

## Homestay Policy

### **POLICY PURPOSE**

This policy sets out arrangements in relation to the provision and management of the UTS Insearch homestay service.

### **SCOPE**

This policy applies to all international students (on a subclass 500 student visa) studying at UTS Insearch, whether undertaking an ELT, Diploma, UTS Foundation Studies program, as well as international students under 18 years of age studying at UTS who request homestay accommodation and related welfare services.

This policy also applies to UTS Insearch staff and Homestay Providers involved in the process of administration, selection, allocation and approval of homestay provision to students.

Note: Specific information relating to under 18 students can be found in the Students under 18 years of age section of this policy; as well as the UTS Insearch Homestay Procedure and UTS Insearch Under 18 Policy.

**DEFINITIONS** are set out at the end of this policy.

## POLICY PRINCIPLES

Principle	Responsible
<b>HOMESTAY ACCOMMODATION</b>	
1. International students studying at UTS Insearch and students under the age of 18 planning to study at UTS may wish to be accommodated in a homestay arrangement. In such cases the UTS Insearch Accommodation Team is responsible for making these arrangements. 2. Students are allocated to a UTS Insearch approved Homestay Provider for a minimum of five weeks; also known as the 'initial period'.	UTS Insearch Accommodation Team
3. UTS Insearch will only enter an agreement with a Homestay Provider if it is certain the provider meets all legislative and regulatory requirements and UTS Insearch minimum standards. Refer Schedule 1 of the UTS Insearch Homestay Procedure	Homestay Provider
4. Every effort is made to match any reasonable request made by a student with available hosts. This is done by matching student preferences with information available in host profiles.	UTS Insearch Accommodation Team
5. The number of students housed in a homestay depends on the house conditions and the ability of the host to comfortably accommodate students. Under normal conditions, no more than three students will be accommodated in a homestay. Exceptions may be made with the approval of the UTS Insearch Accommodation Team.	UTS Insearch Accommodation Team/ Homestay Provider
6. The student will be provided with a clean and comfortable single or twin share room. Each student will be provided with a bed, wardrobe, chair, desk and a lamp for their studies. Clean linen will be provided.	Homestay Provider
7. The student will be provided two meals a day from Monday to Friday; breakfast (self-serve) and dinner, and three meals a day on weekends, breakfast (self-serve), lunch and dinner. The food is to be well balanced and varied. Special dietary options are available on request at additional cost to the student.	Host
8. All students must comply with this policy as well as the UTS Insearch Homestay Procedure, UTS Insearch Under 18 Policy, <i>as well as all</i> other applicable Homestay rules, guidelines, regulations and legislation.	Student

Principle	Responsible
9. Students who repeatedly fail to comply with Homestay Guidelines, Policies and regulations may be removed from the Homestay. Serious breaches may result in termination of enrolment at UTS Insearch and/or UTS. In extreme circumstances the non-academic misconduct process may be instigated. This may lead to exclusion from UTS Insearch.	Student
10. If wishing to leave a Homestay, the student must provide the current Homestay Provider and the UTS Insearch Accommodation Team with 2 weeks' written notice before departing the Homestay. Note: See below for special conditions applying to students under 18 years of age.	Student
11. All Homestays will be inspected annually for students over 18 years of age. Note: Refer to the 'Students Under 18 years of age' section below for special conditions regarding households accommodating students under 18 years of age.	UTS Insearch Accommodation Team/Homestay Provider
<b>STUDENTS UNDER THE AGE OF 18</b>	
12. All international students under 18 years of age requiring UTS Insearch accommodation and welfare arrangements arriving in Sydney must either have UTS Insearch approved airport transport or have made alternative arrangements approved by UTS Insearch. UTS Direct students must use the UTS Insearch Airport Welcome service.	Student
13. Accommodation will be no more than 60 minutes travel time away from the campus Note: For Special Host Arrangements, students may opt to live further than one hour from the campus in consultation with, and approval from, the UTS Insearch Accommodation Team.	UTS Insearch Accommodation Team/Homestay Provider
14. All students under the age of 18 years of age must comply with homestay rules, guidelines, regulations and legislation. Note: Curfew for all students under the age of 18 years is 10pm Sunday–Thursday and 11pm Friday and Saturdays unless alternate arrangements have been agreed to with the UTS Insearch Accommodation team.	Student

Principle	Responsible
15. Where UTS Insearch takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who is under the age of 18, the nominated dates for which UTS Insearch takes responsibility must be advised to the Department of Home Affairs via the CAAW form. Once accommodation and related welfare arrangements are in place UTS Insearch will issue the CAAW letter. UTS is responsible for generating CAAW letters for UTS Direct Students. Confirmation of arrangements must be made to the student in writing.	UTS Insearch Accommodation Team/ Student Admissions/ UTSI
16. CAAW's are issued with a commencement date 7 days prior to course commencement, unless alternate arrangements are agreed to by UTS Insearch/ UTS.	Student Admissions/ UTSI
17. When UTS Insearch takes on responsibility for the accommodation and welfare of a student under the age of 18 but is no longer able to approve the student's welfare arrangements, UTS Insearch must advise the Department of Home Affairs of this within 24 hours.  18. Any UTS Insearch student under 18 years of age requiring UTS Insearch approved accommodation and welfare arrangements, articulating to UTS, will remain in a UTS Insearch approved accommodation and will be covered by the UTS Insearch CAAW until: <ul style="list-style-type: none"> <li>▪ they turn 18; or</li> <li>▪ UTS issues their CAAW letter; or</li> <li>▪ UTS agrees that the student can be released to transfer to another provider and that provider agrees to take on accommodation and welfare responsibilities; or</li> <li>▪ they leave Australia.</li> </ul>	UTS Insearch Accommodation Team
19. Where UTS Insearch is responsible for the accommodation and welfare arrangements of any student under 18 years of age, where the student defers, suspends or cancels their enrolment, the Department of Home Affairs must be advised of this through PRISMS.  UTS manages all suspensions, deferrals and cancellations and, where UTS have issued the CAAW, will update PRISMS accordingly. UTS will inform UTS Insearch when the accommodation arrangement is impacted upon by any such action.	Insearch Accommodation Team

Principle	Responsible
<p>20. Where UTS Insearch is managing accommodation and welfare arrangements of any student under 18 years of age UTS Insearch will remain responsible for these until:</p> <ul style="list-style-type: none"> <li>▪ <u>they turn 18</u>; or</li> <li>▪ they transfer to another provider and that provider agrees to take on responsibility for their accommodation and support services; or</li> <li>▪ they leave Australia.</li> </ul> <p>21. Where UTS Insearch enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, UTS Insearch must inform the student of their visa obligations to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved, or return to their home country until the new approved welfare arrangements take place.</p>	UTS Insearch Accommodation Team
<p>22. Any student in a homestay arrangement who is under 18 years of age will be visited every 6 months until they turn 18 to follow up on their wellbeing and to obtain feedback in relation to the host and their general experience with their Homestay. This forms part of UTS Insearch's audit of homestay arrangements, as detailed in the UTS Insearch Homestay Procedure.</p>	UTS Insearch Accommodation Team/Homestay Provider
<p>23. Students must provide two weeks written notice to the UTS Insearch Accommodation team if they wish to go away during recognised vacation periods and must obtain written permission from parent(s)/legal guardian and UTS Insearch.</p> <p>Note: If travelling overseas students must also confirm transport arrangements to and from the airport with the UTS Insearch accommodation team.</p> <p>Note: travel within Australia is permitted only when written approval is provided by a parent or legal guardian.</p> <p>Note: If a UTS direct student is approved to travel, UTS Insearch must inform UTSI that this approval has been granted.</p>	Student/ UTS Insearch Accommodation Team
<p>23. For students under the age of 18 who hold a UTS Insearch or UTS CAAW no changes can be made to their Homestay Arrangements without written approval from UTS Insearch and the student's parent(s)/ legal guardian. UTS Insearch will notify UTS of any changes in arrangements.</p>	UTS Insearch Accommodation Team
<b>HOMESTAY PROVIDERS</b>	
<p>25. Approved Homestay Providers must adhere to:</p> <ul style="list-style-type: none"> <li>▪ UTS Insearch Policies and Procedures</li> <li>▪ all applicable legislation as well as all UTS Insearch standards and requirements.</li> <li>▪ the minimum standards of service delivery detailed in contractual agreements with UTS Insearch. Also refer to summary of standards in Schedule 1 of UTS Insearch Homestay Procedure.</li> </ul>	UTS Insearch Accommodation Team/Homestay Provider/Host

Principle	Responsible
<p>26. The homestay hosts must hold and provide a current Working with Children Check clearance ID number required under the Child Protection (Working with Children) Act 2012 (NSW). They must provide a current Working with Children clearance for each person aged 18 years or over residing in the home. Refer to the NSW Office of the Children’s Guardian for full details.</p> <p>Failure to provide all required clearance details will make hosts ineligible to offer homestay services.</p>	UTS Insearch Accommodation Team/Homestay Provider/Host
<p>27. Homestay Providers must also hold current applicable insurance to protect themselves, their homes, students and their property.</p>	Homestay Provider
<p>28. The host and household members must respect the privacy of students and appreciate the cultural background and differences of students.</p>	Homestay Provider/Host
<p>29. The host and household members must not:</p> <ul style="list-style-type: none"> <li>▪ abuse or offer drugs or alcohol to students</li> <li>▪ engage in any act of violence towards students</li> <li>▪ expose students to any inappropriate or indecent material or media, or</li> <li>▪ Make improper physical advances towards students</li> <li>▪ Negatively impact upon a student’s mental wellbeing</li> </ul>	Homestay Provider/Host
<p>30. The host and household members must not be or become:</p> <ul style="list-style-type: none"> <li>▪ A registrable person for the purposes of the Child Protection (Offenders Registration) Act 2000 (NSW);</li> <li>▪ A prohibited person for the purposes of the Child Protection (Offenders Registration) Act 2000 (NSW), or</li> <li>▪ The equivalent of the above under any legislation in any state or territory whether in or outside of Australia.</li> </ul>	Homestay Provider/Host
<p>31. UTS Insearch must be notified if it is suspected:</p> <ul style="list-style-type: none"> <li>▪ students are engaging in some form of illegal or inappropriate employment</li> <li>▪ students are engaging in any illegal conduct</li> <li>▪ another person has moved in with the students</li> <li>▪ any household members have breached any part of the Homestay Host Code of Conduct and Terms &amp; Conditions.</li> <li>▪ students are behaving inappropriately</li> </ul>	Homestay Provider

Principle	Responsible
32. The host must notify their Homestay Provider when a household member has turned 18 years of age and provide a Volunteer Working with Children clearance ID number for each person aged 18 years or over residing in the home. It is compulsory for the primary host to have a paid Working With Children check.	Homestay Provider
33. The host must provide suitable welfare arrangements for students under 18 years of age during their stay.	Homestay Provider
34. UTS Insearch will regularly monitor the suitability of a student's accommodation and welfare arrangements as required by legislation.	UTS Insearch Accommodation Team
35. Critical Incidents will be handled according to the UTS Insearch Critical Incident Policy – Student Management. Third party provider critical incidents will be managed according to the provider's critical incident policy.	UTS Insearch Accommodation Team/Homestay Provider
36. UTS Insearch will undertake regular audits of Homestay Providers to ensure adherence to legislative, regulatory and contractual agreements. Findings and any applicable recommendations are to be presented to the UTS Insearch Senior Leadership Team and any appropriate UTSI staff.	UTS Insearch Accommodation Team/Homestay Provider
37. UTS Insearch may terminate the appointment of a Homestay Provider with immediate effect if they do not comply with their regulatory, legislative and contractual agreements. UTS Insearch will ensure in these instances that they are immediately reaccommodated.	UTS Insearch Accommodation Team
38. UTS Insearch will review this Policy and applicable procedures at least once a year.	

## DEFINITIONS

CAAW	Confirmation of Appropriate Accommodation and Welfare and is the Department of Education's pro-forma letter downloadable through PRISMS.
CoE	Confirmation of Enrolment issued through the Australian Department of Education's PRISMS system, by authorised UTS Insearch and/or UTS International (UTSI) staff. The CoE is required under Commonwealth Legislation for the purposes of applying for a Student Visa
ELT	English Language Teaching



Homestay Provider	A third-party provider, an organisation or a person, that is contractually engaged by UTS Insearch to provide Homestay Accommodation and related Support Services. This includes <i>Special Homestay Host Arrangements</i> . Note: For students who are under 18 years of age, this provider is required to ensure appropriate support service arrangements are in place to protect the personal safety and social well-being of the student(s).
Initial Period	The first five-week period in which a student first arrives in Australia to commence their studies
Legal Guardian	A parent, step-parent, adoptive parent, or any other person who has legal responsibility for an international student.
PRISMS	Provider Registration and International Students Management System.
Prohibited person	A person convicted of a serious sex offence or a registrable person within the meaning of the <i>Child Protection (Offenders Registration) Act 2000</i> (NSW).
Registrable person	A person who a court has at any time sentenced in respect of a registrable offence, as defined in Sect 31 of the <i>Child Protection (Offenders Registration) Act 2000</i> (NSW).
Special Arrangement Host	A person, such as a family friend, or a relative who is not eligible to be approved by the Department of Home Affairs that UTS Insearch has approved to offer Homestay and related Support Services to students under the age of 18. Note: Special Arrangements are not available to UTS Direct students under 18 years of age for the initial period but may be considered after the initial period.
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS Insearch.
UTS Direct Student	Any student under 18 years of age who gains direct entry to UTS or completes a UTS Insearch course transnationally, whether offered by UTS Insearch or a UTS Insearch partner institution.
UTS Insearch	Insearch Limited, its representative offices and its controlled entities.
Working with Children Check	A legislated requirement under the <i>Child Protection (Working with Children) Act 2012</i> (NSW) and managed by the NSW Office of the Children's Guardian.



**SUPPORTING DOCUMENTS**

- Education Services for Overseas Students Act 2000 (Cth)
- Migration Regulations 1994 (Cth)
- The National Code 2018
- Homestay Procedure
- Critical Incident Policy – Student Management
- Management of Students’ Incidents Procedure
- Under 18 Policy
- Student Complaints and Appeals Policy and Procedure
- Refund Policy
- Insearch Third Party Audit Procedure

**ADMIN USE ONLY**

APPROVAL		
Signature:		
Position title:	<b>Managing Director</b>	<b>Date: 05/08/2019</b>
Policy Title	Homestay Policy	
Senior Leader	Chief Operating Officer	
Manager	Head of Student Services	
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