



Hostlink UK Values, Equality, Diversity and Inclusion Policy

Our Values

Hostlink UK is committed to providing safe, welcoming and high-quality homestay accommodation and educational support for all students. Our work is guided by the following values:

1. Student Welfare

The safety, wellbeing and welfare of every student are our highest priorities. We aim to provide a supportive environment where students feel safe, respected and valued throughout their stay.

2. Respect and Inclusion

We treat everyone with dignity, courtesy and respect. We value the diversity of our students, homestay hosts, staff, partners and agents and are committed to creating an inclusive environment free from discrimination, harassment and bullying.

3. Quality and Continuous Improvement

We maintain robust quality assurance procedures to ensure that our accommodation, educational advice and support services meet high standards. We regularly review our policies and practices and welcome feedback to continually improve the student experience.

4. Safe and Supportive Homestays

We work carefully to match students with suitable homestay hosts, considering individual needs, preferences and welfare requirements wherever reasonably practicable. We support both students and hosts throughout the placement to encourage positive cultural exchange and mutual understanding.

5. Educational Excellence

We provide impartial, accurate and professional advice to help students choose language courses and educational programmes that best meet their individual goals and needs.

6. Cultural Exchange

We believe that homestay accommodation provides valuable opportunities for cultural learning and personal development. We encourage respectful interaction, open communication and the sharing of cultures and traditions.

7. Group Programme Management

We aim to deliver well-planned, safe and enjoyable group programmes that combine educational opportunities with cultural and social experiences, supported by appropriate supervision and risk management.

8. Value and Professional Service

We strive to provide high-quality homestay accommodation as a safe, welcoming and cost-effective alternative to other forms of short-term accommodation, supported by professional customer service and ongoing support.

Equality, Diversity and Inclusion Statement

Hostlink UK is committed to promoting equality, diversity and inclusion in every aspect of our work. We believe that every individual has the right to be treated fairly, with dignity and respect, regardless of their:

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy or maternity
- race, colour, nationality or ethnic origin
- religion or belief
- sex
- sexual orientation
- socio-economic background

We do not tolerate discrimination, harassment, victimisation or bullying in any form. We expect all members of our community—including staff, homestay hosts, students, agents and partner organisations—to uphold these principles.

For more than 20 years, Hostlink UK has welcomed students from a wide range of countries and cultural backgrounds. We recognise that diversity enriches the learning and homestay experience and helps to promote mutual understanding, respect and global citizenship.

We are committed to:

- providing equal access to our services wherever reasonably practicable;
- ensuring recruitment, selection and placement decisions are fair, objective and transparent;
- supporting students with individual needs wherever possible through appropriate assessment and reasonable adjustments;
- promoting an environment in which everyone feels safe, included and able to participate fully;
- encouraging open communication and constructive feedback from students, hosts, staff and partners;
- responding promptly and appropriately to concerns, complaints or allegations relating to discrimination, harassment or unfair treatment;

- regularly reviewing our policies and practices to ensure they remain effective and compliant with current legislation and British Council accreditation requirements.

All students have the right to study and live in an environment that is welcoming, inclusive and free from discrimination. Hostlink UK is committed to safeguarding the welfare of all students and expects everyone involved in our programmes to contribute to maintaining a respectful, supportive and inclusive community.

This policy should be read alongside Hostlink UK's Safeguarding Policy, Student Welfare Policy, Complaints Procedure, Accommodation Policy and Code of Conduct.

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