



Accommodation



Homestay Student Accommodation Guide



Everything you need to know
as a homestay student resident
studying at Crawley College

**Crawley
College**

Welcome to Homestay

The Accommodation Team warmly welcomes you to Crawley and your choice of homestay accommodation.

Crawley is located in a convenient part of the country with great train links to all over the UK, including direct links to London in under one hour with lots of exciting sights and activities to enjoy. You will be able to meet and make new friends from England and many other countries, whilst studying here.

Your homestay family will make your stay here a real 'home from home' and also give you an ideal opportunity to practise and enjoy speaking English in a relaxed and friendly atmosphere.

This guide gives you all the information you need to make your transition to staying here quick, easy and enjoyable. If you need any additional information or help, don't hesitate to contact the Accommodation Team for advice or assistance.

We hope you enjoy your stay with us and create many lasting memories and friendships that you will treasure for many years to come.

The Accommodation Team
Chichester College Group

Ofsted Outstanding

In 2019, Chichester College was graded "Outstanding" in all categories of the Ofsted Inspection of Further Education Colleges with residential provision for children and young people under the age of 18 years.



Homestay Student Accommodation Guide

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The information in this booklet is correct at the time of printing. The College reserves the right to make changes, as may be necessary, at any time.

What is Homestay Accommodation?

Homestay accommodation provides you with all the advantages of living in the warm and welcoming home of a local Crawley family. It is by far the quickest and easiest way to get to know the city and feel at home right away.

If you are moving here from another country, it is also a great way to experience living in a 'real' English home and to practise your spoken English in a friendly, casual way. Becoming accustomed to a different country and an unfamiliar culture can be daunting and having a friendly family to rely on for advice and a helping hand is really useful and reassuring.

Your host family will be able to tell you all about the local sights in and around the city and suggest great places to visit. There will be plenty of opportunities to explore the local area on the many college trips you can enjoy with your new friends.

**FOR THE BEST WAY TO LIVE AND LEARN
IN ENGLAND, HOMESTAY HAS IT ALL!**

Self-Catering Homestay

With self-catering homestay accommodation you will be living in somebody's home but on an independent basis. Under this arrangement you are given access to the host's kitchen to prepare your own meals and do your own washing and ironing. You will be able to use all the basic kitchen appliances such as kettle, oven, hobs, washing machine and microwave if there is one available as well as pots, pans and cutlery. You will also have storage space in cupboards, fridge and freezer for your food. Please make sure you cook meals at a reasonable hour only, i.e. not in the middle of the night. When you first arrive make sure you ask your host when is the best time to do your washing and discuss what options there are to dry your clothes. You will need to purchase your own laundry detergent and wash up after preparing your meals.

Half-Board Homestay

With half-board homestay accommodation you can enjoy living in somebody's home with breakfast and an evening meal provided for you, 7 days a week. You will also be given a light lunch on Saturdays and Sundays. Lunch and snacks during the week are your own responsibility and a snack cupboard in the kitchen will be provided by your host provider. Please DO NOT store food in your bedroom.

Help with Accommodation

The Accommodation Team are here to help you. From the moment you apply until the time you leave us, the College's Accommodation Team are here to offer you continuous help and support.

The Accommodation Team are based in the Student Centre on the Chichester College campus, which can be found at the front of the College. They are happy to answer any questions or queries and are available 8.00am - 5.00pm, Monday - Friday and can also be contacted by phone and email.

A member of the International team can also be found on the Crawley Campus in the Progression+ Centre for any urgent issues.

There is also an emergency out of hours number available for your convenience and safety. Please see back cover for all contact details.

BEFORE YOUR ARRIVAL AT CRAWLEY COLLEGE

As a homestay resident, you should have already received your host provider's profile, along with a photo of them and their contact details. If, for whatever reason, you do not have this information please contact the Accommodation Team for advice.

It is important (and highly recommended) that you contact your host provider to let them know your expected time of arrival. They will be looking forward to welcoming you and this will give you the opportunity to introduce yourself and to start practising your spoken English.

If you or your agent have organised a taxi transfer from any UK airport we will pass this information on to your host provider.

Induction

All residents have an induction with the homestay advisor on their first day at the College. This will check how they are settling in with their host provider and ensure they understand how to get to and from College. The advisor will also collect all contact details to provide easy communications between the College, the student and the host provider. The under 18 rules and regulations will also be explained, if applicable.

Homestay Meals

Living with a host provider is an excellent way to improve your English and learn about the area and meal times are an ideal time for this. You can also get to know your host, integrate into family life and enjoy the culture of the UK.

A TYPICAL HOMESTAY MENU MIGHT BE...

BREAKFAST

Either continental, i.e. Coffee, toast, bread, jams or cereal.

LUNCH (Saturday and Sunday)

A light lunch such as a sandwich

or toasted meal, fruit and a drink will be provided.

During the week you will be required to purchase your own lunch.

EVENING MEAL

At least two courses, which provide a varied and well balanced diet of adequate proportions, e.g. meat or equivalent, two vegetables and potatoes / rice / pasta as well as a desert, such as yogurt or fruit.

PLEASE NOTE: Any student on a half-board basis WILL NOT be allowed to use the oven / hobs to cook during their stay. You are able to use the toaster and kettle, as well as a microwave, if available, to heat any food you have purchased yourself.

Laundry / Cleaning

(available with half-board only)

The host will do your washing for you, but you will do your own ironing. Your host will do one white wash and one coloured wash each week and will let you know which day they will do this. Please ensure you have your washing ready for them. Ask your host when they would like you to make your room available for cleaning, which they will do along with your bedding.

Student Enrichment Opportunities

Crawley College offers a full and varied enrichment package to all residents. We actively encourage all students to get involved in the activities available to meet new people, experience new places and create memories whilst they are here.

TRIPS AND EXCURSIONS

There are trips throughout the year including Thorpe Park, Paintballing and Harry Potter studios as well as international trips to places such as New York and Kenya. Note: we need the parental permission forms completed before students can participate in these trips.

GYM FACILITIES

Crawley College is located very close to the K2 leisure Centre, which all Homestay students are able to join and enjoy these facilities including a 50m Olympic sized swimming pool, spacious, modern gym facilities, 12-metre climbing wall, squash courts as well as dance and fitness studios. Membership fees apply.

STUDENT UNION

"Crawlet-SU" is the name of the Crawley College student union. All students automatically become a member of TOTUM, formally known as NUS when they join the College. Students can claim discounts at many shops and restaurants with their TOTUM cards. The Student Union is a vibrant environment and is open to all students.

SPORTS ACTIVITIES

There are many sports activities and clubs to join at the near by K2 leisure centre, including football, cricket and rugby, which run in the evenings. Fess apply.

#HUSH

The College has two #Hush computer areas that can be used for quiet, independent study as well as a computer area in the student common room that can be used for group study. Students may use these facilities for geenral study, email, Internet access and photocopying and are available to all students at their own convenience.

PROGRESSION+

The College Progression+ team is committed to careers and training and aims to meet all careers and employment needs. This includes help on what course to choose at Crawley College and what career paths to take after completion of College studies. A full time advisor is available to answer questions about employers on their job boards.

Useful Homestay Information

YOUR ROOM

You will have your own room, with a bed, hanging and drawer space, a desk / table and chair, bedside lamp and a mirror. Your room will be adequately heated and extra blankets can be supplied upon request, if necessary. If you wish to put a television or computer in your room please ask your host first. Your host provider will respect your privacy but will need access to your room to be able to vacuum and change your bedding on a regular basis. Please also make sure you keep your room clean and tidy.

INTERNET

Internet is guaranteed and included within your accommodation fees. You may need to ask your host provider for the wi-fi password when you arrive.

BED LINEN

All bed linen is provided by your host provider for both self-catering and half-board accommodation and they are responsible for laundering it.

BATHROOMS

These can be busy places! Remember that other people wish to use the bathroom and hot water, too. Always clean the bath, shower, washbasin and toilet after use. Please be aware of others who are in the house and shower at a reasonable hour. If in doubt, speak to your host.

HEATING

All of our host providers offer a warm and welcoming home. However, please be aware that during the winter it is very common to have the heating on only in the mornings and evenings. It will usually be turned off during the day and at night. If you are cold please ask your host for extra blankets to keep you warm at night. We appreciate that it can sometimes be difficult to adjust to the English climate and we want you to feel warm and comfortable at all times.

HOUSE KEY

You will be given a key to the house when you first arrive. Please keep this safe at all times. If you do lose the key please inform your host immediately. Any changes to the locks due to this will be at your expense. On arrival your host provider will also explain how to lock the front door. Please make sure, if you are the last one to leave the house, that you shut and lock the door correctly to ensure the house is secure.

NOTE: On departure please ensure you return the key to your host provider.

YOUR FRIENDS

Friends may visit you at your homestay but always ask permission first. Naturally the number of friends you have in the house at one time should be within reason, usually 2-3 at a time.

TELEPHONE

When you first arrive, if you have not yet sorted out a mobile phone, you can ask your host provider to use their home phone to let your parent / guardian know you have arrived safely. At all other times you should only use the host's landline for incoming calls, unless there is an emergency. Please make sure your incoming calls are at a reasonable hour and not too long and that you ask permission from your host in advance. Please make sure any phone bills are settled with your host before you complete your stay.

MOBILE PHONES

For your own safety we ask all students to make sure they carry a mobile phone with them at all times, which must also have enough credit on to make calls. You must give your mobile number to your host provider so they are able to contact you in an emergency. Your host provider must also provide you with their number so you can contact them with your whereabouts. Always ensure you have the host provider's number on you in case you need to contact them.

Please make sure you also store the College's emergency number on your mobile in case you need to contact them.

YOUR WHEREABOUTS AND TIMINGS

Please let your host know if you are going to be home late or if you are planning to stay away overnight. Always let them know where you are going/staying. This is for your own security and safety.

UNDER 18 YEARS

There are additional guidelines for students who are under 18 years of age.

If you are **under the age of 18**, you **MUST NOT** stay out over night **WITHOUT PERMISSION**. This must be sent to one of the accommodation advisors by your parent/guardian at least two days in advance.
If you are **under the age of 18**, you **MUST BE BACK** in your accommodation at **10pm Sunday to Thursday** and **11pm on Friday and Saturdays**.

Always be on time for meals with your host provider. If you know you are going to be late or if you do not require a meal please let your host know in plenty of time.

Accommodation Fees & Related Information

ACCOMMODATION FEES

Accommodation fees are paid termly in advance to Chichester College Group. The College will then be responsible for paying this to your host provider on a weekly basis. Fees are charged for the full duration of your stay at Chichester College. If you choose to go away during your stay, you will be required to pay the full weekly amount during this time. Please note accommodation fees are charged from Saturday to Saturday and are inclusive of all bills.

ADVANCE PAYMENT OF RENT

An advance payment of rent of £100 is payable to guarantee the room, this will then be deducted from your first terms fees.

CANCELLATION OF HOMESTAY ACCOMMODATION

For cancellations, apart from Visa refusals, 10 working days notice must be given prior to the arrival date stated on your booking confirmation. Cancellations received after this deadline will incur a £100 charge.

DAMAGES

We all know accidents do happen but please report any damages immediately to your host provider, should they occur, as it is always easier to resolve an issue straight away. It may be necessary to provide a replacement / payment for the damaged article.

INSURANCE

We advise all students to take out personal contents insurance before they come to College. This is to insure expensive items such as laptops, mobile phones and iPods. Further information can be obtained from the Accommodation Team.

OPENING UK BANK ACCOUNTS

All students are provided with an official College letter to assist when opening a bank account. We can arrange this before you arrive - just let us know.

Local Transportation

It is always nice to try to arrive with your host on a Saturday as this gives them time to show you the route to College, before starting on the Monday. Depending on where your host is located, they will either walk or drive you to the College to show you the route. If your host provider walks you to college, they will walk you the quickest but safest route both in daylight and at night.

Although some routes maybe faster than others, you should always use the safest route shown by your host provider and try to avoid walking home alone at night. If you are staying outside of Crawley, your host may drive you into College on your first day and show you where to get the train or bus from, thereafter.

If you live outside of Crawley or prefer to use public transport, you will most likely travel to College by bus. You can purchase a weekly bus ticket, online, via the app or once on board.

Using a bike is a good idea as Crawley is flat and you will save time and money. The Progression+ office can give you more details about where to buy or rent a second-hand bicycle. Some host's may have a bicycle you can borrow. If they provide you with a bicycle, it is your responsibility to make sure you wear a helmet and have working lights and a bell on the bicycle. You must also make sure that you lock the bicycle up securely when leaving it anywhere.

The following bus routes are available to and from Crawley:

Route 2 (Ifield West / K2 Leisure Centre)

● Ifield West ● Ifield ● Crawley Hospital ● Crawley Town Centre
● Furnace Green ● Tilgate ● K2 Leisure Centre

Route 4 & 5 (Gatwick Airport/Pound Hill)

● Gatwick Airport ● County Oak ● Langley Green
● Crawley Town Centre ● Three Bridges ● Pound Hill

Route 10 (Bewbush / Gatwick Airport)

● Bewbush ● Broadfield ● Crawley Town Centre ● Manor Royal
● Gatwick Airport

Route 23 (Crawley/ Worthing)

● Crawley Bus station ● Bewbush ● Faygate ● Horsham ● Southwater
● Ashington ● Washington ● Worthing

Route 200 (Horsham / Gatwick Airport)

● Horsham ● North Heath ● Roffey ● Faygate ● Bewbush
● Gossops Green ● Ifield ● Langley Green ● Manor Royal
● Gatwick Airport

Guidelines for Under 18s in Homestay

If you are **under the age of 18**, you **MUST NOT** stay out over night **WITHOUT PERMISSION**. This must be sent to one of the accommodation advisors by your parent/guardian at least two days in advance.

If you are **under the age of 18**, you **MUST BE BACK** in your accommodation at **10pm Sunday to Thursday** and **11pm on Friday and Saturdays**.

All students **MUST** provide the host provider with their mobile phone number and an emergency contact number.

Students are **NOT PERMITTED** to stay overnight at the over 18 Halls of Residence.

Any students under the age of 18 are required to comply with the under 18 guidelines stated in the homestay agreement.

Any student under 18 they will not be placed with another student who is over the age of 18 on arrival. A parent or guardian will be asked to sign consent to allow an under 18 to stay residing in their host provider's home if another student turns 18 during their stay.

FOR FULL DETAILS REFER TO THE FULL HOMESTAY AGREEMENT WHICH YOU WILL RECEIVE WITH YOUR HOMESTAY DETAILS

Welfare

All students under 18 years of age will be required to meet termly with a member of the Accommodation Team to complete a welfare interview, to see how they are getting on both within their accommodation and classes. Feedback regarding this will be sent to parents, guardians and/or agents.

Healthcare

We ensure that all students who are here for six months or more register with a local doctor's surgery. The College nurses complete a health check with each individual student at the beginning of the year.

Referrals

If students are placed on the College referral system, we are obliged to inform their parents, guardians and/or agent.

Guidance on Departure

When you are leaving at the end of your stay, please remember to return your key and leave a forwarding address with your host provider so they are able to post mail onto you, if necessary. You must also remember to contact your bank, mobile provider, gym membership etc and cancel or update your address on any contracts you have with them. When you have confirmed your departure flight, please let your host know these details.

Towards the end of your stay you will be asked to complete a survey which will include your comments on the accommodation. Please answer honestly so we can do our best to ensure you and others have a positive experience.

Notice to Leave

If you wish to leave the host provider you have been placed with, you must give one week's notice. You will need to inform both the Accommodation Team and your host of any changes.

We advise you to give your one week's notice in writing to the host provider as well as speaking to them.

The host providers are also permitted to give one week's notice to yourself and the College.

NOTE: Where possible, notice must be given on a Saturday

If you have any concerns or problems, or if you wish to speak about anything regarding your accommodation, please come and see one of the Accommodation advisors in the Student Centre, as soon as possible, because many issues can be easily rectified.

If, however, after speaking to one of the Accommodation advisors you still wish to change to another host provider, we will help you to do this. We will arrange for you to meet one or two alternative host providers to choose from, based on your requirements. Once you have chosen a new host provider, you will need to give your one week's notice to your host.

Please note: If you would like us to wait until you have moved from your host provider, we will not discuss any issues you are having with them until after you have left.

Supporting Our Students

We strongly believe that all our students should be seen as individuals. Their physical and mental wellbeing is extremely important. Below are just some of the ways we aim to support the students through their time in Homestay accommodation.

ILLNESS OR INJURY

We advise all students to register with their host's local doctor, if you are here for more than six months. Your host provider will help you do this within the first week of your arrival. You will need to collect a doctor's letter from the International Team to take with you when registering, please request via email.

If you become unwell whilst you are here and unable to come to College, you must inform your host family and contact your tutor to let them know you will not be in class. Your host provider will help you if you have a medical problem and they will contact a doctor to arrange an appointment, if necessary.

COLLEGE COMMUNITY SUPPORT OFFICER

The Community Support Officer's role across the College Group is to provide a familiar, consistent and accessible presence for students with regards to their safety, welfare and security. Their duties include responding to any safety, welfare and security incidents that occur across the College sites and giving support and advice where appropriate.

INSURANCE

Please see page 8

HOMESICKNESS

We are aware that many students may suffer from homesickness whilst at the College. For some, this passes very quickly and they make new friends and 'find their feet' on their course.

However, this is not always the case. Settling in can be a little harder than you originally thought, and residents feeling this way should remember that all staff are there to listen and to offer help and support. It is important to remember that studying at College should not be a period of isolation.

COUNSELLING SERVICE

There is a College counselling service for those students who need confidential support.

SAFEGUARDING

The College has a safeguarding policy and has designated Safeguarding Officers on both campuses. Links to a number of relevant College policies can be found on page 14-17 of this handbook. This includes the bullying and harassment policy, drugs and alcohol policy and complaints policy.

ACADEMIC REPORTS

To keep parents, guardians and/or agents up-to-date with students' progress, the College sends academic reports each term.

FIRE SAFETY

Within the first 24 hours of your arrival, your host provider will show you the fire exits within the house and sound their fire alarm. This will include where any keys are kept to unlock doors or windows. Please make sure you take note of this information, in case of an emergency whilst you are staying in their home.

All of our host providers have fitted and working smoke detectors in their home, if the fire alarm sounds you must make your way outside as quickly as possible.

If you are self-catering, your host will have a fire extinguisher or fire blanket stored in the kitchen to use in the case of an emergency. Your host will show you where this is kept when you first arrive and how to use it.

EMERGENCY SERVICES TELEPHONE NUMBERS

Whilst in the UK, you need to make sure you know the number to call in case of an emergency.

The number for any of the following services is: 999

- Police
- Ambulance
- Fire brigade
- Coast Guard

NON-EMERGENCY MEDICAL ADVICE

For non-emergency medical advice you can also call: **111**
Please ask your host Provider for more information.

College Policies

SUMMARY OF THE COLLEGE NON-SMOKING POLICY

The Health Act (2006) means that smoking at Crawley College is:

- Only be permitted in designated external smoking zones and in private vehicles if not being used to carry members of staff, students, visitors or other members of the public whilst carrying out the duties of an employee
 - Not permitted in any College building
 - Not permitted in vehicles belonging to or leased by the College
- Any breach of the policy by staff or students will be dealt with in accordance with the College disciplinary procedures.

Burning candles or joss sticks is also not permitted in the residence. Disciplinary action will be taken against any resident found breaching this rule.

Your host provider has the right to say you are not allowed to smoke inside their house. They may allow you to smoke in their garden but please ask permission first and make sure you clear away any rubbish after use.

POSITIVE BEHAVIOUR MANAGEMENT

The College has in place the Positive Behaviour Management policy. This policy covers supportive measure with actions to address and change behaviours where appropriate. The policy covers the referral procedure which has four stages and covers attendance, behaviour and commitment. The policy covers all the above both, in and out of the classroom including the accommodation facilities.

The full policy can be found on the following link on chi online:
<https://ccgonline.chichester.ac.uk/course/view.php?id=1067>

BRITISH COUNCIL

The College follows the guidelines of the British Council, which advises no more than four students can be placed with a host provider at one time. All students will have their own room.

INTERNET

YOU MUST NOT CONNECT ROUTERS, HUBS, WIRELESS ACCESS POINTS or similar to the network or intentionally interfere with the normal operation of any machine or network.

The use of file sharing agents or http tunnelling software is strictly prohibited and the harbouring of any software that is a hazard will result in your access being disabled.

You must not access or originate material that is of an obscene, offensive or defamatory nature, which is intended to annoy, harass or intimidate another person.

The College and your host provider is not responsible for any damage to your equipment as a result of connection.

TERMS AND CONDITIONS

Whilst you are living with one of our host providers, you should feel at home and treat it as you would your own, with respect and courtesy and follow any guidelines your host may have provided. You should make sure your room is kept clean and tidy and allow your host access to clean and change bedding when necessary.

You must make sure you provide your host with your mobile number and make sure you have theirs and to keep in contact with them if you are likely to be late home and inform them of what time they should expect you back for the evening.

COMPLAINTS

If a student/parent wishes to make a complaint they should write to the Group International Accommodation Manager. This complaint will be handed to the appropriate Supervisor at Westgate, Woodlands or Stockbridge Halls or to the Accommodation staff in the Student Centre.

Following an investigation, a full reply will be sent to the originator of the complaint. Written complaints to the Accommodation Team will receive a written reply within seven working days.

If the student/parent is not satisfied with the response they can contact Ofsted directly on any issues relating to under 18 year old students using the contacts below.

EMAIL enquiries@ofsted.gov.uk
TEL 0300 1234666
WEBSITE www.ofsted.gov.uk

ALTERNATIVELY, WRITE TO
OFSTED, Piccadilly, Gate Store
Street, Manchester, M1 2WD

If a written complaint comes in to a specific member of staff, then if appropriate, this member of staff will reply in full. Copies of all written complaints go to the Group International Accommodation Manager.

ALCOHOLIC DRINKS / ILLEGAL SUBSTANCES

It is illegal for anyone under the age of 18 to buy alcohol in the UK, it is also against the law for anyone over 18 to purchase alcohol for someone under 18 years of age.

If any student is caught with illegal substances in their homestay residence or if an under 18 is caught with alcohol disciplinary action will be taken and the student's place within college accommodation could be in jeopardy or revoked completely.

Disciplinary action will also be taken against any under 18 student who returns to their homestay accommodation under the influence of alcohol or any student under the influence of an illegal substance. It may be necessary for the police to be involved.

FIREARMS

Firearms, offensive weapons, air rifles/pistols, knives, swords and pyrotechnics are not permitted in the residence or on campus. This includes 'BB' guns and other pellet guns.

INSPECTIONS

All of our host providers and their homes are inspected every academic year. All homes are inspected by an experienced homestay advisor, to check the cleanliness, condition, and general atmosphere within the home. The students' bedrooms will also be checked to make sure everything is provided for their stay.

All of our host providers also complete several e-learning modules regularly, in-line with College staff. These include modules on safeguarding, e-safety and prevent.

Everyone living in the home aged 18 years or more, will be DBS-checked to ensure they do not have any criminal convictions and they will also need two references (completed and returned) before a student can be placed in the home.

IMPORTANT PAPERWORK

All students are required to read and sign the homestay agreement and medical questionnaire. Please make sure you read, sign and return these to the Accommodation office before your arrival. If you are under 18 years old, your parent or guardian is also required to sign this form.

COLLEGE POLICIES

College policies including the College safeguarding and anti-bullying policies can be accessed on the College website. Please follow the link below to view this policy or ask at halls reception for further details.

<https://ccgonline.chichester.ac.uk/course/view.php?id=1067>

Journey Safety Checklist

To ensure your time at Chichester is a safe and happy one, please check the following safety checklist regarding your regular journeys to and from your host provider and Chichester College.

PLEASE MAKE SURE YOU HAVE READ AND UNDERSTOOD THIS INFORMATION BEFORE MAKING YOUR JOURNEY.

CHECKLIST TOPIC AND RELEVANT TRANSPORT TYPES

BAD WEATHER

☒ Walking / Cycling ☒ Bus ☒ Train

Always dress appropriately for the English weather conditions, cover up with warm waterproof clothing when it is cold or raining and wear sunblock in the summer to prevent sunburn, if out for a long period of time. (i.e. rain coats, jumpers, umbrella) Check the forecast daily before leaving home, as the weather in the UK is very changeable. If the College is closed due to bad weather, the College will make sure you are informed.

TRAFFIC

☒ Walking / Cycling ☐ Bus ☐ Train

Make sure you are aware of British road signs and their meanings, as well as road crossing controls and the correct use of designated railway crossings.

NOISE

☒ Walking / Cycling ☐ Bus ☐ Train

Please note noise levels are louder in built-up areas, town centres or near to parks or other recreational areas.

ACCIDENTS (FALLS / TRIPS)

☒ Walking / Cycling ☐ Bus ☐ Train

Always take care when walking to and from College. Try to use paved paths. If necessary, take extra care when walking on uneven / gravel paths. Keep to paths and avoid built-up / unlit areas when walking in the dark. Wear suitable footwear for walking.

MONEY HANDLING

☒ Walking / Cycling ☒ Bus ☒ Train

Do not carry large amounts of money with you.

PUBLIC

☒ Walking / Cycling ☐ Bus ☐ Train

Do not obstruct public footpaths. Staff will report any potential hazards within the College grounds.

BICYCLES

☒ Walking / Cycling ☐ Bus ☐ Train

If using a bicycle, make sure you wear a helmet, have working lights and a bell on your bicycle and keep it well-maintained. At College, always lock your bicycle up in the secure shelters provided. If cycling at night make sure you are wearing high-visibility clothing.

IN AN EMERGENCY

☒ Walking / Cycling ☒ Bus ☒ Train

If necessary, an interpreter will be provided. Every stage of the process will be clearly explained to the student. Student should give a copy of their timetable to their host provider. **Students should make a note of the UK Emergency number in their mobile phone - 999.** Student should swap mobile numbers with their host provider. Host providers will show students all the emergency exits when they first arrive along with the places where keys for windows and doors are stored.

Energy Saving

Chichester College is committed to improving environmental issues. One way to do this is to save on energy.

Here are a few energy efficiency tips:

Appliances

- Do not leave appliances on standby.
- Always switch off!
- Don't overfill your kettle.

Lights

- Always switch off lights when not in use.
- Use low energy light bulbs.

Curtains

- Closing curtains at night provides an extra barrier to stop heat escaping through the window.

We Value Your Feedback

We feel it is important to have as much feedback as possible from both students and parents.

We ask students to complete a survey at the end of September each year and also at the end of their stay. Parents are also sent a questionnaire in October which we would appreciate being completed and returned to the Accommodation Team.

CONTACT DETAILS

EMAIL accommodation@chichester.ac.uk

PHONE 0044 (0)1243 812205

DECLARATION The College reserves the right to amend the rules and regulations described in this handbook as and when necessary.



FOR MORE INFORMATION

This booklet outlines a few basic tips to help make your stay a smooth and happy one. But, if you need advice or simply want to know more, please drop in to the Accommodation Team in the Student Centre or contact us using the details below.

CONTACT THE ACCOMMODATION TEAM

email: accommodation@chichester.ac.uk

phone: 0044 (0)1243 812205

facebook: www.facebook.com/chichesterhomestay/

or visit them in the Student Centre at Chichester College at the front of campus.

Postal Address:

Accommodation Team, Student Centre, Chichester College, Westgate Fields Chichester, West Sussex, PO19 1SB. United Kingdom

For more information visit the main College website: www.Crawley.ac.uk

EMERGENCIES

In case of an emergency during your stay please call: **01243 773533**

There is always someone there to answer your call, 24 hours every day and will be able to advise and assist you, if necessary.