

HOMESTAY POLICY AND PROCEDURE

This Policy and Procedure is in compliance with National Code Part D, Standard 5 of the ESOS and ESPRA Acts

Policy

ASC International has a responsibility to ensure that all homestay accommodation offered to students meets the criteria of the School. All students must remain in homestay accommodation for the duration of their studies unless living with a DIBP approved guardian. The School is required to provide a Certificate of Accommodation and Welfare (CAAW) to all students under the age of 18 years who apply for a Student Visa, unless the student is living in Australia with a DIBP approved Guardian. Details of these requirements are included in the Policy and Procedure document entitled "Accommodation Support and Welfare of Students under 18 years of age".

In order to place students in an appropriate Homestay environment, ASC International utilises the services of the Australian Homestay Network. The below policies are referenced when determining the process involved with placing a student into an approved homestay environment:

- a. S18POL0001 Regulations and Requirements for Students Under 18 Years
- b. S18POL0002 Placing Underage Students with Homestay Hosts
- c. S18POL0003 Statement of Commitment to the Safety and Wellbeing of Students Under 18
- d. S18POL0004 Code of Conduct for International Students Under the age of 18 in Homestay
- e. S18POL0005 Important Information for students under the age of 18

To ensure that the safety, comfort, well-being and behaviour of students are regularly monitored, and that any issues or problems that arise are dealt with expeditiously, the Student Support and Welfare Manager maintains contact and meets with each student regularly to allow the student the opportunity to discuss any problems or issues that they may be encountering. The Student Support and Welfare Manager maintains ongoing contact with AHN, who meets and liaises with homestay families to mediate or address any issues raised by the students. It is imperative that proper records are kept on all students who live in homestay accommodation.

Procedure

Homestay Registration:

1. A prospective Homestay Host is required to complete an AHN Host application process. This process involved with AHN host accreditation includes:
 - a) Completion of an online Host Application
 - b) Completion of the AHN Host Training and Assessment
 - c) Provision of applicable Police Clearances and Working with Children Checks to AHN
 - d) Successful completion of a home interview with an AHN representative, including completion of a Home Interview Checklist
 - e) Signing of the AHN Host Agreement (HOSFOR0004) and the AHN Local Carer Duty Statement
2. AHN Policies specific to Homestay Host recruitment are:
 - a) SUPPRO0005 – Selection Criteria for the Recruitment of Homestay Hosts
 - b) SUPPRO0006 – AHN Guidelines for Interviewing Homestay Host
 - c) RMSPOL00008 – Refusing a Host Application

Placing students into Homestay:

1. New student enrolments are provided with the AHN link to the homestay application form.
2. The below policies are used by AHN when placing students into a homestay
 - a. RMSPOL0001 AHN Code of Ethics and Best Practice
 - b. RMSPOL004 Risk Analysis and Assessment Policy
 - c. HOSFOR0004 AHN Host Agreement
 - d. RMSPOL0009 Legislation and Compliance under the National Code
 - e. S18POL0001 Regulations and Requirements for Students Under 18 Years
 - f. S18POL0002 Placing Underage Students with Homestay Hosts
 - g. S18POL003 Statement of Commitment to the Safety and Wellbeing of Students Under 18
 - h. S18POL0004 Code of Conduct for International Students Under the age of 18 in Homestay
 - i. S18POL0005 Important Information for students under the age of 18
 - j. SUPPOL0002 AHN Policy for Placing Students with Homestay Hosts
 - k. S18POL0004 – Code of Conduct for International Students under the age of 18
3. Once a student's placement into homestay is confirmed, AHN will provide a Placement Confirmation and Arrival Confirmation Report to the Student Support and Welfare Manager.
4. On receipt of the above documentation from AHN and provided the student has completed their application form and paid the necessary fees, ASC International will issue the CoE and CAAW letter to the student or agent.
5. AHN may also supply the placement documentation to the student's agents or parents as well.
6. If there are any potential difficulties in meeting all the student's requests, AHN will ask the student to amend their requests in order of priority, if appropriate.
7. The student's arrival details and placement report are noted from the DMS
8. AHN will arrange airport reception and notify the homestay host of the student's arrival
9. Students can seek Homestay assistance from the International Help Office.

Homestay Monitoring:

All Homestay matters are logged on the School's Digital Management System (DMS) as they arise, or are conducted, which alerts the Student Support and Welfare Manager to conduct the necessary actions with AHN.

Student Monitoring

- At Orientation, Students are advised that if they experience any problems while living in homestay, they should contact the Student Support and Welfare Manager immediately for assistance.
- The Student Support and Welfare Manager will make personal contact with every student newly placed in Homestay accommodation within their first four weeks; and with all other students in homestay at least once a semester.
- After any meeting concerning homestay, staff should make written notes of the topic(s) discussed on the DMS, which informs the Student Support and Welfare Manager, who will contact AHN and if

necessary the student's parents. The Student Support and Welfare Manager is to assist to resolve the student's issue(s) with the resolution recorded on the DMS.

- If a student asks to leave a Homestay, the Student Support and Welfare Manager should discuss the reason(s) with them and take notes on a Student Counselling form and advise AHN. A Welfare variation form must also be completed and provided to AHN

Homestay Monitoring

1. AHN conducts ongoing monitoring of Homestay Hosts.
2. Any issues raised by Homestay Hosts to AHN concerning an ASC International student are brought to the attention of the Student Support and Welfare Manager, who will meet with the student and rectify as appropriate.

References

Related forms and documents necessary for procedure implementation:

- a. RMSPOL0001 AHN Code of Ethics and Best Practice
- b. RMSPOL004 Risk Analysis and Assessment Policy
- c. HOSFOR0004 AHN Host Agreement
- d. RMSPOL0009 Legislation and Compliance under the National Code
- e. S18POL0001 Regulations and Requirements for Students Under 18 Years
- f. S18POL0002 Placing Underage Students with Homestay Hosts
- g. S18POL003 Statement of Commitment to the Safety and Wellbeing of Students Under 18
- h. S18POL0004 Code of Conduct for International Students Under the age of 18 in Homestay
- i. S18POL0005 Important Information for students under the age of 18
- j. SUPPOL0002 AHN Policy for Placing Students with Homestay Hosts
- k. S18POL0004 – Code of Conduct for International Students under the age of 18
- l. Welfare Variation Form

Authority:

Director of International Programs

Reviewed:

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Approved:

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