

ERA EDUCATION COMPANY

Host Family Guidelines

2021-2022

Welcome

A very warm welcome from Era Oxford company. Thank you for your interest in becoming a host for our students.

Who we are Era was established in 2018 to provide guardianship and other educational services to overseas students who choose to study in UK. Our students' schools are all over England and require homestay during half term, exam weekend as well as when the child is suspended from school or expelled. Travelling to a new country can be an exciting yet daunting experience and we carefully select accommodation providers offer a safe and friendly environment for students to develop their cultural and communication skills. We aim to provide the highest possible standards of care and ask our host families to treat students as their own children.

Key contacts:

Emergency service UK number is 999

Not urgent medical problems – 111

Era company full contact details -

4 Ridley road, Oxford, OX42QJ, United Kingdom

Telephone: 07557532717

Emergency Telephone: +44 7557532717 /07774760001

Email: info@eraeducation.co.uk

Safeguarding issues:

NSPCC: **0800 800 5000** - www.nspcc.org.uk

Era's Designated Safeguarding and Prevent lead: Vitalija Abare: **07557532717**

Oxfordshire Child Protection Concerns MASH (24 hours): **0345 050 7666**

Local Authority Designated Officer (LADO): Alison Beasley - Designated Officer

Tel: **01865 815956**

NSPCC Whistleblowing Advice Line: **0800 028 0285** or help@nspcc.org.uk

Anti-Terrorist Hotline: 0800 789 321

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1. **Host Family conduct:**

- The Host Family should at all times act as a positive role model, behave respectfully towards the Pupil and towards the Era, and make sure that the Pupil is treated as a reasonable adult would treat his own children.

First days All students will receive welcome information by email or will be given to you. Your assistance with helping them understand their instructions and to find their way around the area (local bus information and route home etc.) is appreciated. Please ensure you exchange contact details with your student so you can stay in touch. Please take time to show the student around your home and explain clearly any house rules, coordinate bathroom times etc. All students should be provided with a key so that they are free to come and go as they choose and please ensure they are familiar with the locks and security (eg closing windows) of your home (different rules can be applied for the younger students). All information about curfew, general home rules, safety instructions and main law in UK will be found in their Student handbook.

Every Host Family must ensure that their Services comply with the following requirements. These requirements in turn comply both with the National Minimum Standards for Boarding Schools set by the Department for Education and with the guidelines of the Association for Education and Guardianship for International Students (AEGIS).

2. **Accommodation requirements:**

- Accommodation provided to Pupils must comply with any requirements set out in law.
- Accommodation must be appropriately lit, heated and ventilated, cleaned and maintained.
- Accommodation must be suitably furnished and of sufficient size for the needs and ages of Pupils accommodated, with appropriate protection and separation between genders and age groups.
- Toilet and washing facilities must be easily accessible to Pupils and must provide appropriate privacy.
- Each Pupil should have his own room unless alternative arrangements are agreed in writing with the Era.
- A room is to contain the following, for the sole use of the individual Pupil: a single or double bed and mattress, a pillow, a duvet, a study desk of a reasonable size, a chair, a study lamp, and a wardrobe. (Please note that sofa beds, divans, and open clothes-rails are not acceptable.) There must be sufficient space in the room for the pupil to be able to make use of all these items comfortably. All furniture provided should be intact, presentable, clean, and suitable for the purpose of hosting children. All bedding should be clean and sufficiently warm.
- There must be at least a part of the room (of reasonable size) which the Pupil is allowed to personalize with suitable posters and personal items if he wishes.
- The Pupil's room must be reserved for the sole use of the Pupil designated to use it and be protected from access by unauthorized persons. Any visitors to the Host Family's Home must not be allowed substantial and unsupervised access to Pupils or their rooms.

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- Adequate laundry provision must be made for Pupils' clothing and bedding. Host Families are expected to launder Pupils' personal items and change their bedding at least once per week, although on occasions laundry may be required more frequently.
 - Reasonable protection must be provided for Pupils' personal possessions, especially for any money or valuables.
 - Any use of surveillance equipment (e.g. CCTV cameras) or patrolling of Host Family premises' grounds for security purposes should not intrude unreasonably on Pupils' privacy.
- 3. Hosting multiple pupils:**
- Host Families hosting any Pupils of the Era who are under 18 years old must not host any students who are not also a Pupil of the Era and has not been DBS checked.
 - The Host Family must not host more than 3 Pupils in their Home at the same time.
 - The Host family must not host any paying or not paying guests when Era students are staying with them.
- 4. Health and Safety:**
- The health, safety, and welfare of pupils must be reasonably assured in the Host Family's household or car (with seatbelts and, where appropriate, car seats used at all times).
 - Pupils should be given age appropriate information on safety, including: behaviour near windows and on stairwells; potential hazards near your Home, including but not limited to rivers, beaches, canals, railway lines, stray animals; not going out alone without asking permission from the Host Family and telling them where they are going; not carrying large sums of money or displaying expensive items; never speaking to strangers, accepting lifts from them, or allowing them into your Home.
 - The Host Family must consult Era Director if she is unsure of any aspect of Health and Safety that may be relevant to the Pupil.
- 5. Host family's training**
- The Host families are expected to have the following trainings:
- Generalist Safeguarding training, which can be done with OSCB
<https://training.oscb.org.uk/>
 - Basic Prevent training <https://www.oscb.org.uk/learning-zone/training/prevent-training/>

The updates and trainings on policies will be held annually by Era Director.

6. The guardian's responsibilities include:

- ✓ Acting on behalf of student's family as parent in situations where they are unable to do so due to distance or timing;

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- ✓ Looking after appointed student's welfare in the UK when the school is closed for holidays or any other reason
- ✓ Providing a host family for the child to stay during half term and fixed exeat weekends when the school is closed;
- ✓ Assisting the child with things they may need – school uniform, sports equipment, pocket money, phone cards, mobile phone, UK mobile sim card, etc.;
- ✓ Helping the child arrange travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers);
- ✓ Helping the child if things go wrong:
 - if they get into trouble at school they may be suspended and asked to leave the school for a period, at short notice
 - if they have problems with immigration or passports (for example, lost or stolen)
 - if they get ill and need to go to hospital, or away from school
- ✓ being available for your child anytime, particularly if they are worried about things like:
 - school
 - friends
 - their own family.
 - It is not unusual for students to feel unhappy and maybe homesick when they first start school and do not know anyone. We are available to advise and support students in times of need.

7. Insurance:

- Host Families must make sure that adequate insurance has been taken out in respect of their household, its contents, and their car(s). The Era will not accept any liability for damage, theft, or loss of the Host Family's household, its contents, or any other of their possessions.
- Host Families must make sure that insurance providers are fully informed of the people, including Pupils, who are to be covered by the insurance and of the purpose for which the insurance is being taken out. For example, car insurance providers may insist on including cover for "travelling for business".
- The Era will bear no responsibility if a claim is not satisfied because the Host Family failed to notify their insurance provider of important details.

8.Provision and preparation of food and drinks:

- All Pupils, including those with special dietary, medical, or religious needs should be provided with meals which are of adequate nutritional value, quality, size, and variety.
- Beyond the main meals provided for them, Pupils must have access to drinking water and to food or the means of preparing food in the Home at reasonable times. It should be made clear to Pupils which of the food and drink stored in the Home they are allowed to consume freely.

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- There must be adequate facilities for the hygienic preparation, serving and consumption of food. All food must be prepared so as to avoid cross contamination from bacteria. Please make sure all members of the Host Family know about how to avoid cross contamination as follows:
- You must clean all work surfaces, chopping boards and equipment thoroughly before and after you have used them to prepare raw food. Ideally, you must use different chopping boards and knives for raw and ready to eat food.
- You and anybody else who prepares or handles food must always wash their hands thoroughly beforehand.
- All food areas and equipment must be cleaned between tasks, especially after handling raw food.
- Please keep raw ready- to-eat food apart at all times and store raw and ready to eat food in the fridge.
- Always put food that needs to be chilled in the fridge straight away, for example food with a 'use by' date, cooked dishes and other ready-to eat food such as prepared salads and desserts.
- It is extremely important to make sure food is cooked properly. This is especially important when cooking poultry, pork, rolled joints and products made from minced meat, such as burgers and sausages.
- When cooking or reheating food, always check that it is piping hot (steaming) all the way through.

9. Fire precautions and drills:

- a. It is essential that the Host Family's Home contain fully operating and maintained smoke and carbon monoxide alarms.
- b. All Pupils must be given detailed instructions on what to do in the case of a fire, and all available exits must be made known.
- c. For Pupils occupying rooms on the first floor of the Home and above, Host Families are required to ensure that there are suitable exits available in the event of fire and that Pupils are made aware of these. Host Families may like to consider keeping portable fire escapes in bedrooms, ready for use in case of emergency.
- d. Any Host Family whose property relies on gas heating (or makes use of other gas operated devices, including ovens, etc.) must ensure that all legally required checks are conducted as appropriate. Any certificates (including Landlords Gas safety certificate) issued following inspections must be provided to Era.

10. Medical treatment:

- a. The Host Family must monitor the general health of Pupils staying with them, and should maintain particular awareness of the health of younger pupils, noting any sickness or injury as soon as possible.
- b. In any cases of medical emergency, Host Families should first dial 999 and then notify the Era using the emergency number provided (07557532717 Vitalija

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Abare's contact). In less serious cases, Host Families should contact Era first, after which they may be required to help the child receive appropriate medical treatment.

- c. Children under the age of 16 may not be of sufficient maturity to give consent to some medical treatment, and in cases of emergency the Era may give consent on their behalf if, after consultation with medical professionals, it appears to be in their best interests. You must allow those Pupils who are able to consent to medical treatment the right to give or withhold this consent. (A child is considered to be able to consent to treatment if he or she has sufficient understanding and intelligence to understand fully what is proposed.)
- d. The Host Family should record any important events relating to the Pupil, including any accidents or bouts of illness, together with all relevant details, and should keep a record of any medication or medical treatment which has been administered to the Pupil under their supervision, including any regular prescribed medication. The Host Family must share the information with Era.
- e. The Host Family must ensure that all medical information relating to Pupils is kept confidential and only shared with people other than Era if appropriate consent has been given by the Pupil or by an authorized person on the Pupil's behalf.
- f. The Host Family must only give medical care to Pupils which they are adequately qualified to give.
- g. The Host Family must ensure that Pupils have access to local medical, dental, optometric, and other specialist services as necessary.
- h. Prescribed medicines must only be given to the Pupil for whom they are prescribed. Pupils must only be allowed to self-medicate if they have been assessed as sufficiently responsible to do so. Where a Pupil needs to be given a regular course of prescribed medicine, the Host Family must ensure that there is a clear agreement in place with the Era as to who is responsible for administering each dose, and should keep a record of this agreement, as well as all doses administered, in the Pupil's individual file.
- i. All medication should be kept out of reach of Pupils and no medication should be made available to Pupils without written instruction from a general practitioner or other qualified individual.
- j. Other than in emergencies the Host Family should check with Era before arranging a medical appointment for a Pupil.
- k. In cases of pandemic, Host families are responsible for the child throughout all stay and are obligated to follow the Government guidance.

https://www.gov.uk/coronavirus?gclid=CjwKCAjw0On8BRAGeIwAincsHIH6xxTI2OnWGcdMsQXioOle2zpdw963op3cLcVEfc_aryHPxd-7FRoC3MsQAvD_BwE

If the child showing the Covid symptoms all family and other students who are living with them must self-isolate themselves for 10 days and arrange a test for the child.

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If the test result will come back negative everyone will come back to their usual routine. If the test will be positive, all family require to stay at home and self isolate for 10 days.

You must report to Era if any of the people in your household are showing symptoms and you host our students.

11. Induction and support:

- a. On the arrival of a new Pupil, the Host Family must exchange telephone numbers with the Pupil and make sure that the Pupil has recorded the following telephone numbers: the main contact number for each contactable member of the Host Family, the Family's landline number, the emergency number provided by the Era.
- b. The Host Family must introduce new Pupils to other members of the family and any other Pupils staying there as soon as reasonably possible, and make sure that they feel welcome and at home.
- c. As soon as reasonably possible, the Host Family must show new Pupils how to use facilities in the Home, access to public transport and important local amenities
- d. The Host Family must inform Pupils directly and clearly of any curfew or other 'House Rules' applicable to them and must explain the consequences of breaking these rules.
- e. If the Host Family gives the Pupil a key to the Home, it should be made clear to the Pupil that the key must be kept responsibly and returned to the Family prior to the Pupil's departure. Pupils aged 16 or over might reasonably be expected to be given their own key to the Home.
- f. In the event of school closure or contagious pandemic, host family is agreeing to provide the student with all necessary services to make him safe and feel comfortable. (it included: appropriate accommodation, food, medical support, access to Internet and activities)

12. Supervision and curfews:

- a. The Host Family must provide supervision appropriate for the age of each Pupil, as would a responsible and caring parent. Younger Pupils (those below the age of 16 and especially below the age of 14) should not be left unsupervised for long periods of time and should have earlier curfew times than older children would be expected to have.
- b. The Host Family must be aware of where, or in whose care, each Pupil under the age of 18 is at all times.
- c. Families hosting younger Pupils are expected to be at Home, or to have made suitable alternative arrangements for the care of those Pupils, whenever the Pupils return Home. Pupils under 14 years old must be Home by 8pm; 14-to-15 year olds must be Home by 9pm; and 16-to-17 year olds must be Home by 10pm. For Pupils over the age of 18, Host Families should agree a reasonable curfew with the Pupil

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directly or follow instructions given by the Era.

- d. It is required that the Host Family check and confirm that each Pupil is at Home by the time specified and notifies the Era promptly of any occasion when this does not happen. These guidelines may be altered in some cases in consultation with Era. In such cases, revised guidelines should be confirmed in writing.
- e. If a Pupil has not returned Home by the designated time, or goes missing the Host Family must notify the Era using the emergency number provided (24/7 contact number is 07557532717). Failing that, the Host Family should call the police. (please refer to Missing or Absent child policy on our website www.eraeducation.co.uk)
- f. If case a student's parents gave permission to him to stay in friend's house or with the relative in the hotel, Host families must notify his guardian in order to check if this request is genuine. Host family should make sure that the student is aware of basic traffic rules, safety procedures and they have the name of the person, who will stay with the child, their address and contact number. Host family should also receive the information from the guardian what time the student leave and will return. The guardian will be in touch with he person the child stays with and let the Host family know if any amendments on the plan will occur.

13. Sleep, bedtimes and Wi-Fi usage:

- a. Quality and quantity of sleep are important to a person's general wellbeing and cognitive performance. Host Families are expected to satisfy themselves that Pupils are sleeping well, and to notify the Era of any concerns over a Pupil's sleeping pattern.
- b. Host Families should agree clearly on an expected bedtime for each Pupil, taking into account their sleep needs and the time when they will have to wake up.
- c. NHS guidelines suggest that children aged 11 to 13 should sleep for around 9 ½ hours and children aged 14 to 16 for around 9 hours each night.
- d. The use of electronic devices (e.g. televisions, computers, mobile telephones, etc.) can distract children and prevent them from relaxing and settling down to sleep. Studies have also suggested that the artificial light from the screens of these devices can affect the body's rhythms and make it harder to get to sleep. Therefore, Host Families should seek to limit the use of such devices, especially in the hour before sleep, and should notify the Era if any problems are encountered with this.
- e. The use of WI-FI will be unlimited in the Host family house. However a Host family can decide to disconnect it if the student spends too much time playing video games, watches moves or any other activities online during the night time. Also, if the Host family will suspect online grooming or any other types of online abuse they obligated to switch off WI-FI and immediately report to Era DSL. Please read E Safety Policy on <http://www.eraeducation.co.uk/privacy-policy/>

14. Younger and more vulnerable pupils:

- a. With younger Pupils it is important for particular efforts to be made to involve them in the life of the Host Family and to help them settle into a way of life which may

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differ greatly from what they are used to in many respects. Host Families may need to have closer contact with the Pupil's Guardian than would be necessary for older Pupils.

- b. While Host Families are unlikely to be asked to accommodate any unusually vulnerable Pupils, they should be aware that the degree of vulnerability may vary with the age of the Pupil and other circumstances (e.g. pre-existing ailments or disabilities, whether mental or physical) and should adapt their approach accordingly.

15. Pupils from overseas:

- a. Host Families should be sensitive to the fact that Pupils, especially those from overseas, may not be accustomed to the way of life which they will be expected to lead in Oxford.
- b. Basic notions of courtesy and appropriate behaviour vary from country to country, so Host Families should be tolerant within reason, while making expectations as clear as possible.
- c. Pupils may have particular needs associated with their cultural or religious background (for example, particular culinary requirements or religious observances); Host Families should respect and, where possible, attend to these, while encouraging Pupils to engage as far as possible with the local culture and way of life.

16. Students behavior

Homestay Host families are allowing Era students to stay in their home, so students should act respectfully by conforming towards the rules of that specific household. Upon student arrival, hosts should clearly outline what they deem as appropriate and inappropriate behaviour relevant to their household. Student's should the following general rules:

- Respect the Homestay Hosts home, family and property. This includes leaving the house clean and tidy during the stay, especially the bathroom and bedroom
- To inform host family where they are going what time you can expect them back (please check curfew time) and if they will require a meal on return
- Be polite and friendly at all times and interact with the family when and where possible
- They can invite your friends to a host family house with prior agreement with the host parents.
- The students are not allowed to use any home appliances without permission
- No smoking, drugs or alcohol are permitted whilst staying or travelling to/from the homestay host family home. This also extends to not breaking UK.
- Use of internet and Wi-Fi in the homestay is permissible, however students are not permitted to view material or films which are not age appropriate (refer to E Safety policy <http://www.eraeducation.co.uk/privacy-policy/>). Permission must be asked before using a host family's computer and downloading is not permitted on a homestay host family's device.
- Respect the religion and culture of the homestay host family.
- They must exchange contact mobile phone numbers with the homestay host family.

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17. Contact with parents:

- a. Pupils must be able to make regular contact with their own family, in particular their parents (or other designated carers), in private. Bear in mind that younger children may want to keep in closer contact with their parents than older children.
- b. Most pupils will have a mobile telephone and this may be their primary means of contacting their parents. Pupils may prefer to communicate with their parents by alternative means, for example by writing letters, or via the Internet, and so should be given adequate opportunity to do so.
- c. Host Families should nevertheless take proportionate measures to monitor and control the use of electronic communications in order to detect abuse, bullying, or unsafe practice by Pupils.

18. Activities and free time:

- a. Pupils must have access to a range and choice of safe recreational areas both indoors and outdoors. These may include, for example, shared areas of the Home and the garden. Any access to nearby public facilities, such as playgrounds, should be appropriately assessed and monitored by the Host Family.
- b. Host Families are expected to organize and supervise activities for Pupils, and to encourage Pupils to spend time productively outside the Home. Appropriate activities may vary according to age, but some examples are as follows: a walk in the park; visiting a nearby museum, gallery, or other tourist attraction; going to the theatre or the cinema; going to a local sporting, social, or cultural event; having a barbecue; preparing a meal with food from different countries. Activities need not be expensive or extravagant, but should provide the appropriate measure of edification and entertainment, while helping the Pupil to feel part of the Family.
- c. It is expected that the Host Family give each Pupil the opportunity to join in at least one appropriate activity per week.
- d. Pupils should be encouraged to spend time with other young people of a similar age.
- e. If English is not the Pupil's first language, he should be encouraged to use English as much as possible in his free time rather than seeking to fraternize with others who share the same native language.
- f. Host family should explain to the student how to get to the nearest shop and preferably take him there for the first time. Also, please give the information about local area, parks, outdoor sport equipment and other attractions where he could go at his free time. Please give a student a call after 1 or 2 hours to make sure that he is fine. Student under 14 years old shouldn't be allowed to go outside unaccompanied but students over this age can attend local shops, parks and other activities by themselves. However it is advised that they go with their friends instead of going alone.

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- g. Host Families should make clear to Pupils any rules on bringing friends into the Home. It would be normal to expect Pupils to ask permission from the Host Family before hosting any significant gatherings.
- h. Under no circumstances should any of the Pupil's friends or acquaintances not being hosted by the Family be allowed to stay in the Home overnight without specific prior permission. The Host Family should check with Era first if there is any doubt over the appropriateness of such an arrangement.

19. Alcohol, smoking, drugs, and sexual activity:

- a. There must be no smoking within the Home.
- b. It must be strictly forbidden for Pupils under the age of 18 to smoke in general.
- c. Host Families must make Pupils aware that buying alcohol or tobacco products when under the age of 18, or buying them for someone else who is under the age of 18, is illegal in the U.K.
- d. The consumption of alcohol must only be allowed under supervision and in doses appropriate to the age of Pupil: under 14 – strictly none; Pupils aged 14 to 18 may, for example, be given a small glass of beer or wine on special occasions such as a birthday celebration; Pupils over the age of 18 may be allowed to consume alcohol responsibly in a social context with the permission of the Host Family. The Era may sometimes issue specific guidance in relation to a particular Pupil on the request of parents, and Host Families should follow this strictly.
- e. The use of any type of illegal drug, “legal high”, or other harmful substance must be strictly forbidden.
- f. It is not permitted for Pupils of any age to engage in sexual activity in the Home of the Host Family. Any concerns about sexualized behaviour (including, for example, inappropriate dress or online activity) should be reported to Era.
- g. Host Families should report immediately to Era if they suspect that any of these rules has been breached.

20. Access to age-restricted videos, DVDs, computer games, and Internet sites:

- a. Pupils should not be allowed access to videos, DVDs, computer games, or Internet sites that are unsuitable for their age. The use of such media should be appropriately supervised by Host Families.
- b. Host Families should installed parental restrictions on their house WI-FI.

21. Pupil behaviour management

It is recommended to read Staff Code of Conduct which can be found on <https://www.oscb.org.uk/learning-zone/training/prevent-training/> the same procedures and instructions Host family must follow.

- a. Pupils are expected to behave respectfully, and in accordance with ‘House Rules’ at all times.

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- b. Good behaviour should be rewarded by praise.
 - c. The Host Family should express clear disapproval of any bad behaviour and may apply simple sanctions such as restriction of privileges provided that they are proportionate. The Host Family must keep a record of any sanctions applied, and should inform Era's DSL directly (24/7 number is 07557532717) of any serious incidence of bad behaviour or persistent repetition of low-level bad behaviour. Please record all details of the incident, timing and actions taken. Any sanctions must be agreed in advance with the Era.
 - d. Host Families may use reasonable force to control or restrain Pupils in order to prevent them from hurting themselves or others, from damaging property, or from causing disorder. Host Families should not use more force than is needed in the circumstances, and should always try to avoid acting in a way that might cause injury, although in extreme cases it may not always be possible to avoid injuring the pupil concerned.
 - Force must not be used as punishment. Any form of corporal punishment is strictly forbidden. In the event of using reasonable force, please immediately inform Era Director with the details of the incident for recording.
 - e. Host Families may search a Pupil or his/her possessions without consent, and may use reasonable force to do so, only if there are reasonable grounds for suspecting that the Pupil may have any of the following prohibited items:
 - i. knives or weapons
 - ii. alcohol
 - iii. illegal drugs
 - iv. stolen items
 - v. tobacco and cigarette papers
 - vi. fireworks
 - vii. pornographic images
 - viii. materials relating to extremist ideology or terrorism
 - ix. any article that the Host Family reasonably suspects has been, or is likely to be, used to commit an offence, or to cause personal injury to, or damage to the property of, any person (including the Pupil).
 - f. Host Families should immediately confiscate any of the above listed prohibited items found in the possession of a Pupil, and should notify Era's DSL of this as soon as possible.
- 22. What to do if the child feels distressed or homesick?**
- Stay calm, as this will help you respond more effectively, and also help to reduce the student's anxiety or agitation
 - Listen to what the child is worried about.
 - Remember all details in case if the child will do a disclosure
 - If possible, provide a quiet, private place for the student to rest while further steps are taken
 - Talk to the student in a clear, straight-forward manner
 - Help him/her to calm down using breathing exercises and drinking more water
 - Offer to attend interesting activities and make themselves busy with what they like the most

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- Talk to them about the purposes he came to study in UK and help him/her to make a plan of how to achieve his goals
- If the student appears to be dangerous to self or others, do not leave the student unattended
- Report to Era DSL

23. Child Protection Policy:

The Era Child Safeguarding sets out what to do in case of any concern about a Pupil's welfare, which will usually be to inform the Era's Designated Child Protection Officer (Vitalija Abare, contact number 07557532717 and email info@eraeducation.co.uk). Please follow the link to read all policies <http://www.eraeducation.co.uk/privacy-policy/>

Host Families must ensure that arrangements are made to safeguard and promote the welfare of Pupils staying in their Home.

24. Equal opportunities:

- a. No Pupil should experience inappropriate discrimination because of differences arising from gender, pregnancy or maternity, disability, race, religion or belief, cultural background, linguistic background, special educational need, sexual orientation, gender reassignment, or academic or sporting ability. Host Families must take these factors into account when caring for Pupils, so that care is sensitive to different needs.

25. Expenses, payments, and cancellation of the contract

The cost of the host family varies from £250 per week or £50 per day. If the room is with double bed or ensuite the cost can increase up to £350 per week. The cost includes full board, a room with an adequate size bed, table, light, and wardrobe.

If extra changes will occur a guardian after permission from the family will cover the cost from the deposit.

A full fee will be paid to a Host family if the student cancels a homestay later than 10 days before the arrival.

If for any reasons the family would like to terminate a contract with Era company they should give one month notice in order for the company to have a time to relocate the student. In some cases, when the child doesn't feel safe in the Host family house or want to change Host family for a good reason, Era have right to withdraw the child immediately and find another family for a child with no compensation to the family for the future stay days. If the reason to change the family is insignificant Era will give notice to a family of 7 days and will pay to the Host family for the child's stay until the day when the child has left.

26. Emergency contacts:

- a. In cases of emergency Host Families should contact the Emergency Contact and this is Vitalija Abare, 07557532717
- b. If a situation requires immediate emergency assistance or is life-threatening to any party, the Host Family should call 999 for fire, police, and medical services.

27. Feedbacks

ERA EDUCATION COMPANY

We would like to ask all our families to give feedbacks of the experience about working with Era Oxford company. All guardianship companies are regulated by Aegis organisation, who will help Era comply with the existing policies and improve our services. Aegis inspector might contact you with the request to fill an online questionnaire and visit your family during the inspection (we will inform you while in advance about this visit).

Era company's registered host families agree for annual accommodation check by company's Director.

The host family must inform Era company of any changes to their accommodation or personal circumstances.