

The Counsellor is there to ensure that in the event of any problems the inbound student and the host family have a contact who will act swiftly. Counsellors should be familiar with the RIBI Safeguarding Policy and the action to be taken in the event of discovery of abuse or harassment to the inbound student. Listed below are some important points to help Counsellors in their task:

Before the arrival of the student:

- Establish early contact by e-mail or letter with both the student and his or her parents.
- Explain to them the role of the Counsellor and that if the student has any problems or concerns the Counsellor will take whatever action necessary to swiftly deal with the matter
- Obtain details of the student's anticipated date and time of arrival.
- The Counsellor must introduce themselves to the host family preferably by a visit to the home where the inbound student will be staying. The Counsellor must leave contact details with the host parents.
- The Counsellor should check that the host have a viable programme of activities arranged for the student.
- Check that the student has adequate insurance. If there is any doubt then contact Club or District Youth Exchange Office (DYEO). (*See IF5:Travel Insurance for Students*).
- Contact the student and family before the student leaves home to check that there are no medical issues which have arisen recently or which have not been disclosed. Report any changes to the CYEO, the DYEO and the host family.

On the student's arrival in the country the Counsellor should:

- With the first host parents and/or members of the host Rotary Club, welcome the student at the arrival port. If this is not possible the Counsellor should arrange for another member of the Club to do so.
- Check that the student's passport and visa (if appropriate) is in order and will not expire during their exchange. The student should retain the passport.
- Ensure that the student knows how to make contact and they have contact phone numbers and/or e-mail addresses. Explain to the student that they should not be afraid to make contact if they have any concerns.
- Check that the student has returned all documents from his/her Student Preparation Pack which the student and parents were asked to sign and that they are now in the student's Inbound Student Records Folder.
- The student should at least have a local SIM card in a mobile phone with a UK phone number which should be given to the Counsellor, the host parents, the District YEO and the Club YEO.

During the student's time in this country the Counsellor should:

- Contact host parents at least once to make sure that the visit is proceeding well and that there are no problems.
- Contact the student at least once to make sure that the visit is proceeding well and that there are no problems.

If the Counsellor has any concerns about the student s/he should complete *CP10D: Record of Concerns form* which is downloadable from *CP10: Dealing with Incidents* and return it quickly to the DYEO.

Problems may arise in a number of ways:

It sometimes happens that the Counsellor and the student cannot get along. If this happens then the counsellor should step aside in favour of another where there can be a happier relationship. The Counsellor should not take this as an indication of inefficiency as there can be times when personalities clash for no apparent reason.

There may also be a problem between a student and a host family. If this occurs then the Counsellor should have another host family on standby or take on the hosting responsibility until the cause of the problem is established and the difficulty resolved.

If there is a return leg of the exchange where the problem is likely to continue then it is important that the sponsor Club YEO and Counsellor are kept informed. The inbound student's parents should also be kept fully informed.

If a student breaks the rules of the programme then the Club should be prepared to apply the sanction of sending the student home. Before taking the final decision for such action a full explanation of the circumstances should be discussed with the Host Club President, the District Youth Exchange Officer and the District Governor. Early returns should be managed delicately and always with the full knowledge of the sponsoring District and/or Club.