



**The Training
Partnership**
discover who you are

Q Why do you prefer to host students from TTPL?

A "I've built a good relationship with staff at TTPL, never had any major issues with students, and have always received good communication with TTPL who are always on hand to assist with any needs."

J Brooking – Host Mother



Arrivals and departures

We expect our Host Families to meet their students on arrival at the local bus or train station. Since this can be a stressful time it is important that they are made to feel welcome. We will advise you in advance of the arrival details. There are often last minute changes due to travel delays and we will provide the student with your contact number so they can let you know of any changes. If required, we will also provide a TTPL 'Welcome' sign so that your student can identify you.

Similarly we expect you to take your student to the coach or train station when it comes to the time for them to depart.

If you are unable to transport your student on arrival or departure then please let us know in advance so we can advise the student and arrange for a taxi. Please be aware the taxi cost must be met by you and for arrivals, an adult must be at home to welcome the student.

Should a student need to leave before their allocated date (due to change of work placement, illness, a family emergency etc.) you will be paid up to and including the final night that they stay (sleep) in your accommodation. Occasionally this may happen very quickly but we will endeavour to give you as much notice as circumstances allow.

TTPL will inform you of any change of departure date. If a student stays longer than originally booked, and this has not been confirmed by TTPL, then you may not be paid for the additional nights' accommodation. Therefore if a student advises you directly of any change of departure date then please inform us immediately.



Student expectations

- Stay in a friendly, clean home, with Wi-Fi access
- Receive a key and be free to come and go as they choose
- Share with no more than four students in total in residence from any organisation
- Enjoy family meals and be able to chat to their hosts to improve their English
- Be met on arrival by their hosts
- Meet new friends and explore the area and social scene
- Have a full size bed and sufficient storage and hanging space for their clothes
- Have a worthwhile training experience to improve their language skills and C.V. There should be no more than four people (host family included) sharing a bathroom.

Apply to become a host family

Simply complete the enclosed application form in full, and return it to us signed by all adults living at the address. One of our team will then visit your home to ensure suitability and take photos for our records.

You will be expected to provide two forms of ID to us: Proof of identity and proof of address.

WELCOME

Welcome from TTPL

A very warm welcome from the team at the Training Partnership Limited (TTPL). Thank you for your interest in becoming a host for our trainees.

Who we are

TTPL was established in 1996 to provide work experience and vocational training to EU students in Torbay. We now work across the South Devon, Exeter and Plymouth areas and in 2015 received over 950 students, teachers and professionals.

Travelling to a new country can be an exciting yet daunting experience and our carefully selected 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. Amongst our 12 strong team, we have a dedicated Accommodation Officer to assist host families and a Student Welfare officer to support students.

Why work with us

Our students are usually aged over 18, so are adults in their own right. This means that they are more independent and do not need 24 hour monitoring by you. Having said that, we expect our families to treat their guests' like a member of the family and involve them with activities.

Our students stay from two weeks to six months and we are busy all year round. Accommodation is allocated according to suitability and convenience to travel to the work placement and can be offered on full-board, half-board or self-catering basis.



First days

All students will receive welcome information, either by email or post to your address. 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.

Students will be invited to a welcome meeting which they must attend, normally held on the first working day after arrival. Please help them make their way to the meeting (normally at our offices) and if applicable their language training (normally held at a local language school or our offices). All details of these arrangements will be found in their welcome letter.

Since our students are adults, there should not be a curfew but we do ask that they return home quietly and respectfully if late at night. If they are planning not to return home then they should inform you.



"I can say that I keep in touch with most of my students via social media and have made some very good friends."

J Brooking – Host Mother



Data protection

All data provided to TTPL will be held in accordance with the Data protection Act 1998. Any details provided by you may be shared with related parties as part of the booking process, eg Sending Agent and Work Placement Provider.

Equality and diversity

We recognize that discrimination is unacceptable and therefore we adopt a non-discriminatory approach to the recruitment of host families. Likewise host families should adopt a similar approach to all students they host.

Meals and packed lunches

Full/Half Board

You will be informed of any allergies or dietary requirements in advance, however please check with the students directly what they do and do not like. You are advised NOT to do a big shop prior to their arrival.

Dinner should be varied and nutritious with bread and a drink to accompany meals, usually followed by a small dessert. Normally we would expect our students to sit down with the family for the evening and weekend meals and have the same food, since they appreciate this time to socialise and improve their English.

You should discuss meal times so they can advise you in advance if they are unable to join you (for example they wish to attend the TTPL weekly meeting). If this happens you could prepare their meal to be reheated, or they can cook it themselves on their return home.

Breakfast can consist of cereals, toast, croissants, yoghurt, with tea or coffee and fruit juice. Packed lunch (full board only) should contain a piece of fruit, sandwiches or rolls with a variety of fillings (cheese/cold meat/egg/tuna etc.), and a biscuit or bag of crisps, plus a soft drink or bottle of water.

TTPL will pay a small additional amount per night for genuine dietary requirements, ie Gluten Free, Vegan, or Dairy Free and you will be informed of this in advance.

Self-catering

Students should supply all of their own food and drink and be given dedicated space in your cupboards and fridge to store food in the kitchen.

Please ensure that they are shown how to use the cooker, microwave and kettle etc safely and make them aware that they must clean up after themselves each time.

This may be the first time they have been solely responsible for all of their own catering and so may need your guidance initially. If you are concerned about the diet of your students then please let us know so we can offer support. It is not unusual for Europeans to eat late in the evening and so access to the kitchen should not be restricted at this time.



Talk to us

Give us a call today, or email us at info@ttpl-uk.com

Laundry

Please talk to your students at the outset and explain the laundry arrangements for the duration of their stay.

If necessary, please ensure they are fully aware of how the washing machine works and drying arrangements (outside line or tumble dryer).

Some students may need extra assistance at first if they are not used to doing their own washing. You are not expected to do their ironing, but they must be allowed to use your iron etc.

Full/Half Board

You will be required to do the students washing, to include clean bed linen and towels on a weekly basis. If you prefer, by agreement you can allow the students to do their own laundry, in which case you should supply all of the washing powder etc.

Self-catering

Students must be allowed to use your washing machine etc. but should supply their own washing powder.

Please provide clean bed linen and towels weekly or alternatively provide 2 sets on arrival so they can change these themselves on a regular basis.





"I absolutely love it. I get young people from all over the world coming to stay with me and I keep in touch with them when they leave. I've been to the wedding of an Italian student who stayed with me and another has just got engaged. At Christmas I get so many cards from them all. It's lovely to keep in touch"

O Williams – Host Mother

Damages

TTPL is not responsible for any damages incurred by students during their stay. You should advise your insurance provider that you are hosting students and ensure adequate insurance cover is in place.

Should an incident arise then please inform us and we will endeavour to assist you to resolve the issue.

Phone calls, internet and money

Most students now bring laptops and mobile phones for communicating with their families and friends both at home and in the UK and will need access to the internet via your home Wi-Fi. Please check in advance with your provider that this is not going to incur any additional cost to you.

We advise our students to buy a UK sim card to keep costs down and please remind them to exchange numbers so you can communicate easily by text and phone.

Generally, using the home phone is not an issue as students use their mobiles and laptops. However incoming calls may be requested for parents to call and we suggest these should be arranged at a time to suit you. Should there be a need to make an outgoing call, then you should agree a rate at the time or use Reverse Charges.

We recommend that, as a precaution, all computers, phones etc. in the household should be password protected. Students must ask for your permission before using your personal computer and this is at your discretion.

Students may wish to entrust you with some of their money and passports etc. to avoid possible loss. If you are willing to accept personal belongings, please give a signed receipt to avoid misunderstandings. You should not lend money to a student. If they have any money problems then please refer them back to us.

Illness

If your student should become ill, we ask that you inform us immediately.

You may be asked to take them to a pharmacy and proceed according to the pharmacist's opinion. If a doctor's appointment is required, you may take the student to your own family doctor and there may be a charge which the student should pay. Students will be asked to complete a Temporary Residents form at the surgery.

Should they need to see a dentist then treatment will have to be paid for at the time of the visit. We ask that you take them to your family dentist.

We can help arrange emergency doctors and dental appointments and accompany the students if required.

Safety

Our student safety is of paramount importance to us and we go to great lengths to ensure they are well looked after during their stay.

It is a legal requirement that all host families have gas appliances checked annually by a 'Gas Safe' registered engineer and provide a gas safety certificate to us every year.

It is essential for all host families to have fully-fitted, regularly tested working smoke alarms and carbon monoxide detectors and provide evidence to us.

If your student fails to return home and you have been unable to contact them please inform us immediately.

If you have any concerns at all regarding your student or a family member whilst you are hosting then please do not hesitate to contact us.

Payments / tax contributions

Payment will be made at the agreed rate according to the actual number of nights that students stay in your accommodation. We must be told about any change of departure date, as extra nights will not be paid for unless authorised in advance.

Host families should submit invoices, as per the template provided, on a fortnightly basis in arrears and payment will be normally be made by TTPL within seven days of receipt. Please allow three working days for bank payments to be received.

Occasionally you may be offered students at lower rates where it has been necessary to agree a reduced budget for their programme, especially in the winter months. This will be made clear to you at time of booking.

Under no circumstances should you discuss the payments you receive from TTPL with the student as this information is confidential between TTPL and yourself.

It is not acceptable that students pay you directly and if arrangements to do so are made privately between yourself and a student then TTPL will not offer any further bookings to you. As a Host Family you are responsible for your own declaration of earnings to the Tax Office for monies paid to you by TTPL.



Talk to us

Give us a call today, or email us at info@ttpl-uk.com

Bookings

Bookings are normally offered to you by email or telephone and your acceptance of the booking is expected within 24 hours.

Please be aware that due to the nature of the business these bookings are likely to be at much shorter notice than a traditional language school.

Priority for bookings is given to families who accept bookings from us all year round especially in the busy summer months.

Bookings are made at our discretion and there is no obligation on either party to provide or accept such bookings. Bookings may be amended or cancelled by TTPL at any time.

Contacts

The office is open Monday to Friday 9am to 5pm:

Main office

01803 321210

Accommodation Officer

01803 321222

Student Support Officer

01803 321212

To contact our

Accommodation Officer

by email info@ttpl-uk.com

TTPL operates an 'Out of Hours' number 0773 6814 499 for use in emergencies



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