstie Webb	01225 396111 Kirstie_webb@bathnes.gov.uk
Contact Details for the Local Area Designated Officer (LADO): Victoria Harlin	LADO@bathnes.gov.uk

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

The guardianship organisation (Edland Ltd)

We act as the official link between the student's parents, the school, and you. We manage all travel arrangements, monitor academic progress, provide 24/7 emergency support, and ensure all safeguarding standards are met according to AEGIS requirements.

Your role as a homestay

You are more than a host; you are a caring adult providing a stable environment. Your role includes providing meals, a study space, emotional support, and ensuring the student adheres to their curfew and school requirement.

Safeguarding and Conduct

Commitment to Safety Edland Ltd is committed to safeguarding and child protection. Our full suite of policies (Safeguarding, Prevent, Anti-Bullying, etc.) can be found on our website: [www.edland.uk].

Training All hosts must complete a basic certificated safeguarding course, refreshed every three years. We provide an annual update via our Quarterly Homestay Newsletter and during our Annual Home Visit.

Self-Reporting & Control We encourage a culture of transparency. If a situation occurs that could be misconstrued, please self-report to the DSL immediately. Note: Physical punishment is strictly prohibited and is grounds for immediate contract termination.

Curfews and Bedtimes

Standard Curfews (Return to Homestay)

Ages 13 and under: 17:30

Ages 14-15 - 18:00

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Ages 16 – 17 20:00

Suggested Bedtimes

Ages 13 and under: 21:00

Ages 14 - 15: 21:30

Ages 16 - 17: 22:00

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

Accommodation & Meals Requirements

Accommodation

Homestays must provide:

- A private, clean bedroom with a desk for study
- A maximum of three students in the home at any time (including those from other agencies)
- Notification to their home insurance provider that international students are being hosted

Meals

- Full board (breakfast, lunch, and dinner) must be provided
- Hosts should include students in family meals where possible
- All dietary requirements (e.g. halal, gluten-free) must be followed as outlined in the student profile

Accommodation Standards

Homestays are expected to provide a safe, comfortable, and welcoming environment:

- Bedrooms and shared areas must be clean, well-maintained, and adequately lit
- Students must have appropriate privacy
- Bedroom sharing requires prior parental consent
- Double beds must be used by one student only (no sharing permitted)
- Adequate heating, lighting, and access to hot water must be available
- Students must have a quiet space for study
- Sufficient storage for clothing (wardrobe/drawers) must be provided
- Access to a bathroom with a lock and either a bath or shower is required
- Students should be treated as part of the household and have access to communal areas (excluding private family bedrooms)



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Household Information

- Hosts must inform us if any household member smokes or if there are pets
- Students have the right to request a non-smoking and/or pet-free environment
- Hosts must ensure their home insurance adequately covers hosting international students

Placement Guidelines

- A maximum of three students may be hosted at any time (unless exceptional circumstances apply)
- Hosts must declare if they work with other guardianship organisations
- When hosting students under 16, no students over 20 may be accommodated in the same home

Hosting Restrictions

- Homestays must not host other paying guests
- Bed and breakfast or similar services must not operate while hosting AEGIS students

Supervision Requirements

In line with safeguarding guidance:

- Students aged 12 and under must not be left alone for extended periods
- Students aged 16 and under must not be left alone overnight
- No student should be left alone at home if they feel uncomfortable, regardless of age

Control Expenses and Payments

Payments Stipends are paid monthly in arrears, directly into your nominated bank account by the 5th of each month.

Expenses any pre-approved additional expenses (e.g., extra transport or specific school supplies) should be submitted via our Expense Claim Form with receipts attached. We aim to reimburse these within 10 working days.

Contract and Cancellation

Our formal agreement remains in place as long as you are an active host. Either party may terminate the agreement with two weeks' written notice. However, Edland Ltd reserves the right to remove a student immediately if safeguarding concerns arise.

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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.

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 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



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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

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

As a homestay, we aim to support students in exploring the local area safely and responsibly.

- Students may visit the local area independently, depending on their age, school rules, and parental permissions.
- We ask that students inform us of their plans in advance, including where they are going, who they are with, and their expected return time.
- Curfews must be agreed in line with school and guardianship guidance, and students must adhere to these at all times.
- For travel beyond the local area (e.g. day trips to other towns or cities), prior permission must be obtained from the school and/or guardianship organisation where required.
- We encourage students to keep their phone charged and maintain regular contact while out.

Students staying away from the homestay

If a student plans to stay away from the homestay overnight:

Where a student is staying overnight anywhere other than with a homestay who has been appointed and fully checked by the guardianship organisation, Written permission is sought from the parents giving full details of the responsible adult. This is regardless of the length of stay. A telephone call should be made to the responsible adult where given information can be verified. ID may be requested and transport arrangements should be fully checked to ensure their safety.

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.



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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.

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).

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 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.

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 which can be found via website: www.edland.uk.



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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.

Please refer to our separate Welfare, Health and Safety statement, that can be found www.edland.uk.

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 Mr Yunfeng Huang 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 Mr Yunfeng Huang immediately.



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Changes in circumstances

You are required to inform Edland Ltd 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 Edland takes 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 Edland may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. Edland will work with parents to find flights to home countries where required. Edland 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. Edland will work with parents and schools to find suitable quarantine accommodation for students where required. Edland has a policy that outlines the procedures we will follow during a pandemic.

Looking after and respecting the rights of the student

We host students aged between 12 and 17. 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.



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Codes of conduct

Edland 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. [www.edland.uk]

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. [www.edland.uk]

Safeguarding

Edland 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 www.edland.uk. 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, via a newsletter, via an online meeting 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.

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.



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