



HOST RECRUITMENT INFORMATION





Become a host family

Do you have a spare bedroom available? Would you like to share your culture and experiences with others while learning about theirs? If so, join other families across Merseyside in hosting international students.

- ✓ It's your chance to meet students from all over the world
- ✓ You get the opportunity to experience other cultures and traditions
- ✓ An opportunity to share your home country's traditions and culture

LILA* host families

Our host families reflect the diversity of the city; married with children, young couples, single parents or those whose children have flown the nest. The main thing is for students to be made to feel part of your family, not simply a lodger.

Please be aware that, due to industry regulation, host families must live within a **45 minute catchment area** from the city-centre based school, door-to-door.

Our most important consideration when selecting our hosts is whether our students will be **welcomed** into a **safe** environment with a standard of accommodation that will provide a **comfortable home**.

Feedback from Maria Sussex, LILA* Host since 2008

“Well where do I start? Firstly I think it's such a **rewarding experience for the whole family** learning to share your cultural experiences and also having a **great pride** in introducing them to our wonderful city, Liverpool.

We as a family just love taking our students on a Sunday morning walk around Lydiate and introducing them to our friendly neighbourhood. Also on Saturday we really enjoy taking them on a guided tour of Liverpool which makes you feel really proud of our city. We have also become great friends with a lot of our students who **we keep in touch** with regularly via Skype.

One of our great memories is we got invited to one of our students wedding in Spain unfortunately we couldn't attend but was such an honour to be invited. I could go on forever about my students; it's just such a wonderful experience”.



Top reasons to become a LILA* Host



LILA* **perks** for hosts who host during the summer period*



LILA* **host evenings** to get to know your other hosts and the LILA* team.



LILA* **newsletters** help you make the most of your experience.



Weekly payments to supplement your earnings.



Support team available 24/7 with emergency contact numbers.

**Subject to Terms & Conditions*

Feedback from Maria Sussex, LILA* Host since 2008

I find LILA* such a professional and organised company who I find work very well with both the students and the host families.

I love the way LILA* have their open evenings to create a friendly atmosphere.



LILA* PROMISE

- ✓ Iconic locations
- ✓ Contemporary environment
- ✓ Complete student experience
- ✓ Quality teaching
- ✓ Great value for money
- ✓ Unique and personal touch that makes us LILA*

Who we are.

At the heart of LILA* are **Leanne Linacre** and **Victoria Bligh**. The two sisters established LILA* in 2004 as an independent language school.

The LILA* vision is simple: “We want to inspire and enable our students to **‘Love to Learn’**. We like to think that once a LILA* student, always a LILA* student.”

Accreditation

LILA* is accredited by the British Council, a quality assurance scheme (<https://www.britishcouncil.org/education/accreditation>). Leanne Linacre is the Chair of the board of ALTO and sits on the English UK North Steering Committee.

Meet your Key Contacts



Victoria Bligh – Director of Operations

Victoria is the main point of contact for host families. She oversees the whole Operations of LILA* and ensures its success.

Tel: +44 7725 614933

Personal Email: victoria@lilalovetolearn.com

Team Email: operations@lilalovetolearn.com

Recruitment Email: accommodation@lilalovetolearn.com

Meet the rest of the team:

www.lilalovetolearn.com/about-lilastar/meet-the-team/

The EFL industry

EFL (English as a Foreign Language) is a key sector in the UK economy which attracts more than 600,000 students every year.

English language schools are private sector businesses which specialise in teaching English and typically provide accommodation, leisure activities and pastoral care in much the same way as a school, college or university.

Quality language schools are distinguished by regulating bodies which provide accreditation. In the UK EFL industry the most widely recognised body is the British Council. There are also international regulatory bodies such as ALTO which will accredit institutions in the US, Australia and other key EFL destinations in addition to the UK.

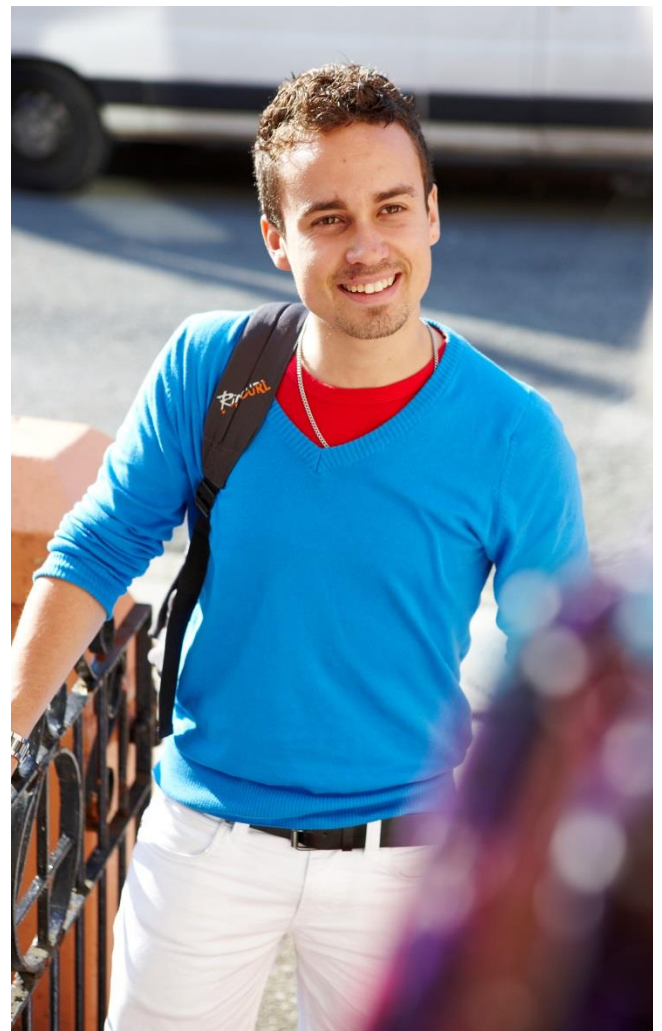
LILA* students

LILA* students are recruited from across the globe and can book with the school directly or through a partner agency. Agencies are carefully selected and counsel students on their travel options.

Key markets are Western Europe and the Middle East but LILA* has a presence in Asia and South America which has been developing over recent years.

The typical age range of LILA* students is 20-29 but can range from 12 to 60+.

Under 18s are placed with hosts who meet additional requirements such as DBS checks, safeguarding training and additional inspection criteria.



A WORD FROM OUR STUDENTS

“Sonia is the best person that I can find in Liverpool. She was like a mum for me”

“The family Davies is a very lovely family. They make me feel like I live in my own home. They speak a lot with me. Sometimes we sit one hour or more on the dinner table and speak. The house is very clean and my bedroom is very comfortable. I enjoyed the time with them a lot. I’m sure I’ll miss them...and the food from my host mother”

“Paula McGregor is an excellent woman. Speaking with me every day and teach me a lot of things. She makes me feel like I live in my own house. She is very close with me, is lovely. She will be my friend during lifetime.”

“I love my family, very friendly and lovely. I want repeat another time with them”

“I was very happy to stay my host family’s house. Thank you sooo much 😊”

“They are very kind and friendly. They were always taking care of us. We felt like at home. The food was excellent, and they were always trying to teach us new things and new vocabulary and new places to know.”

“They are the friendliest people in the world. Their accommodation is perfect, every time clean. The food was delicious. I think is the best accommodation all around Liverpool”.

“They are excellent. They really look after their students. They helped me with everything I’ve needed. THEY ARE THE BEST!”

Homestay Accommodation Options

Accommodation bookings are made by indicating the **age** category of the student and their **catering** preference.

Student Age Category

Adult homestay

LILA*'s students are primarily 18+ and have no supervisory requirements.

Junior homestay

Students aged 12-17 attend special junior courses at set times during the year, typically for 2-6 weeks in the summer. Juniors have a full social programme that mean they are usually out of the house all day, including weekends. Juniors are supervised at all times by either the school or hosts. Hosts taking under 18s must meet additional requirements. It is not a requirement for hosts to accept under 18 students and you should be clear if you are accepting a junior or young adult as supervision varies.

Young adult

Students aged 16-17 are young adults and can attend LILA*'s adult English courses throughout the year. As they are UK minors their parents must give consent for their attendance and some supervision is required by both the school and hosts. Hosts taking under 18s must meet additional requirements. It is not a requirement for hosts to accept under 18 students, but it does broaden your options and increases the number of students we are able to offer you. Younger students also come with a higher payment to reflect the extra care they require. You should be clear if you are accepting a junior or young adult as supervision varies.

Catering Option

Half board

Breakfast and dinner Monday to Saturday. Breakfast lunch and dinner Sunday.

Full board

Breakfast, lunch or packed lunch and dinner Monday to Sunday.

Special diet

Some of our students have special dietary needs such as halal food. This requirement would be made clear at the time of matching and is subject to an additional payment. It is not a requirement for hosts to accept students with special diet needs.

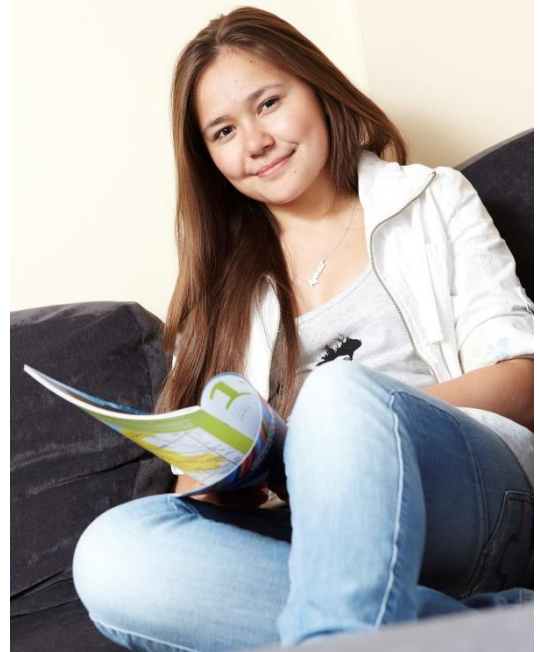


Feedback from Andy & Sue Larkin, LILA* Hosts since 2013

We began hosting in October 2013 after our friend Judith told us about LILA* and explained how much she had enjoyed hosting students. Since that time we've welcomed 25 different students from 13 nations into our home in Garston and have really loved the whole experience.

The recruitment process

1. Complete our application form on:
<http://bit.ly/lila-hostapplication>
2. Our Accommodation Team will review the application and contact you to arrange a host visit and inform you about documents which need to be completed.
3. The host visit inspects the property by industry criteria and is an ideal opportunity to ask questions.
4. On acceptance you will be sent a welcome letter, our host guidelines & hosting agreement. A draft of your “Host Profile” will also be provided at this time for your review and consent.



The inspection

The purpose of the inspection is to both meet prospective hosts in person and also assess the suitability of the home. As an accredited language school we are required to perform a health and safety check in addition to a more general suitability check. You can see a copy of the Homestay requirements as set by the British Council on

<https://www.britishcouncil.org/education/accreditation/information-centres>

The visit is also used to build your host file – this is the information that the school will keep about you, your home and your student placement preferences. Please be aware that photos of your home are typically taken for both your profile and for staff who may need to refer to them as an aid when placing students. Your information will also be used to create a “Host Profile”, a document which is released to a student or their representative about you, their host. The inspection visit is also an opportunity to ask any questions that you might have and to decide whether hosting is the right choice for you.

FAQS

How are students and hosts matched?

We ask our hosts to tell us what they are looking for in a student to make sure that we can find a good match. Preferences can be based on age category, length of stay, special diets etc.

At the time of booking students are invited to tell us their preferences; these are typically whether the host has children or pets. Our Accommodation Officer will review the preferences of the student and identify a host which meets the requirements. The host is then contacted with the details of the student and is asked whether they would like to accept. On acceptance a Confirmation Letter will be sent to the host which provides further details about the bookings.

Can I choose who will stay in my home?

Yes! LILA* respects that you are choosing to allow students into your home and that you have the right to say no to any student placement which is offered to you. We encourage our hosts to keep their preferences up to date with our Accommodation Officer as this helps the matching process and will reduce the need to turn down prospective student placements.

Do I need to collect my students from the airport?

At no time are hosts expected to collect (or drop off) students from the airport. LILA* offers a transfer service and provides information on transport options to students arriving.

What time and day do students arrive and leave?

The standard arrival day is Sunday and the standard departure day is Saturday. It is possible for students to book additional nights for which they are charged (and hosts are paid) a nightly rate.

Times of arrival and departure vary and can, on occasion, be at antisocial hours (10pm to 7am). If antisocial hours are a problem please speak with the Accommodation Officer as alternative arrangements may need to be made for the student. Please be aware that this can include the reassignment of the student to a different host.

What am I expected to provide?

Hosts are expected to follow the Code of Practice which is set out below:-

- To encourage the student to speak English as much as possible in your home
- To encourage the student to feel at home and treat him/her as a member of the family rather than a paying guest
- To provide a clean and comfortable student room meeting the physical requirement set out by the British Council
- To provide a home environment in which it is possible for the student to carry on his/her English studies properly
- To provide the student with a balanced and appropriate diet based on a freshly cooked food
- To show concern for the welfare, safety and security of the student during his/her stay
- To give the student reasonable and regular access to bathroom and laundry facilities
- To maintain a close liaison with the school and to be in a position to help resolve any problems that the student may encounter during his/her stay.

- To respect the student's different cultural background and be sensitive to the particular needs of the student.

The British Council Student's Requirements:-

- To provide a table or desk for private study and adequate hanging and drawer space for clothes
- To provide adequate heating and lighting
- To provide adequate washing facilities and access to the bathroom as a member of the household with bath/shower available daily
- To provide change of bed linen each week and a good supply of blankets/duvets
- To provide a sufficiently spacious bedroom, adequately equipped and with natural light
- To provide a proper state of cleanliness and repair in the home

How long do students stay?

Students can study at LILA* from anything from 1 week to 40+ weeks. However, it is more typical for students to stay in homestay for 2-6 weeks on average. Longer term bookings do occur and you can indicate your interest in these bookings when giving your preferences to the Accommodation Officer.

How much will I be paid and when?

Rates paid to hosts vary depending on the age category of the student, the catering option that is provided and the time of year the student is staying. In 2023 rates are £145.00 per week for an adult staying on a half board basis.

You will be provided with a hosting fees list as part of your Host Welcome Pack and fees are reviewed annually.

Payments are made each Thursday for any student(s) you are currently hosting.

Is it guaranteed income?

Hosting is not a guaranteed income and should not be treated as such. EFL is by its nature a seasonal industry which peaks in the summer (June-September) and has a low season in the winter (November-February).

Will I need to pay tax on my additional income?

If you are receiving income from hosting in excess of £7,500 per year then you will be required to pay income tax. Please refer to www.direct.gov.uk for more information.

Will it affect my benefits?

All income is taken into consideration by the DWP – please speak with a DWP representative for more information about the impact hosting may have on your benefit entitlements.

What if things don't work out?

We understand that circumstances can change and that sometimes a student may ask, or be asked, to leave their host family.

It is very important for you to speak with LILA* about any problems you may be facing with your student and we will liaise with the student to see if issues can be resolved before a reallocation takes place.

Will the school reimburse damages?

We advise all hosts to check that their household insurance policy covers them for hosting students (accidental breakage, damage by fire and water and liability cover.)

LILA* is happy to help you recover the costs for any damage students may have caused by liaising with the students, agents and parents but we cannot guarantee the reimbursement. Should any damage occur, and you would like us to speak to the student on your behalf, please let us know as soon as possible after the damage has occurred.

What personal information will LILA* keep about me? What will be shared with others?

LILA* will keep information such as your contact details, facilities in your home, photos and your placement preferences on our secure system. Any concerns, complaints or problems encountered will also be kept on file per regulation requirements.

Some personal information will be shared about you and your home with your students and/or their representative on a document called the "Host Profile". The information on this document is shared with you for your consent for release.

