

Accommodation Policy

UK College of English accepts overall responsibility for the well-being of students staying in accommodation that the College has arranged.

UK College of English uses agencies to provide its accommodation requirements.

The College may, on occasion, organise accommodation in Halls of Residence or similar establishments and will then ensure that they are registered and legally compliant.

Accommodation Roles and Responsibilities

All homestay accommodation providers are required to read, sign and date the terms and conditions required by UK College of English. This is to ensure that all accommodation providers are aware of what action to take and how to respond in the event of a violation to the safeguarding and welfare of persons under 18.

UKCE sources two types of accommodation for its students: (1) homestay accommodation and (2) Halls of Residence or similar establishments.

Homestay accommodation

The regulations that govern homestay accommodation are as follows:

- Accommodation providers are required to create student registers that are to be regularly monitored to ensure it is current and accurate. A full re-inspection of the accommodation will take place within a two-year period.
- Accommodation providers are to be gas safety certified.
- Accommodation providers are expected to have carried out a recent fire risk assessment as required by law, for all persons who take in paying guests'.
- Accommodation providers will not accommodate two students with the same first language unless unavoidable or specifically requested, in writing, by the students, UKCE, and legal guardians or agency representatives.
- UKCE homestay accommodation providers will accept students into their home as temporary members of the household.
- Students will eat and live with their homestay accommodation providers, and students will be given access to the property.
- The household must ensure a comfortable living environment, by providing an acceptable level of cleanliness and the facilities listed below.
- No more than four students will be accommodated in one homestay accommodation at any one time.
- No more than two students will be accommodated in the same bedroom unless specifically requested in writing by UKCE, the students, their agency representatives, or parents / legal guardians.

- English will be the language of communication within the homestay home.
- Assurance will be made that prohibited items are not tolerated in the accommodation.
- An agency representative will visit all accommodation provided to ensure that they meet the standards of the British Council prior to placing students.
- Accommodation providers should ensure that they have valid insurance cover and comply with current legislation covering paying guests.

Students' rooms and facilities

Accommodation providers are required to provide the following for students:

- A sufficiently spacious bedroom with natural light, equipped with a single or double bed
- A towel and bed linen which will be changed on a weekly basis and an adequate supply of duvets or blankets
- An adequately sized mirror
- A wardrobe or drawer space
- Facilities for a daily shower
- A desk and a chair or study space at the accommodation, where available
- Adequate heating and lighting
- Privacy from members of the opposite sex
- Access to washing and ironing facilities or a weekly laundry service, especially in the case of under 16s

Homestay Provision for Under 18s

UKCE has the following rules specifically for students under the age of 18.

1. The minimum age for staying in homestay accommodation is 13
2. The main accommodation provider is required to have an enhanced Disclosure and Barring Service (DBS) Certificate should they accommodate students under the age of 18 and a suitability declaration, in the absence of a DBS, has been signed by all other adults residing there.
3. There will be an adult at the homestay accommodation to receive students on their arrival and overnight when students under the age of 18 are present.
4. No student under the age of 18 will be accommodated with a student or person aged 18 or older.
5. Contact names and telephone for UKCE and homestay accommodation providers will be given to students and their legal guardians/ agency representatives for use in cases of emergency. These are used to enforce the Contact Procedure.
6. Ensure that prohibited items- especially in the case of U18s- are not tolerated in the accommodation.

Halls of Residence or similar establishments

UKCE works with agencies that offer Halls of Residence or similar establishments that are catered or self-catering.

The regulations that govern Halls of Residence or similar establishments are as follows:

- The ratio of residential adults to students will be at least 1:10 for students aged 10-17 with group leaders. This is mostly in the summer periods between June to August, but requests can be made throughout the year depending on availability.
- No more than two students will be accommodated in the same bedroom unless specifically requested in writing by UKCE, the students, their agency representatives, or parents/legal guardians.
- Contact names and telephone numbers for UKCE and Halls of Residence or similar establishments will be given to students and their legal guardians/ agency representatives for use in cases of emergency. These will be used to enforce the UKCE Contact Procedure.

Meals

Where requested in Halls of Residence or similar establishments, meals are to be provided for students by accommodation providers. Meals may include: (1) breakfast, (2) lunch and (3) dinner.

Only half board is offered for adults in homestay accommodation and will offer a well-balanced diet, taking into account any reasonable dietary requirements expressed by students. Under 18s are provided with full board.

With a half board meal plan you will be provided with a continental-style breakfast which may include the following (a bowl of cereal, fruit juice, tea, coffee, hot chocolate, toast, a croissant) and a cooked evening meal, which will be eaten with your hosts.

ACCOMMODATION PROVIDERS CODE OF CONDUCT

It is UKCE policy to safeguard the welfare of all its students, especially students under 18. UKCE is committed to creating a safe environment in which young people can feel comfortable and secure while under the care of the College. Accommodation providers are required, at all times, to show respect and understanding for students' rights, safety and welfare, and conduct themselves appropriately in accordance with the terms provided in the Safeguarding Policy.

Behaviour

Accommodation providers are contractors of UKCE and as such should always conduct themselves in an appropriate manner whilst in contact with College students.

Sharing personal information

Accommodation providers must ensure that communication with students is within clear and explicit professional boundaries. Communication via telephone, email, text or social networking sites between an adult and a student, particularly, persons under the age of 18, outside of professional protocol may lead to withdrawal of custom.

It is recommended that accommodation providers or their representatives do not give any personal information to students. However, exceptions will be made in the event of emergencies.

Personal relationships

While accommodation providers are encouraged to be friendly and welcoming to all UKCE students, it is against policy to have an intimate relationship with any student of the College of any age. Should friendships be formed during a student's stay, then accommodation providers and their representatives are reminded that a professional relationship with the student be strictly adhered to and appropriate behaviour maintained.

Persons under 18 are minors and so care should be taken to treat them as such. No accommodation provider or their representatives are permitted to socialise with a minor outside of the accommodation premises, as well as spending unavoidable time alone away from others with the student.

Student Welfare

Accommodation providers are required to provide students, legal guardians/agency representatives with an emergency contact name and telephone number for use in cases of emergency. Accommodation providers will inform UKCE with regard to students' welfare. Where a student requires medical attention during his/her stay, the accommodation provider is to introduce the student, in the first instance, to the accommodation provider's own doctor where the student will be seen as a private patient, for which a fee may be charged depending on the student's nationality.

STUDENT CODE OF CONDUCT

Students are responsible to adhere to the following:

- Behave in a manner that shows respect for their hosts and fellow residents; being particularly mindful of health, safety and security.
- Respect the accommodation premises that they reside in and its furnishings so that other students can enjoy it.

Behaviour

Students are required to familiarise themselves with UKCE's code of conduct in the Student Handbook and should note the consequences of breach to any of the codes of conduct or any health and safety requirements as provided in the UKCE Disciplinary Policy and Procedures.

Students may not cause other occupants of the residence or any other person any injury, disturbance, disruption, distress, annoyance, nuisance, harassment, inconvenience or damage to their property.

Students are prohibited from acting in a manner which could endanger the wellbeing of members of the home or residence or which is likely to bring UKCE into disrepute. This includes, without limitation, damaging furniture fittings or anti-social behaviour and unacceptable behaviour resulting from the consumption of alcohol and/or non-prescriptive drugs.

Students may not, under any circumstances, be in the possession of firearms and/or any other dangerous or offensive weapons including, without limitation, any replica firearms/weapons or parts of a weapon/firearm onto any part of their residence.

UKCE is empowered to take disciplinary action against students that behave in any way prejudicial to the good order and smooth running of the accommodation in which they reside.

UKCE and accommodation providers reserve the right to require any student(s) to relocate immediately to alternative accommodation should their behaviour at any time during their period of stay constitute a contravention.

Student Rooms

All furniture must be in its original position at the end of students' stay at their accommodation. Students / parents / legal guardians or their agency reps will be held liable for any damage to furniture or decoration arising from unauthorised rearrangement of fixtures, fittings and furniture.

Students will be held liable to the accommodation providers for all damage and/or losses suffered due to breach of the terms of the accommodation contract. This includes, but is not limited to, any damage to any part of the accommodation premises or its contents caused by students' wilful acts, omissions, negligence or any expense properly incurred.

Each student is jointly and severally liable for any damage caused within the shared areas of the accommodation residence. At their sole discretion, the accommodation providers will solely determine the cost of such damage and agree to act reasonably at all times. The person who has caused the damage will pay the cost of the damage in the first instance. In the event that it cannot be ascertained who has caused the damage, each student will be jointly

and severally liable for the cost of repair of the communal damage, including replacements where necessary.

Students are prohibited from allowing any unauthorised person(s) to occupy or share their room.

Students are not entitled to their own choice of room and may be required to change rooms at the accommodation provider's request.

Cleaning

In Halls of Residence or similar establishments:

- Students are responsible for cleaning shared or communal facilities after they have used them; this includes showers, toilets and kitchen facilities.
- A housekeeping service is provided for communal areas as part of a planned maintenance regime.
- Students are responsible for the removal of rubbish to the place specified by the accommodation provider. Students are also responsible for recycling items including paper, glass, plastic, bottles and cans.
- Rooms will be inspected from time to time and if areas fall below an acceptable standard for health, safety and fire regulations, then they will be closed off, brought back up to standard and a charge may be levied against students for cleaning.
- Accommodation providers may confiscate any item, which they believe may be prejudicial to good order and the safety of other residents.

In both homestay accommodation and Halls of Residence (or similar establishments), students are responsible for the cleanliness of their own rooms, and bathrooms if rooms are en-suite.

Alcohol, drugs and smoking

Students of UKCE, particularly students under 18, are expected to adhere to College rules at their accommodation. It is against UK legislation and UKCE Policy for any student under the age of 18 to be under the influence of alcohol or any non-prescription drugs. Therefore, UKCE operates a zero-tolerance policy towards such behaviour. In the event that a student who is under the age of 18 is found to be under the influence of alcohol or non-prescription drugs, disciplinary action will be taken.

Smoking is strictly prohibited for students under 18. Smoking is only permitted for those students who are over 18 and in designated smoking areas allocated by the accommodation providers.

Covering smoke detectors in rooms is a criminal offence. In the interests of fire safety, hookahs, shishas, and any other similar smoking devices are not permitted.

End of stay

When students leave the accommodation upon termination of their period of stay, students are required to leave all items belonging to the accommodation providers and remove all personal belongings from the accommodation. In addition, students must leave the accommodation in a good state and condition and return all keys and/or electronic devices to the accommodation providers.

Any furniture, belongings and personal effects left in the accommodation when students vacate, will be considered as rubbish, and disposed of. All items will be disposed of as the accommodation providers considers appropriate and UKCE and the accommodation providers will not be held responsible for any loss arising from such disposal. Students will be held responsible for any reasonable expenses and administration costs incurred by UKCE or the accommodation providers due to the disposal of any of students' personal belongings left at the accommodation.

Students will be invited by UKCE to provide feedback about their accommodation at the end of their stay.

Complaints

UKCE always strives to offer quality and ensure students are satisfied while at the College. The College handles any expression of dissatisfaction with its services or that of their agents as a complaint. UKCE staff and management are committed to listening to complaints, treating them seriously, and learning from them to ensure that the College can continuously improve its services offered. In order to achieve this commitment, UKCE encourages all students to notify College staff of any issues that may arise regarding their accommodation by following the procedures provided in the Complaints and Appeals Policy.

Other conditions

All accommodation companies have a contract with UKCE, therefore, neither student agency representatives nor accommodation providers are permitted to negotiate direct deals with one another. Where such conduct occurs, this will result in a breach of both student agency representatives and accommodation providers' contracts. Under such circumstances, UKCE reserves the right to withdraw services from the student agency and custom from the accommodation provider.

Disclaimer

UKCE shall not, in any circumstances, incur any liability in respect of loss or damage to any person, property or otherwise unless the damage is proven to be caused by its negligence.

UKCE will not accept responsibility or engage in any disputes of claims/ loss between accommodation providers and students or their legal guardians/ agency representatives.

Associated UKCE policies

- Safeguarding Policy
- Disciplinary Policy and Procedures
- Dealing with abusive behaviour
- Contact Procedure

How the policy is maintained

1. *UKCE accepts bookings and overall responsibility.*
2. *UKCE establishes agreements with agencies to abide by the UKCE Accommodation policy.*
3. *Agencies maintain their own checks – for homestay hosts’ DBS clearance etc. – according to industry standards and the agreement with UKCE.*
4. *UKCE undertakes periodic spot checks of the agencies’ records and inspects new accommodation where possible.*

Review date: 12th September 2024

Reviewed annually or more often as required