

## Student Residential Accommodation and Welfare Procedure

### PROCEDURE STATEMENT

The purpose of this procedure is to give effect to the Student Residential Accommodation and Welfare Policy.

### SCOPE

This procedure applies to all students who:

- are on a subclass 500 student visa and require a CAAW and/or
- are studying at Insearch and undertaking an ELT, Diploma or UTS Foundation Studies program or a combination of courses; and
- wish to stay with a Student Residential Accommodation Provider approved by Insearch during their studies.

This procedure also applies to under 18 international students who have gained direct entry into UTS, where UTS requests Insearch to provide the accommodation and welfare arrangements.

This procedure also applies to any staff member involved in the process of administration, selection, allocation and approval of accommodation and welfare arrangements.

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

### PROCEDURE STEPS

Activity	Description	Responsible
<b>Arranging and Confirming the Approved Accommodation and Welfare Arrangements</b>		
Arranging placement in Student Residential Accommodation	<ol style="list-style-type: none"> <li>1. Students over 18 years of age can apply directly to Student Residential Accommodation Providers and enter into a binding agreement. Insearch does not require proof of this binding agreement. For students over 18 years of age no welfare arrangements are required.</li> <li>2. Under 18 students are required to show a binding agreement between a Student Residential Accommodation Provider and a Welfare Provider.</li> <li>3. For under 18 UTS Direct Students who wish to stay in Student Residential Accommodation, UTS will provide the student details to Insearch. Insearch will then liaise with the student, their parent(s) and/or legal guardian, if applicable, their Channel Partner and the Student Residential Accommodation Provider and Welfare Provider to arrange the required services.</li> <li>4. Insearch will advise UTS once these arrangements are in place, so that UTS can proceed with issuing the CAAW.</li> <li>5. Insearch and UTS Direct students will receive instructions on how to apply for accommodation and welfare arrangements. Students must apply online using the appropriate application form. Insearch will check that the appropriate contracts are completed and received.</li> <li>6. Insearch will also ensure that it collects the welfare</li> </ol>	Insearch Accommodation Team / UTSI / Student Residential Accommodation Provider / Welfare Provider / Channel Partner

	<p>guardian's and student's contact details. These details will be shared with UTS for Direct UTS students.</p> <p>7. Please note that if there are no available places at student residential accommodation providers, the student will be placed with one of our Homestay Providers.</p>	
Issuing CAAW Letters for Under 18 students	<p>8. Insearch will issue the CAAW letter for under 18 students undertaking an ELT, Diploma or UTS Foundation Studies program who have paid for, and hold binding agreements with Insearch approved Student Residential Accommodation Providers and Welfare Providers. (Note: students over 18 years of age do not require a CAAW.)</p> <p>9. UTS will issue the CAAW for students under the age of 18 enrolling directly at UTS, once Insearch confirms the student has booked and paid for Insearch approved student accommodation and welfare services.</p> <p>10. Any under 18 Insearch student, articulating to UTS, must remain in their Insearch approved Student Residential Accommodation and Welfare arrangements, and will be covered by the Insearch CAAW, until:</p> <ul style="list-style-type: none"> <li>• they turn 18; or</li> <li>• they are granted a release to transfer to another provider who agrees to take on their accommodation and welfare responsibilities; or</li> <li>• they return overseas; or</li> <li>• they enter the care of a nominated guardian approved by the Department of Home Affairs.</li> </ul>	Insearch Accommodation Team / UTSI / Student Residential Accommodation Provider / Welfare Provider
Insearch Approved Transport	<p>11. All students under 18 years of age will need to have Insearch approved transport arrangements in place before their arrival in Sydney to ensure they are safely transported to their Student Residential Accommodation.</p> <p>12. Insearch under 18 students may request that they make their own airport transport arrangements; which will need to be approved by Insearch. UTS Direct Students cannot request to make their own airport transport arrangements.</p> <p>13. The IAT will confirm arrival dates with the student (and Channel Partner where applicable). The IAT will also notify the nominated welfare guardian of the student's arrival details for all students under the age of 18 years.</p> <p>14. Students over 18 years of age do not require Insearch approved transport but may request it.</p>	Insearch Accommodation Team
<b>Approving Student Residential Accommodation and Welfare Providers</b>		
Initial checks	<p>15. Insearch will only approve and enter into a contractual agreement with providers of Student Residential Accommodation Providers and Welfare Providers, where these providers meet all legislative and regulatory child welfare and protection requirements. Insearch must have evidence that the provider(s) meet Insearch minimum standards, as outlined in schedule 1 and 2 of the procedure.</p>	Insearch Accommodation Team / Student Residential Accommodation Provider / Welfare Provider
Grievances / Complaints	<p>16. After arrival, if any student including UTS Direct students express a concern with their accommodation all efforts will be made to rectify this.</p>	Insearch Accommodation Team/ Homestay

	<p>If the complaint is raised directly with Insearch, the Insearch Accommodation Team will take one or more of the following actions:</p> <ul style="list-style-type: none"> <li>• Contact the third-party provider to raise the concern.</li> <li>• Determine whether the grievance relates to either the student or the third-party provider.</li> <li>• In the case of breach by either party, the student may be moved by Insearch as soon as practicable, whilst causing as little inconvenience to the affected party as possible and at no additional cost to the student or Insearch</li> <li>• In the case of a misunderstanding, raise the issue with the student and provider and offer advice to solve the issue cooperatively.</li> <li>• Record all issues in StarRez under the student record and ensure the Homestay provider records in their complaints register</li> <li>• Grievances that require further attention must be lodged through the formal Insearch process via <a href="mailto:complaint@insearch.edu.au">complaint@insearch.edu.au</a>. Follow the Insearch 'Student Complaints and Appeals Policy and Procedure' for more details.</li> <li>• Monitor issues and follow up with the student, and third-party provider to confirm that a satisfactory solution has been reached for all parties.</li> <li>• Breach of any Third-Party Code of Conduct and Terms &amp; Conditions will be recorded as serious incidents.</li> <li>• Note: All critical incidents will be addressed as per Insearch's' Critical Incident Policy.</li> <li>• In case of student breaches, repeated failure to comply with code of conduct or serious incidents may result in initiation of the non-academic misconduct procedure.</li> </ul> <p>Note: Make sure there is always a contact available for the student residential accommodation provider, welfare provider and/or student to contact at Insearch in cases of complaints. For critical Incidents both Insearch and the Providers have in place 24/7 emergency contacts.</p>	Provider
Third-Party fees & Charges	17. Payments made to third parties will be managed by the Insearch and/or third-party refund policies.	Third-Party Providers
Changes to Accommodation & Welfare Arrangements	<p>18. Under 18 students who have a CAAW cannot terminate their arrangements unless other suitable arrangements are in place. These arrangements need to be approved by Insearch/UTSI staff.</p> <p>The Student Accommodation Team should flag the student as leaving in STARREZ until they have checked out.</p> <p>Note: Students under 18 years of age can only change their third-party provider arrangements with the approval of Insearch. New contact details and Carer and Emergency details must be updated in Student One Ci.</p> <p>19. Students over 18 years of age are able to change accommodation without notifying Insearch but should be encouraged to update their contact details in e-student.</p>	

	For international students this is a visa requirement.	
Student Holidays	<p>20. Student on Holidays:</p> <p>Any student under 18 years of age leaving the country must provide their travel details and use UTS Insearch approved transport to and from the airport; or make alternate transport arrangements with the Student Accommodation Team.</p> <p>Note 1: The Insearch Accommodation Team should flag the student as leaving in STARREZ until they have checked out.</p> <p>Note 2: The failure by the student to supply the required notice and/or travel details to the Insearch Accommodation team will result in a sanction placed on the student record. Furthermore, the student will be requested to attend a compulsory meeting with the Student Welfare Team Leader or the Student Accommodation coordinator when they return. Any future beaches may result in non-academic misconduct being instigated by Insearch.</p> <p>Note 3: for students over 18 it is a visa requirement they remain in Australia whilst studying. Over 18 students are not required to provide Insearch with notice when travelling overseas in holiday periods.</p>	Student/Insearch Accommodation Team
Ongoing compliance and auditing	<p>21. Once approved by Insearch, Student Residential Accommodation Providers and Welfare Providers must continue to meet legislative and regulatory requirements, applicable Insearch Policies and Procedures and minimum contractual service delivery standards.</p> <p>22. The Insearch Accommodation Team will undertake regular audits of Student Residential Accommodation Providers and Welfare Providers. to ensure adherence to legislative, regulatory and contractual agreements. Findings and any applicable recommendations will be presented to Insearch's senior management team and to key UTS stakeholders, as appropriate.</p> <p>Insearch will monitor the suitability of student accommodation and welfare arrangements by seeking feedback from students and conducting regular, random checks, as outlined in the Insearch Third Party Audit process.</p> <p>23. For Student Residential Accommodation Providers: Checks conducted can include, but are not limited to the:</p> <ul style="list-style-type: none"> <li>• accuracy of the accommodation provider's published contact details</li> <li>• access to their 24/7 emergency contact</li> <li>• detailed proof that the accommodation provider is abiding by and recording any curfew breaches by Insearch or UTS Direct under 18 students</li> <li>• accuracy of a student's key contact details held by the accommodation provider</li> <li>• accommodation provider's maintenance of appropriate communication and liaison with the</li> </ul>	Insearch Accommodation Team / Student Residential Accommodation Provider

	<p>student's parent(s) or legal guardian or their approved welfare provider and records are held and easily accessible</p> <ul style="list-style-type: none"> <li>• student has been correctly inducted</li> <li>• documented monitoring of curfew for under 18 students.</li> <li>• accuracy and currency of any complaints and critical incidents including follow up actions</li> <li>• currency of any necessary documents such as public liability and indemnity insurances and Working with Children Checks (WWCC), and</li> <li>• provider can demonstrate all current legislative, regulatory and Insearch contractual requirements are maintained. (Refer Schedule 1).</li> </ul>	
Ongoing compliance and auditing	<p>24. For Welfare Providers:</p> <ul style="list-style-type: none"> <li>• Checks conducted can include, but are not limited to the:</li> <li>• accuracy and currency of the student's accommodation and transport details</li> <li>• accuracy of the student's key contact details and the ease of access to the contact details of the person assigned to oversee the student's welfare arrangements</li> <li>• provider is accessible and responsive 24/7</li> <li>• provider has made phone contact with the student on the day of arrival</li> <li>• student has been correctly inducted</li> <li>• report sent to the student's parent's/legal guardian within 30 days of the student's arrival</li> <li>• regular personal contact with the student that has been maintained, including meetings in person as outlined in 'Schedule 2'</li> <li>• checking of details and currency of any complaints and critical incidents and follow up actions</li> <li>• provider maintains currency of any necessary requirements such as public liability and indemnity insurances and Working with Children Checks (WWCC), and</li> <li>• provider can demonstrate all current legislative, regulatory and Insearch contractual requirements are maintained. (Refer Schedule 2)</li> </ul> <p>25. Insearch will review this Procedure and related procedures at least once a year.</p>	Student Accommodation Team / Welfare Provider

## DEFINITIONS

CAAW	Means the Confirmation of Appropriate Accommodation and Welfare and is the Department of Education and Training pro-forma letter downloadable through PRISMS.
DET	Means Department of Education and Training

ELT	Means English Language Teaching
Legal Guardian	Means a parent, step-parent, adoptive parent, or any other person who has legal responsibility for an international student.
PRISMS	Means the Provider Registration and International Students Management System.
Student Residential Accommodation Provider	Means a third party, other than a Homestay Provider approved by Insearch to provide residential accommodation to students.
UTS Direct Student	Any student under 18 years of age who gains direct entry to UTS or completes an Insearch course offered offshore by an Insearch partner institution.
Welfare Provider	Means a third party approved by Insearch to provide student welfare arrangements
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)
- The National Code 2018
- Insearch Third Party Audit Process
- Insearch Management of Students Incidents Procedure
- Insearch Student Accommodation & Welfare Policy
- Insearch Under 18 Policy
- Insearch Student Complaints and Appeals Policy and Procedure
- Insearch Critical Incident Policy – Student Management

### ADMIN USE ONLY

APPROVAL	
Signature	
Name	<b>Chief Operating Officer (COO)</b> Date: 28 March 2019
Procedure Title	Student Accommodation and Welfare Procedure
Procedure Owner	Head of Student Services
Procedure ID	PR/OPS/02/19
Effective Date	28 March 2019

## SCHEDULE 1: MINIMUM STANDARDS FOR STUDENT RESIDENTIAL ACCOMMODATION PROVIDERS

Principle	Responsible
<p>The purpose of these minimum standards is to ensure that Student Residential Accommodation Providers:</p> <ul style="list-style-type: none"> <li>offer appropriate support and accommodation in an approved residential environment</li> <li>assist students to experience the culture of the region in which they are studying</li> <li>encourage the sharing of students' own culture with their peers, and</li> <li>provide a structure for orientation, community interaction and network establishment for international students, especially those under 18 years of age.</li> </ul>	<p>Student Residential Accommodation Provider</p>
<p>Student Residential Accommodation Providers must meet the following minimum standards to be eligible for ongoing approval by Insearch:</p> <ul style="list-style-type: none"> <li>advertise and expressly inform students of all fees, including placement and boarding fees, for each calendar year by 20 September of the preceding year</li> <li>advertise and comply with agreed cancellation policies</li> <li>not increase fees for at least 12 months from the date of the student's arrival</li> <li>provide each student, and Insearch, a current and accurate staff directory, including an emergency point of contact, available 24 hours a day, seven days a week</li> <li>notify Insearch and the student's Welfare Provider of any issues in a timely manner</li> <li>notify Insearch of all grievances, unresolved, resolved and any outcomes concerning student accommodation in a timely manner (Note: Students are able to raise grievances directly with Insearch at any time)</li> <li>liaise with Insearch, students and the students' Welfare provider regarding any student complaints.</li> </ul>	<p>Student Residential Accommodation Provider</p>
<p>Student Residential Accommodation Providers must make publicly available on the internet:</p> <ul style="list-style-type: none"> <li>policies and procedures outlining the fee structure and refund policy for all payments made</li> <li>their expectations of students, including campus rules and room standards</li> <li>a current list of support staff and their responsibilities towards students under 18 years of age</li> <li>complaint handling policies and procedures including provision to arrange for alternate room, where the student's existing room is unsuitable, and avenues for complaint and emergency escalation</li> <li>a copy of the proposed binding agreement to be signed by the Student Residential Provider, the student and their parent or legal guardian, or Welfare Provider.</li> </ul>	<p>Student Residential Accommodation Provider</p>
<p>Student Residential Accommodation Providers must provide evidence of:</p> <ul style="list-style-type: none"> <li>documented, compulsory and ongoing training for staff, including supporting data and training materials</li> <li>current records of completion of such training by the staff working with children under 18 years of age</li> </ul>	<p>Student Residential Accommodation Provider</p>

<ul style="list-style-type: none"> <li>• regular communication and liaison with the student's parents, legal guardians or as appropriate welfare provider</li> <li>• a documented and comprehensive approach to student orientation</li> <li>• a 24/7 Emergency, their Critical Incident and Complaints Handling phone support strategy, including procedures for follow up action required</li> <li>• an ongoing strategy for the management and accountability of all payments made on behalf of the student</li> <li>• under 18 students adhering to an agreed curfew time between UTS Insearch and the accommodation provider.</li> <li>• compliance with the Working with Children Check (WWCC) requirements</li> <li>• a single point of contact for under 18-year-old students</li> <li>• appropriate and current, compulsory (guaranteed) insurance covers for the provider and students, as determined by Insearch from time to time, and in line with legislative and regulatory requirements.</li> </ul>	
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## SCHEDULE 2: MINIMUM STANDARDS FOR WELFARE PROVIDERS

Principle	Responsible
<p>The purpose of these minimum standards is to ensure that Welfare Providers deliver high level welfare services for international students under 18 years of age. Welfare Providers must meet the following minimum standards to be eligible for approval by Insearch:</p> <ul style="list-style-type: none"> <li>• provide 24-hour access to emergency contact details for students and their parents or legal guardian in the event of an emergency</li> <li>• ensure that they maintain and can provide current records to Insearch, including:             <ul style="list-style-type: none"> <li>○ a complete list of all past, current and pending Insearch students under the care of the welfare provider</li> <li>○ the dates of all the contact between the Welfare Provider and current students, including method of contact (in person or by phone) and a summary of the contact</li> <li>○ details of student's current and previous accommodation, including all contact details</li> <li>○ the name and contact details of the nominated individual welfare provider for each student, and their current WWCC or clearance reference</li> <li>○ copies of reports sent to current parents or legal guardians</li> <li>○ copies of correspondence and documents concerning current students</li> <li>○ current course details for current students</li> <li>○ where student consent is obtained, photographs of current student</li> <li>○ a copy of the agreements between current students, parents or legal guardians and the Welfare Provider, including the commencement date and end date of the welfare arrangement.</li> </ul> </li> <li>• maintain compliance with the Working with Children Check (WWCC) requirements</li> <li>• maintain appropriate and current, compulsory (guaranteed) insurance covers for the provider and students, as determined by Insearch from time to time, and in line with legislative and regulatory requirements</li> <li>• ensure that all sub-contractors that perform the role of individual welfare</li> </ul>	Welfare Providers



<p>provider on behalf of the Welfare Provider:</p> <ul style="list-style-type: none"> <li>○ are physically located within 60 minutes of the student's residential address,</li> <li>○ comply with Working with Children Check (WWCC) requirements</li> <li>○ comply with the minimum standards outlined in this document, and</li> <li>○ have legally binding contracts stating:             <ul style="list-style-type: none"> <li>▪ the terms of their engagement</li> <li>▪ the services to be performed</li> <li>▪ fees</li> <li>▪ termination conditions</li> <li>▪ confidentiality obligations</li> <li>▪ refund of fees and indemnity arrangements; and</li> <li>▪ liability and risk provision</li> </ul> </li> <li>● maintain appropriate and current, compulsory (guaranteed) insurance cover for the provider and students, as determined by Insearch from time to time, and in line with legislative and regulatory requirements.</li> </ul>	
<p>Welfare Providers must:</p> <ul style="list-style-type: none"> <li>● have phone contact with the student on the day of arrival and meet in person within 48 hours of their arrival.</li> <li>● if meeting in person in 48 hours is not possible, the Welfare Provider must proactively inform Insearch of this and offer justification</li> <li>● maintain regular personal contact with all students, including speaking to students once a week by telephone and meeting student's in person</li> <li>● provide a single point of contact for under 18-year-old students</li> <li>● remain the key contact for the student, for Insearch, and the Student Residential Accommodation Providers</li> <li>● provide a 24/7 telephone advice and emergency assistance to all parties</li> <li>● provide students with a thorough induction and additional orientation of their accommodation, the city and Insearch campus</li> <li>● outline support services available to the student outside those provided by Insearch and UTS. This can include helping students to open local bank accounts and purchase SIM cards or mobile data plans, assisting students with personal problems or any issues in a timely manner as they arise</li> <li>● notify Insearch of any issues within 24 hours</li> <li>● be the main point of contact for Insearch to help address any attendance or academic progress concerns in a timely manner</li> <li>● send a report to each student's parents or legal guardian, and Insearch or UTS, within 30 days of the student's arrival and every 4-6 weeks thereafter, including:             <ul style="list-style-type: none"> <li>○ an overview of the student's accommodation facility, including photographs</li> <li>○ the students local bank account details, and how to transfer funds directly from the parent or legal guardian to the student</li> <li>○ the student's local mobile phone number</li> <li>○ information on the general welfare of the student, including progress with studies, transport to and from the campus and how the student is settling in</li> <li>○ the individual Welfare Provider's name and contact details, office address and all emergency 24/7 contacts, a current staff list and explanation of their roles and responsibilities</li> </ul> </li> </ul>	<p>Welfare Providers</p>

<ul style="list-style-type: none"> <li>○ a 24-hour emergency number for parents or legal guardian to call in the event of an emergency.</li> </ul>	
<p>Welfare Providers must supply evidence of:</p> <ul style="list-style-type: none"> <li>• their Emergency, Critical Incident and Complaints Handling phone support strategies, including procedures for follow up action required</li> <li>• documented, compulsory and ongoing training for staff including supporting data and training materials</li> <li>• current records of completion of such training by the staff working with children under 18 years of age</li> <li>• regular communication and liaison with the student's parents, legal guardians or Welfare Provider(s) as appropriate</li> <li>• a documented and comprehensive approach to student induction</li> <li>• an ongoing strategy for the management and accountability of all payments made on behalf of the student</li> <li>• complaint handling policies and procedures including provision to arrange for alternate room, where the student's existing room is unsuitable, and avenues for complaint and emergency escalation</li> <li>• advertising and expressly informing students of all fees for each calendar year by 20 September of the preceding year</li> <li>• advertising and complying with agreed cancellation policies</li> <li>• not increase fees for under 18 international students for at least 12 months from the date of the student's arrival</li> <li>• providing each student, and Insearch, a current and accurate staff directory including an emergency point of contact available 24 hours a day, seven days a week</li> <li>• making available publicly on the internet:             <ul style="list-style-type: none"> <li>○ policies and procedures explain the fee structure and refund policy for all payments made</li> <li>○ clear expectations of students as per their 'agreements'</li> <li>○ a current 24- hour emergency contact.</li> </ul> </li> </ul>	<p>Welfare Providers</p>
<p>In regard to student support and advocacy, Welfare Providers must:</p> <ul style="list-style-type: none"> <li>• liaise with Insearch, students and the Student Residential Accommodation Provider regarding any student complaints including those regarding a student's accommodation</li> <li>• notify Insearch/UTS of all grievances, unresolved, resolved and outcomes including those concerning a student's accommodation in a timely manner. <b>(Note: Students are able to raise grievances directly with Insearch at any time)</b></li> <li>• represent the student on any discussion with Insearch, including assisting the student to lodge any complaint to Insearch.</li> </ul>	<p>Welfare Providers</p>