

University of York Short Courses

Homestay Information Booklet



INTRODUCTION TO UNIVERSITY OF YORK HOMESTAY

WELCOME TO HOSTING WITH THE UNIVERSITY OF YORK!

Dear Host,

On behalf of the University of York, I would like to take this opportunity to thank you for your willingness to be a host for our international short course students and to embrace the opportunity of welcoming a student into your home.



Hosting a student is a mutually rewarding and enriching experience. For the student, it means a smooth transition from their home country to York; the freedom to gain an authentic cultural understanding and the opportunity to enhance their interpersonal skills within a safe, caring living environment. For the host, it is the reward of sharing the experiences of a young person from another country and seeing them develop in confidence and aspirations through their time in York, often leading to life-long student-family connections.

We have created this handbook to offer you insights into the guidelines and policies we have adopted to assist in the care of your student guests. We trust you will find this information useful, but if you have any questions, please contact us via cgp-shortcourses@york.ac.uk (+44 (0)1904 322846).

Once again, thank you for welcoming our international short course students into your home during their time at the University of York. I hope this experience will lead to many long-lasting friendships and I look forward to working with you in the future to ensure our students are enriched by their homestay experience.

Rohit Kumar
Director of International Relations, Partnerships and Mobility

CONTACT US

You can contact the Short Courses Office during office hours (usually weekdays between 9:00 am – 5:00 pm) as follows:

GENERAL ENQUIRIES AND OFFICE HOUR EMERGENCIES

Short Courses Office (Monday to Friday: 9:00 am – 5:00 pm) +44 (0)1904 322846

Email cgp-shortcourses@york.ac.uk

For more information please visit [our website](#)

FOR EMERGENCIES OUTSIDE OFFICE HOURS

University of York out-of-hours emergency contact (Campus Security) +44 (0)1904 323333

Police, fire service or ambulance 999

NHS Helpline* 111

If emergency services are required, please contact them first by dialling 999. **Please go to this page on the NHS website for guidance about when to call 999**

*If your student requires non-urgent medical or welfare support please see **Health and Medical Support**.

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OUR HOSTING ETHOS

What We Do

Our Short Courses attract students from universities worldwide, offering a diverse range of programmes which last from only a few days to a maximum of 20 weeks, with an average duration of about four weeks. Although we cater predominantly to undergraduate participants, postgraduate programmes are also available. There is a wide range of courses on offer, including English language skills, cultural immersion, academic study/employability skills, and teacher training development.

Classes typically run from Monday to Friday on campus and feature educational visits, trips to local points of interest, and evening social events. Weekends are left free for students to enjoy personal time as they wish.

Our flexible approach to delivering courses to our students ensures a well-rounded experience, combining structured learning during the week with practical experiences and opportunities for independent exploration on weekends. The goal is to foster academic and personal growth for all participants, and hosts are a huge part of making this happen.



Hosting Ethos

For students on our programmes, the homestay experience is an integral part of their course and can have a profound impact on their overall experience. It often becomes the most cherished aspect of their time spent in York!

Hosting a student in your home is not just putting a roof over students' heads, but also providing a home-away-from-home and contributing to their wider experience in York. As many of our students are abroad for the first time in their lives, their hosts have an important role as people who take an interest in their welfare, engage in conversation, share meals, and offer support and advice.

It is essential that the students feel welcome from the start; this establishes trust and respect, ultimately forming the basis of a good relationship. Safety is important too; most of our students are far away from their home country and need reassurance that they are in a secure environment. The homestay is where the student will return after a day of navigating the challenges of a foreign culture, education system, and language; it should be a comfortable, friendly, and welcoming place for them. Another important element of a successful homestay is making the student feel like part of the household during their stay. This might be achieved by engaging in evening chats, sharing meals, or enjoying experiences together.

A homestay is not only beneficial for the student but for the host too. Many find cultural interaction with students from around the world to be stimulating and enjoyable - it is amazing what you can learn over the dinner table! Often students make an impact on the entire household, from the youngest family member to extended family and friends; it is a wonderful opportunity to meet new people and engage with cultures you may not previously have been familiar with. We often hear from hosts who want to write and tell us about what they have learned from their students, or to send us pictures from their recent trips to visit their former students in their own country. Some even form life-long friendships.





Student Feedback

'My host taught me many things when we ate dinner. I could learn about the differences between Japanese and English.'

Nodoka Yasukawa, Tokyo Woman's Christian University 2023

'My host really helped me a lot. Thanks to them, I could make my experiences in the UK memorable.'

Shoko Tomomitsu, Okayama University 2023

'I'm not good at English but my host tried to communicate with me, so I was happy to talk with them. Also, my host was helpful because he gave me a lot of information about travelling in the UK.'

Yuna Karashima, Gakushuin University 2023

'Very grateful for my hosts. It is an amazing place and they gave us a lot of warmth. We had a lot of great conversations about English culture and life. It was an unforgettable experience.'

Cici Wong, United College, Chinese University of Hong Kong 2023

'I am very happy to have met such a great host. They chatted with me every day, cared about my well-being, prepared delicious dinners for me, provided me with advice for my travels and treated me like an honoured guest, making me feel at home.'

Winnie Fu, United College, Chinese University of Hong Kong 2023



Host Feedback

'We enjoy hosting Japanese students very much! And yes, we are in touch with a few of them via Instagram. Any students that we hosted brought something special and good memories to our household. It is very educational and pleasant to us to have the opportunity for any cultural exchange.'

Chiba University host, October 2023

'Just a quick note to say "thank you". We are having a wonderful time with our two students. They have both settled in so well and fitted right in, our grandson adores them both. They have really both tried very hard to become part of the family.'

Tohoku University host, September 2023

'We have acted as a host for over 20 years and have thoroughly enjoyed the experience of welcoming students into our home. Often people ask us what it is like to host a student in your home and we always say if anyone is considering this, then the most important aspect is making sure that students are treated like 'one of the family' and this helps them to feel settled from the first day.'

Long-term host, September 2023

'My son and I thoroughly enjoyed having students to stay. We learnt a lot about Asian culture and the language. It was really good fun with every single student. I would love to learn more.'

Doshisha University host, September 2023

'The first student I hosted was a great character. We really enjoyed having him stay with us. It is a shame it was only for three weeks. I recently met up with [him] in his hometown and he gave me a sightseeing tour. This hosting programme is a great way of making friends with people you would never normally meet.'

Gakushuin University host, September 2023

OUR HOSTING ETHOS CONTINUED...

Every student in homestay should feel:

WELCOME

INCLUDED

SAFE

HEARD

OVERVIEW OF HOST RESPONSIBILITIES

Arrival and Departure:

Students are to be collected from the University on their arrival and brought back at the end of the stay.

We endeavour to arrange sociable and convenient hours for arrivals and departures and always give plenty of notice where this is not possible. If you cannot make an arrival or departure, please contact us as soon as you can so that alternative arrangements can be considered. It is always encouraged to contact your student via email before their arrival so that you can exchange some introductory words before meeting them for the first time.



Keys:

The student(s) are to be provided with their own house key.

Providing the student with their own house key gives them the freedom and independence to come and go from the house as they need. Please demonstrate to each student how each lock in the house functions and provide an opportunity for the student to practise.

First day at University:

The host will be required to accompany the student(s) to and from the University on the first day, using the mode of transport that the student(s) will use during their stay. Students should usually arrive by 8:45 am and be collected from campus at 3:00 pm.

This is the first stay in the UK for most of our students, and they will be navigating many different factors including fast-speaking natives, an unfamiliar public transport system, and a new city. Whilst there are many digital tools which can help with getting around York, it is important that the students feel confident with how to make their own way to and from the University. This is best achieved by accompanying the students on the route yourself. If this is not possible, please let us know.

Meals:

The host is required to provide breakfast and dinner every day on weekdays, and breakfast, lunch, and dinner at the weekend. Meals should be fresh and home-made, with vegetables and fruit as much as possible.

Whilst it is expected that home-cooked meals are served the majority of the time, that is not to say that you can't enjoy a pizza night with your student on the odd occasion. Sometimes, students may wish to be involved in the preparation of food, and this can be a great opportunity to have a conversation.

Evening Meals:

Hosts are required to sit at the table and eat with students during evening meals. If it is not possible to eat together in the evening due to family/work commitments then every effort should be made to find at least two days per week where this can happen.

Eating together as often as possible is an extremely important aspect of homestay. Students who do not experience shared meals on a regular basis can feel disconnected and isolated from their hosts, and may flag the issue to the university as a source of concern. Meal times are often the best time to chat with the student about their day and find out more about their culture and lifestyle.

Including Students:

Hosts should involve their student(s) in their everyday lives, spending time with them in the evenings and at weekends. They should also make an effort to include their student(s) in family events/parties/visiting friends etc. The homestay payment includes an allowance for small miscellaneous expenses during the homestay.

More independent students may choose to organise their own social events with their friends in the evening or at the weekends. Others will prefer to spend time at their homestay. Not only does inviting your student to join you for activities such as walking the dog, visiting friends, or trips outside the city help strengthen the bond between your family and your student, but greatly enriches their experience.



Interacting with Students:

Hosts are required to take every opportunity to interact with their student(s) and make them feel welcome.

*You can find **some tips for interacting** with lower-level non-native English speakers towards the end of this handbook. Some recommended topics for conversation starters include customs/traditions, family life, school and education, holidays, and food.*

Overnight Absences:

Students should not be left alone overnight. If absence from home is unavoidable due to work or family emergencies, hosts must inform the Short Courses team in advance to discuss the matter.

Please inform the team as soon as you become aware of the need to be absent for a night. The more notice we have to put arrangements in place for an alternative homestay, the more warning and preparation we can provide to the student.

THE ALLOCATION PROCESS

ALLOCATION OF STUDENTS

The allocation process matches the student with the host and takes into consideration the preferences indicated, such as:

- host preference for male / female student
- the sex of any current students already being hosted in the household
- allergies
- special dietary requirements
- similar interests
- hosts with / without young children
- non-smoking / smoking host or student
- if the student is willing to be placed with students from other universities

Most of our international partners prefer to allocate one student from their university per host. However, there may be occasions when two or more students are placed with one host (normally each in their own bedroom).

Most of our international partner universities also stipulate that we do not place their students with hosts while simultaneously hosting students from other organisations with the same mother tongue.

These criteria must be adhered to during the allocation process. Therefore, it is important that you let us know as soon as possible if you have (or are planning to have) a student from another organisation at the same time as our student. This would avoid us having to reallocate students should these criteria not be met.

In addition, most of the universities we contract with prefer that their female students do not share a house with male students from other organisations. It is therefore important that hosts do not accept an allocation for one of our students if this is likely to be the case.

NON-ALLOCATION OF STUDENTS

Not receiving an allocation of a student when you have indicated availability may be due to the following factors:

- Higher host availability
- Mismatch of hosts and student preferences

It is not our current policy to contact hosts who are not allocated a student. However, if you do not receive an allocation for a group you have expressed interest in, please feel free to get in touch with the office for clarification.



OVERNIGHT COMMITMENTS

Please do not accept a student if your work or any other commitments are likely to interfere with the care of and attention to the student, or take you away from home overnight. We do understand, however, that unexpected circumstances may necessitate your absence, and in these cases, alternative arrangements must be made for your student. Please note that students should not be left alone over the weekend or overnight.

If you have an overnight social commitment that you are not able to include your student in, please contact us with as much notice as possible so that we can make alternative arrangements.

ESSENTIAL INFORMATION

Fire and Gas Safety

You are required to equip your home with a smoke alarm on every floor.

A carbon monoxide detector must be placed within 1-5 feet of each gas appliance. The recommended height for a carbon monoxide detector is 5 feet up from the ground. For further information about carbon monoxide and carbon monoxide alarms, you can visit the following website: <http://projectshout.com/about/>

If you have gas appliances in your home, you must have a current Landlord/Home Owner's Gas Safety Record/Certificate, which should be updated annually by a registered Gas Safe Engineer. **Here is an example of a Gas Safety Record.**

Household Insurance

We ask that you make sure you have sufficient household insurance to cover any breakages or damage. Neither the University of York nor the student can be held responsible for any accidental damage.

Letter of Introduction

Once you have been allocated a student, we ask that you write or review your introductory letter and email it to cgp-shortcourses@york.ac.uk. If you have very recently completed or reviewed your letter, there is no need to send another.

Please make sure that your letter includes the following:

- Basic information about you (your job, hobbies, family members, pets)
- Your contact details (address, email address, telephone contact number using +44 format)
- At least one recent photo of you and/or your family/house

These letters are sent to the students, who are encouraged to contact you before their arrival. After the letters have been forwarded to the students, hosts will be provided with their students' email addresses and also encouraged to make contact by email before the arrival date. This is a very important part of the pre-settling-in process.

If required, we can email you with guidance to help you with the content of your letter, or **you can see an example here.**

Notification of Changes

It would be appreciated if hosts would inform the office of any changes to the following at the earliest opportunity:

- address, telephone number, or email address
- additional members of the household, including other international students
- new pets
- change of work patterns, e.g., work shifts
- any other change of circumstance that you feel may have an impact on the student's homestay experience

Accommodation Arrangements:

Bedroom: The student(s) should have their own bedroom, including:

- a good quality bed / storage space / space for hanging clothes / desk and chair / desktop lamp

If it is not possible to have a desk in the bedroom, students must be provided with a quiet area, with a table, chair, and adequate lighting, elsewhere in the house where they can study at any time they wish.

Bed linen and towels should be provided and changed weekly.

For privacy, it is essential that the student can close the bedroom door and that curtains or blinds are fitted on the windows.

Bathroom: For privacy, please ensure that there is a working lock on the door of the bathroom that will be used by or shared with the student(s).

Internet access: WiFi should be accessible throughout the home at all times.

Laundry and Ironing: The student(s) should have access to washing and ironing facilities. Some hosts may prefer to do the student's washing or ironing on their behalf. Please discuss this with your student(s).



WHAT OUR STUDENTS CAN EXPECT FROM YOU

ARRIVAL AND FIRST DAY OF PROGRAMME

Arrival: Information regarding details of your student(s) arrival will be sent to you by email in the week preceding. We request that you please reply to acknowledge receipt of this email.

We ask hosts to collect their student(s) and their luggage from the University on the day of their arrival.

House Key(s): We also ask every host to provide each student with a key to the house so they may come and go as any other member of the host's family.

First Day of the Programme: It is expected that the host escorts the student to/from the University on the first day of their course. This journey should be made by the mode of transport the student will normally use, e.g., by bus or on foot.

Please arrive with your student(s) at Derwent reception by 8:45 am on the first day of their course, unless otherwise stated in the arrival email.

The student is expected to make their own way to the University for the remainder of their stay.

Travelling to the University and York: Students attend the University every day for classes, which usually start at 9.00 am and end at 3:00 pm. Please ensure your student is aware of bus timetables, bus stops (and how to stop and get off the bus), and how much their fare will cost to/from the University.

Except on arrival, departure, and the first day of the course, the host is under no obligation to provide transport for the student. If you are willing to offer any transportation to and from the University or other locations while you hosting, this can be discussed between you and the student.

DURING THE STUDENT'S STAY

Meals

- **Breakfast:** We expect that the students will be offered tea/coffee, fruit juice, cereal, and bread/toast with jam/marmalade. For variety, some hosts may occasionally offer cold meats, cheese, fruit, and yoghurt.
- **Evening meals:** The evening meal should be a cooked meal, of at least two courses, with fresh fruit and vegetables. Traditional British food is always popular. Fast/convenience food should be limited to once a week. It is very important that the student eats his/her evening meal with the host.
- **Weekends:** If your student is at home for the weekend, they should also be offered lunch. The student is not expected to pay for food if they eat out with the host; this is covered by the hosting fee.

Students are informed that they should arrange their schedule to fit in with their host's meal times. If they are unable to make a meal-time or are likely to be delayed, they should let the host know in advance.

Being part of the family: We inform our students that the purpose of placing them with a host is to provide them with the opportunity to practise their English and learn more about British culture. We therefore expect them to be part of your home, joining you for meals, perhaps helping with food preparation or clearing the table or washing up, watching television, and keeping their bedroom tidy.

Communicating with the student: The students may have limited English and they may have difficulty in understanding conversation. There are many ways to help them to understand: writing down the information,

speaking more slowly, using simple language, and avoiding questions with a yes/no answer (for example, instead of asking 'Do you know where we are going to meet?' you could ask 'Where are we going to meet?'). Please see more communication tips towards the end of this handbook.

Homework: The course involves homework which the student will be expected to complete in the evening. It is acceptable for hosts to look at and discuss the homework, but not to correct it.

Smoking: Students are advised that very few hosts permit smoking in the house. They are not allowed to smoke inside University buildings and should not smoke in the host's home unless invited to do so.

Student Independence: The students may want to spend some time away from their host travelling by themselves or socialising with their friends.

Please ensure that you have exchanged contact details with your student as soon as possible after their arrival. It would be a good idea to check that your student has saved all of your contact telephone numbers into their mobile phones and if possible to connect with them via an online chat service such as WhatsApp, Line, or Messenger.

Your student should also tell you where they are going, who they will be with (and their contact details if possible) and what time they are likely to return. If they are going to be later than expected then we would expect the student to let you know.

Evening social activities: There may be evening social activities arranged with mentors during the programme. Participation in these is voluntary but we expect the student to inform you if they will be attending any planned activities or if they are going to be late.

Staying away overnight: Some students may choose to stay away overnight. In this case, the students must complete a staying away form to keep our team informed. The link to this form is provided to them as part of their induction on arrival. However, if they are unable to find the link please ask them to contact us at cgp-shortcourses@york.ac.uk.

Curfew: The students who participate in the courses are usually aged 18 and over. They do not usually stay out late in the evening but may occasionally visit a club or pub in York. We feel that the number of late nights should be negotiated between the student and the host. However, as the students are usually aged 18 and over, we do not feel it is appropriate to apply a strict curfew during their stay.

Cost of Living Crisis: We are aware of how the ongoing cost of living crisis is affecting households and that there may be uncertainties about how to approach this with students. We would like to reassure you that during the orientation, students are provided with information regarding this situation and given advice to ensure that excessive use of electricity, hot water, and other facilities is discouraged. If excessive use is an ongoing concern during the student's stay, please first try to discuss this directly with the student. If the issue is unresolved, do get in touch with the office.

DEPARTURE

An email containing information about the departure date, time, and drop-off location on campus will be sent out to hosts in the week preceding the departure date. Please reply, acknowledging the receipt of this email.

Hosts are expected to bring their student(s) and their luggage to the University on the day of departure. It is not acceptable for students to travel alone by taxi, bear the cost of the journey, or wait alone. Where possible, please park your car and remain at the departure long enough to wave your student off. If your only option of getting the student to the departure point is by taxi then please accompany them to the University and say goodbye before you leave them with the group.

If you have already accepted the student allocation when you find out that you will not be able to make the departure in time, please contact the Short Courses team with as much notice as possible so that alternative arrangements can be made for your student.

WHAT TO EXPECT FROM YOUR STUDENT

Respect for House Rules:

Make house rules clear from the beginning, including expectations regarding quiet hours, and any specific family norms

Discuss any limitations on inviting friends or acquaintances over

Encourage reasonable use of hot water, electricity, and other facilities (please see the section 'Cost of Living Crisis' on the previous page)



Communication:

Students should communicate their schedules, plans, and any changes in advance

Open and respectful communication between the host and students is essential

Privacy and Boundaries:

Expect students to respect the privacy and personal space of the host

Define boundaries and discuss private areas within the home

Personal Hygiene:

Students should maintain good personal hygiene and cleanliness

Discuss shared responsibilities for household chores, such as cleaning up after yourself

Involvement in Household Activities:

Encourage students to participate in household activities and meals, as this can foster a sense of belonging

Discuss expectations regarding participation in events and gatherings

Academic Responsibilities:

As students attending a course, expect them to work hard on their studies and attend classes regularly

If they are absent due to sickness, it is their responsibility to let the team know via our sickness reporting form

Safety and Security:

Students should be aware of safety measures within the home, such as fire escape routes and security procedures

Emphasise the importance of locking doors and windows when necessary

Independence and Responsibility:

As the students are usually adults, expect them to exhibit a fair degree of independence and self-sufficiency such as travelling or planning trips by themselves or with their friends



Cultural Exchange:

Encourage students to share their culture and customs and learn about the host's culture

WHAT YOU CAN EXPECT FROM OUR TEAM

Communication

We send several newsletters via email throughout the year. We ask that you read these to keep yourself informed of updates to our current and upcoming courses, training opportunities, team news, and new policies or requirements. These newsletters will also be our main method of communicating the dates of our courses and providing a link for you to indicate your availability for hosting.

Support

If you have any concerns or queries please do not hesitate to contact us through email (cgp-shortcourses@york.ac.uk) or by phone (+44 (0)1904 322846) during office hours (9:00 am - 5:00 pm).

In case of an out-of-hours emergency (which must be resolved before the next working day) please contact the University's emergency 24/7 contact number +44 (0)1904 323333.

If you feel that the situation may wait until the next working day, please contact the office directly at the email address/ number above.

Feedback

Our commitment to our hosts and partner universities is to ensure that hosts provide the best possible care to their students, whilst being provided with all necessary support from our friendly team. The University of York therefore adheres to a policy of implementing a structured feedback system for both students and hosts.

We prioritise the positive experience of both hosts and students during the homestay, and your feedback is therefore highly valued. We encourage both hosts and students to complete a feedback form at the end of their homestay experience. Surveys will be sent to hosts and students at the end of each stay. Additionally, we encourage you to reach out to us at any point during the student's stay to share feedback or seek assistance if any issues arise.

Payment

The University makes all payments by BACS directly to the host's nominated bank account. Payment for homestay is made in advance on the last Friday before the student's arrival. If your student arrives on a Friday then the payment will be made on the Friday that they arrive.

For courses lasting longer than a month, payments will be made in four-week instalments. Please do not hesitate to contact us if a due payment does not arrive when expected.

For information on cancellations and our cancellation policy, please refer to our **Cancellation Policy 2023/2024**

Disclosure and Barring Service (DBS)

We require all our hosts to have a self-requested basic Disclosure and Barring Service (DBS) check completed.

Please be aware that this applies to all members of your household over the age of 18. The University will cover the cost of these checks – please send the office the payment link that you are provided with when requesting a basic check.

Please note, if you would like to host students who are under-18 you will need to complete an enhanced DBS check which can be completed through the University of York at no cost to you. Please contact us for more information.



HOSTING TIPS

Allowing for an adjustment period: For many students, this may be their first time in the UK or out of their home country. Some may take a little longer than others to adjust to the change in language, culture, and the demands of their course - it may not be out of the ordinary for the student to want to spend some time by themselves. University life itself can be quite busy, and some relaxation time is often what is needed.

Being considerate: Please treat your student as you would wish yourself or your own family members to be treated if staying with a host.

House rules: It is often beneficial to have a written list of house rules prepared and to discuss this with your student at the beginning of their stay. This way students and hosts can avoid misunderstandings and be respectful of each other's needs.

Encouraging conversation: Students are often quite interested in the hosts they are staying with and would like the opportunity to chat about experiences in their own country or their time in your home and the UK. Please see some tips for communicating with lower-level non-native speakers on this page.

Involvement in preparing and cooking meals: It may be the first time that the student has been abroad or eaten British food. Involving them in the preparation of meals will enable them to see what the ingredients are, and will also provide an opportunity to make conversation with them. Sometimes the students like to cook for their hosts as a thank you for their kindness during the homestay; it can also be a comfort for students who are missing their 'home' food.

Involvement in household or other activities: Please encourage students to participate in normal household activities. This is a key part of the homestay experience. It is good to involve them in helping you around the house, perhaps asking them to set the table, fill the water jug, call other students or family members to the table, help make tea or coffee for everyone, hand around the biscuits, walk the dog, etc.

Please find below a list of suggestions that hosts have suggested which students have enjoyed taking part in when staying with them:

- **sports / physical exercise: swimming, tennis, football, basketball, bicycle ride**
- **cinema / theatre visits, bowling etc.**
- **card and board games**
- **school / village fairs / car boot sales**
- **shopping / supermarket shopping / cooking**
- **arts and crafts: painting, origami, drawing, music**
- **visiting host's friends**

HOSTING TIPS

TIPS FOR COMMUNICATING WITH LOWER-LEVEL NON-NATIVE SPEAKERS

- Speak slowly and clearly, avoiding colloquial expressions
 - It is helpful to consider grading not only the speed of your speech, but the vocabulary you are using
 - ❌ You seem a bit down in the dumps. Are you feeling under the weather?
 - ✅ You don't look well. How do you feel?
- Use short and simple sentences
 - Avoid long and complicated sentences
 - ❌ I was thinking that, perhaps, as it's so sunny and beautiful in the garden, if you'd like we could eat outside, but only if you'd like - if you don't, that's ok too.
 - ✅ It's very sunny! Would you like to eat outside?
- Use synonyms
 - Repeat misunderstood sentences using synonyms to see if comprehension can be gained
 - ✅ When that happened, did you feel mad?...[no answer]
 - ✅✅ ...Did you feel upset? Did you feel angry?
- Use active verbs
 - Avoid passive verbs
 - ❌ Were you given the information by your teacher?
 - ✅ Did your teacher give you the information?
- Use gestures and visual aids like photographs to help emphasise meaning
 - Use your hands and gestures to convey meaning
 - Use objects/pictures to show what you mean
 - Be patient with silences
 - Don't always try to fill any silences or gaps
 - Sometimes the student might be thinking of how to formulate a reply; give them time before repeating your statement/question
- Smile - relaxed body language can go a long way in making your student feel more comfortable and at ease speaking with you
- Comprehension
 - Don't assume what you have said has been understood; assume it has not
 - To check if students have understood, ask them to paraphrase what they heard
 - Avoid yes/no questions as students may say they have understood when they have not
 - ❌ Dinner will be ready at 6 pm. Do you understand?
 - ✅ What time will dinner be ready?
- Encourage
 - Do not embarrass novice speakers by laughing at their mistakes
 - You might gently correct their English, but do not do so frequently or they may lose confidence
 - Give praise when a student expresses themselves well
 - Tell the student you enjoyed the conversation



OTHER INFORMATION

STUDENT ILLNESS

Using the online absence report form, students are expected to inform us without delay if they cannot attend University due to illness. If you have any concerns regarding the health of your student, please notify the Short Courses office immediately.

We will contact the student by email to advise them of their options for accessing medical support if required, and we will copy you in for information.

If the student requires medical attention, please refer to the next section.



HEALTH AND MEDICAL SUPPORT

NHS 111

If you are unsure if your student is safe to practise self-care at home or if they need to see a medical professional, we advise that you support your student to contact NHS 111 in the first instance:

- Go to 111.nhs.uk, or
- Dial 111

NHS 111 is the NHS non-emergency number. They will ask a series of questions to assess your student's symptoms and advise if the student can safely carry out self-care at home or if they require attention from a medical professional. Your student may need your support to make the initial telephone call but often it is possible to request a translator.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Accident and Emergency

If your student needs urgent medical attention, please dial 999.

The nearest hospital is York District Hospital on Wigginton Road, York YO31 8HE, which has an Accident and Emergency unit. The main telephone number is +44 (0)1904 631313. Treatment is free at the point of delivery, but students may be charged for more complex or prolonged treatment, so it is best to keep the student's medical insurance details and/or EHIC card at hand. Please also remember to take the student's passport with you as identification.

Please see this link on the NHS website for guidance about when to dial 999, when to dial 111, and when to visit A&E.

In the unlikely event that a student needs to visit A&E or have a stay in hospital, you must contact the Short Courses Office (+44 (0)1904 322846) or the University's Security Services if out-of-hours (+44 (0)1904 323333) to inform us as soon as possible.

Doctor

If your student becomes unwell, please contact us as soon as possible so that we can support and advise both you and your student.

If you are unsure if it is appropriate for your student to visit a doctor, please see the above information about the NHS 111 service and the assistance available from pharmacists.

Where possible, we would ask that you accompany your student to their appointment. However, if this is not possible, please let us know so that we can arrange for a member of staff to accompany your student instead.

If your student needs to see a GP, they have the following options:

Your family's NHS GP - It may be easiest for you to take your student to visit your family GP. Most GPs will be happy for your student to register at their first appointment.

Unity Health – Kimberlow Hill Surgery, Kimberlow Rise, YO10 5LA. Tel. +44 (0)1904 754900

This is the University NHS health centre situated on the University of York Campus East. Students can register online or in person at the surgery, and then they can enter the details of their illness on the computer. A GP or Nurse will usually contact the student within 48 hours (depending on the nature of the illness) to make a face-to-face or telephone appointment. There can be a long wait for appointments during busy times of the year.

Private GP

Your student may prefer to see a private GP for a quicker appointment, particularly if their insurance company is willing to cover the cost. The following private GP is available in York:

Stonegate Medical Clinic - 23 Stonegate, York, YO1 8AW. Tel: +44 (0)1904 631815

There is no need to pre-register as details can be provided over the phone. Stonegate Medical can often accommodate same-day appointments if necessary. Appointments are paid for over the phone at the time of booking. The payment includes the cost of issuing a prescription if necessary but does not include the cost of the medication. This will need to be collected and paid for at a pharmacy.

Your student should contact their insurance company before making an appointment to find out what their medical insurance will cover.

Pharmacist

For minor illnesses, it may be most appropriate for your student to visit a pharmacist for advice. Where possible, we would ask that you accompany your student to your local pharmacist or a pharmacist near the campus. However, if this is not possible, please contact us so that we can arrange for a member of staff to accompany your student instead.

Pharmacists are qualified healthcare professionals who can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, flu, sore throats, tummy trouble, earache, cystitis, skin rashes, red eye, and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure that you get the help you need. For example, they will tell your student if they need to see a GP, nurse, or other healthcare professional.

Please see the following page on the NHS website for guidance about when it is appropriate to visit a pharmacist.

Dentist

If your student needs dental treatment, they will have to pay for it, either themselves or through their medical insurance. We advise that your student contacts their insurer before their appointment as some insurers may want to specify which dental practice the student attends. Unfortunately, there is no dentist on campus.

Where possible, we would ask that you accompany your student to their appointment. However, if this is not possible, please contact us so that we can arrange for a member of staff to accompany your student instead.

OTHER INFORMATION CONTINUED...

The following private practices are nearest to the University:

- Oasis Dental Care York, 105 Lawrence Street, York, YO10 3EF. Tel: +44 (0)1904 411993
- JJ & SA Holbrook Dental Surgery, 1 Howard Street, York YO10 4BQ. Tel: +44 (0)1904 641167
- Clock House Dental, 95 Heworth Village, York YO31 1AN. Tel: +44 (0)1904 422918

Emergency Dental Treatment:

Please assist your student to dial 111 and speak to an NHS advisor.

Mental Health Support

If your student suffers from mental health problems during their visit, there is support available as follows.

Your student is very welcome to make an appointment with a member of the admin team who will listen in the first instance. We may be able to help with any day-to-day concerns that the student has, such as problems with their studies, friendships, or feeling homesick, and we can sign-post the student to further support.

Open Door

The services of the University of York Open Door team are available to our Short Course students. Open Door is a team of Mental Health Practitioners at the University providing support to students experiencing psychological or mental health difficulties. We are very happy to refer students to the Open Door team if they feel that they would like to access this support. **Alternatively, students can read more about this service and self-refer confidentially from this web page.**

Please note that if your student does decide to complete the self-referral form, they will be asked for their student ID number. Short Course students do not have a student ID number and instead should enter 'Short Course student' in that section of the form.

Your student may also wish to access GP support as outlined above.

Language Support

Depending on language ability, it may be enough for many of our students to be accompanied to their medical appointments by their host, a host's family member, or a member of our team. This may mean escorting the student to the appointment to help them to find the way there and back, but waiting outside while they have their appointment.

Alternatively, the student may wish to be accompanied into their appointment as well. This is entirely the student's decision and their privacy must be respected at all times. There is no expectation that hosts should accompany students into their appointments unless they feel comfortable doing so. If this is something that the student requests but you do not feel comfortable assisting with, then please contact us so that we can arrange for a member of staff to accompany your student instead.

If you or your student feel that further language support is necessary, please let us know. We may be able to provide a translator to accompany the student if needed.

LOST PASSPORT AND VISA

Please see the University of York advice pages for lost documents.

If your student's passport is lost/stolen inside the UK, please report it to the **local police station**. They will be given a crime reference number which may be needed to apply for a new passport and a new visa.

They will need to apply for a new passport at their Embassy. A list of all **foreign embassies' contact details** can be found on the Gov.uk website.

They will then need to **apply to the Home Office for a transfer of conditions** to replace a lost visa. Once they have provided their biometric data, their visa will then be issued in the form of a Biometric Residence Permit (BRP).

Please remind your student to keep all the receipts for additional travel and other expenses as they may be needed for their University's insurance provider to claim back the costs.

COMPLAINTS PROCEDURE

We take concerns seriously and prioritise them accordingly. If you have any reason to express dissatisfaction, whether it relates to the services provided, the students, or any other aspect of our homestay offer, please reach out to our Office Administrator via email or telephone. Each complaint will be thoroughly investigated and responded to as soon as possible.



THANK YOU

Refer a friend

Thank you very much for hosting with the University of York. We always appreciate any feedback you have, so please don't hesitate to get in touch with us using the information on this page.

We would also be pleased to hear from new hosts around York who might be interested in working with us. If you have a neighbour, friend, or family member who is keen to find out more about hosting with us, please pass on our details and ask them to get in contact with us.

If the new host goes on to host a student in one of our programmes, you will be sent a £20 York Gift Card as a thank you for your referral.

Follow Short Courses on Social Media



Contact Us

You can contact the Short Courses Office during office hours (usually weekdays between 9:00 am – 5:00 pm) as follows:

cgp-shortcourses@york.ac.uk

+44 (0) 1904 322846

In the case of an emergency (e.g. accident, serious illness, crime, disappearance) outside of office hours, please contact the University of York out-of-hours emergency contact (Campus Security) +44 (0) 1904 323333. They will contact the relevant University staff.

**Find out more:
visit our website**