



Accommodation Policy and Procedure

Aim

To provide a variety of secure, clean and comfortable accommodation for Bloomsbury's students.

Policy

Where accommodation is organised by Bloomsbury International, the following will be made available:

- a bedroom and common areas in a proper state of cleanliness and repair
- adequate heating and lighting
- a sufficiently spacious bedroom with natural light, equipped with an adequately sized bed and adequate hanging and drawer space for clothes
- privacy from members of the opposite sex
- a table for private study (where appropriate)
- sufficient washing facilities and access to a bathroom, with baths or showers available daily
- a change of towels and bed linen each week and an adequate supply of duvets or blankets
- a weekly laundry service (especially in the case of under 16s) or clearly explained laundry arrangements
- a well-balanced diet if on Bed and Breakfast, Half board or Full board. A specifically-catered diet if this information was received at the time of booking.

Prior to confirming accommodation, Bloomsbury International ensures that students have received:

- accurate descriptions of and further information about the accommodation of their choice or suitable options based on their needs and requirements (via the School's website, information sheets and email, telephone or face-to-face correspondence)
- details regarding payment, extensions and cancellation procedures (via the School's website, information via email, telephone or face-to-face correspondence, a link to our Terms and Conditions on all pro-forma invoices)

Once booked, Bloomsbury International issues an accommodation confirmation document which includes information on:

- the type and location of the accommodation
- check in and check out dates
- rules of the accommodation
- travel details and an approximate time and cost of travel
- rules and services provided for that accommodation type

Bloomsbury International has a clear complaints policy for any students who are not satisfied with their accommodation. Where a complaint is made, the School will note receipt of, act upon and record the outcome of it. On receipt of the complaint, staff members will ask for full details (first from the student and then the accommodation provider), in order to assess the urgency of the situation. Details of who the student should contact are on the booking confirmation and also included in the Student's Handbook and first day induction.



Before placing any of its students in external residences, Bloomsbury International visits the property and on each one, will complete an inspection report. The properties will be visited every year.

Bloomsbury International Student Residences

- All required certificates are up-to-date, e.g. (HMO=License for a House in Multiple Occupation Housing Act 2014, Gas Safety Record=Landlord/Home Owner Gas Safety Record, Electrical Installation=Periodic Inspection Report an Electrical Installation and BS5839-6=Design, Installation and Commissioning BS5839-6:2004)
- The Student Residences have a house carer who is available 24 hours every day in case of emergencies.
- The house carer is DBS checked, safeguarding level 1 trained and inducted with the house carer manual
- The communal areas of each property are cleaned once a week.
- Bedrooms and en-suite bathrooms are cleaned prior to each student's check-in.
- Upon receipt of the regular repair report from the house carer, repairing or temporary solutions are implemented immediately
- Unannounced and irregular spot checks are done by the school to ensure the accommodation remains a clean, comfortable and secure place for Bloomsbury students.
- A 24-hour emergency contact is given prior to and upon arrival – both of the house carer and Bloomsbury International.
- All students are given a First Week Questionnaire and asked to complete an End of Course Survey in order to monitor our services.
- All complaints are logged onto CLASS and always followed up. Any action is also recorded on CLASS and the matter noted as RESOLVED.
- Students are given house rules on confirmation of booking and upon check in.

External Residence

- External Residences are visited on an annual basis. Upon completion, a check list is completed to ensure that all the requirements are met.
- The School has a signed contract in place for each accommodation provider that it works with.
- Students receive information packs upon check in.
- All students are given a First Week Questionnaire and asked to complete an End of Course Survey in order to monitor services.
- All complaints are logged onto CLASS and always followed up. Any action is also recorded on CLASS and the matter noted as RESOLVED.
- Students are given house rules on confirmation of booking and upon check in.
- If a complaint results in the fact that the property is no longer suitable for Bloomsbury students, we do not use the property again.

Homestay

- The School has a signed contract in place for each accommodation provider that it works with
- The accommodation providers are accredited by the British Council (for under 18s providers)
- When starting a new contract with a provider, Bloomsbury International requests the following:
 - References
 - Host family handbook
 - Confirmation that any student under 18 will be placed in a host family where the main host holds a DBS-Check and students under 16 will not be placed with other students over the age of 18



- Feedback from students and groups – 1st week questionnaire
- When sending a booking request for an under 18, the booking form will include a summary of the School's safeguarding Policy and a link to the website where the full policy is available.
- All complaints are logged onto CLASS and always followed up. Any action is also recorded on CLASS and the matter noted as RESOLVED.
- If a complaint results in the fact that the property is no longer suitable for Bloomsbury students, we inform the accommodation provider not to use it for any further bookings.

In order to comply with the British Council guidelines, Bloomsbury International will always act when they are made aware of any of the following not being met.

- No more than four students will be accommodated in a homestay at any one time.
- No more than two students will be accommodated in the same bedroom unless specifically requested in writing by the students, their agents, parents or legal guardians.
- Students with the same first language will not be lodged in the same home at the same time unless written consent of the students or their agents on behalf of their parents or legal guardians is obtained in advance of arrival.
- English will normally be the language of communication within the homestay home.
- Hosts will ensure that there is an adult available to receive students on first arrival.

Should the situation not be rectified within 24 hours, the student will be relocated into a suitable alternative, free of charge.

Health and Safety

As well as all students being given emergency contact numbers in the accommodation confirmation documents, the Student Handbook (both prior to arrival) and welcome booklet (on arrival), the following additional measures are taken to ensure their safety.

Bloomsbury International Student Residences

Doctor (GP) and Accident & Emergency (A&E) information is included in the booking confirmation documents and also on posters on-site.

External Residences

There is always a member of staff on-site, usually a security guard overnight. Students also receive a welcome pack on arrival which includes essential information, including information on the nearest walk-in centre, A&E department and GP surgery.

Homestays

Host families are given advice on student's health, safety and welfare via the host family handbook. In the case of under 18 year old students, the hosts will have a copy of the parental consent form, giving permission for them to act in an emergency. Both students and homestay providers are given our school emergency number.

A limited number of homestay providers are able to cater for special dietary requirements, such as vegan, vegetarian, diabetic, celiac, halal, kosher, lactose intolerance and allergy related diets. If a student has a



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special diet or any allergies/medical conditions, the school will ask for this information at enrollment stage. An additional cost for food preparation for those with special dietary requirements may be charged.