

## Homestay Procedure

### PROCEDURE STATEMENT

The purpose of this procedure is to give effect to the Insearch Homestay Policy.

### SCOPE

This procedure applies to all international students studying at 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 and related welfare arrangements from Insearch.

This procedure also applies to any Insearch staff member, Homestay Provider involved in the process of administration, selection, allocation and approval of homestay provision to students.

Note: UTS Direct Students or their Partners cannot approach Insearch directly for accommodation. This must be requested via UTS International.

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

### PROCEDURE STEPS

Activity	Description	Responsible
Homestay arrangement eligibility	1. All students studying at Insearch as well as international students under 18 years of age studying at UTS may approach Insearch to be accommodated in a Homestay arrangement.	Student
Welfare	2. The Insearch Accommodation Team is responsible for making suitable Homestay and welfare arrangements for students under the age of 18, requiring an Insearch or a UTS CAAW, with an Insearch approved Homestay Provider. This includes students requesting Special Host Arrangements.	Insearch Accommodation Team
Special Arrangement Host	3. It is important to note that as Special Host Arrangements take some time to be assessed, and approved, students should provide Insearch with a minimum 5 weeks' notice of their requests prior to their arrival  Any request under 5 weeks may require the student to be initially placed with an Insearch approved Homestay Provider for the Initial Period, or until the arrangements have been finalised. This will incur the applicable homestay rates and placement fees.  Note: Special Host Arrangements are not available to UTS Direct students for the Initial Period. However, a UTS Direct Student may apply for a Special Host Arrangement at the conclusion of the Initial Period.	Insearch Accommodation Team / Homestay Provider
Special Host assessment	4. Where a Special Arrangement Host is requested, Insearch will engage one of our approved Homestay Providers to perform an initial Homestay home inspection and host suitability report. The Homestay Provider will provide Insearch with a report containing recommendations. A homestay booking fee is paid by the student to our Homestay Provider to instigate the inspection visit.	Insearch Accommodation Team / Homestay Provider

	<p>Insearch maintains responsibility to make the final decision to the suitability of accommodation and welfare arrangements offered by the Special Arrangement Host and this will be communicated to the student within 48 hours of receiving the report from the Homestay Provider</p> <p>If the Special Arrangement Host is approved, a CAAW letter will be issued by Insearch.</p> <p>Each ongoing 6 monthly inspection incurs an Insearch Inspection fee payable by the student.</p> <p>The notice of this fee is contained in our email to students on application for special host arrangements.</p> <p><b>Note:</b> Failure to pay the fee will result in the student remaining in a Homestay Provider arrangement.</p>	
Processing of Homestay Request	<p>5. The Student Accommodation team receives information regarding new students wanting homestay and welfare arrangements via a daily email generated in BI.</p> <p>A record for each student is created in STARREZ.</p> <p>The Student Accommodation team then forwards this information on to one of our Homestay Providers; or in the case of a Special Host Arrangement initiates a Host assessment and recommendation report through our Homestay Providers.</p>	Insearch Accommodation Team
Placing student	<p>6. The Insearch Accommodation Team, working alongside the Partner and Homestay Provider places the student in appropriate homestay and welfare arrangements in accordance with regulatory and legislative requirements and with additional focus on best match for student/host against student preferences.</p> <p>Note: Insearch maintains a "DO NOT USE" list and ensures students are not placed with these hosts.</p>	Insearch Accommodation Team / Homestay Provider
Under 18 Student Welfare	<p>7. All Insearch international students under 18 years of age require a parent / legal guardian to complete the 'Declaration of Accommodation and Welfare Arrangements for International Students Under the Age of 18' form.</p> <p>For UTS Direct students the UTS equivalent form must be completed.</p> <p>This form details the type of accommodation and welfare arrangements they wish the student to have.</p>	Insearch Accommodation Team / Homestay Provider
Homestay Host Information	<p>8. Once a placement has been arranged for a student the Homestay Provider sends the Homestay Host a 'Student Arrival Confirmation Letter' with information about the student allocated to them. This will include the student's name, age, and nationality and how long they are booked into the homestay.</p>	Homestay Provider
Partner Information	<p>9. For all students, the Homestay Provider is to send details of the confirmed Homestay placement via email to Insearch, the student and/or the Partner informing them of the details.</p> <p>This will include all pertinent facts about the host, members of the household, their relationship to each other, age/s, occupation/s, interests, motivation for hosting and extra home facilities such as internet availability and charges. As well as any other facts about the home or household members that are likely to impact the student's stay in the homestay.</p>	Insearch Accommodation Team / Homestay Provider

	<p>Booking confirmation of Insearch approved Transport is also advised.</p> <p><b>Note:</b> For UTS Direct students the Insearch Accommodation Team forwards details onto UTS International (UTSI).</p>	
Insearch Approved Transport	<p>10. Transport arrangements are to be made by Homestay Providers using Insearch approved transport.</p> <p>The Insearch Accommodation Team is responsible for the appropriate transport arrangements for students in an Insearch approved Special Host Arrangement.</p> <p>All Insearch students under the age of 18 and UTS Direct students must use the Airport Welcome service.</p>	Homestay Provider
Welfare for U18	<p>11. Once a placement is finalised, Homestay Providers forward a copy of the signed 'Declaration of Accommodation and Welfare Arrangements for International Students Under the Age of 18' or UTSI Equivalent form to Insearch. These are archived in iRecords, Insearch's archive database.</p>	Homestay Provider
Issuing CAAW Letter for U18	<p>12. Insearch will issue the CAAW letter with a start date of 7 days prior to course commencement for all Insearch students under 18 years of age requesting accommodation and welfare arrangements; including UTS Foundation Studies students.</p> <p>UTSI is responsible for issuing the CAAW letter for UTS Direct students.</p> <p><i>Note: It is possible to issue CAAWs with start dates earlier than 7 days prior to course commencement but only with approval from Insearch.</i></p>	Insearch Admissions / UTSI
Homestay Grievances / Complaints	<p>13. After arrival, if any student including UTS Direct students, expresses a concern with their placement all efforts will be made to rectify this.</p> <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 Homestay Provider to raise the concern.</li> <li>• Determine whether the grievance relates to either a student or Host breach of the Host Code of Conduct or the student Homestay guidelines.</li> <li>• In the case of breach by either party, the student will be moved by the Homestay Provider 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 Homestay database 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 <b>'Student Complaints and Appeals Policy and Procedure'</b> for more details.</li> <li>• Monitor issues and follow up with the student, and</li> </ul>	Insearch Accommodation Team / Homestay Provider

	<p>provider to confirm that a satisfactory solution has been reached for all parties.</p> <ul style="list-style-type: none"> <li>• Breach of any Homestay Host Code of Conduct and Terms &amp; Conditions, or the student Homestay guidelines will be recorded as serious incidents.</li> <li>• <b>Note:</b> All critical incidents will be addressed as per <b><i>Insearch's' Critical Incident Policy.</i></b></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><b>Note:</b> Make sure there is always a contact available for the homestay provider and/or student to contact at Insearch in cases of complaints. For critical Incidents both Insearch and the Provider have in place 24/7 emergency contacts.</p>	
<p>Homestay Fees &amp; Charges</p>	<p>14. The Insearch Accommodation Team will ensure all applicable Homestay Fees and charges are collected for the 'initial period' and passed on to the Homestay Provider. Insearch collects a nominal administration fee.</p> <p>For the special host arrangements booking fee, students are to pay homestay providers directly.</p> <p>All fees and charges collected for the initial period are paid to the relevant Homestay Providers on a fortnightly basis.</p> <p>To do this the Insearch Accommodation Team will:</p> <ul style="list-style-type: none"> <li>• Print out all the final posting reports, including 'All monies', 'Money in' and 'Money out'.</li> <li>• The Chief Operating Officer is to sign the 'Money out' report as evidence of payments approval.</li> <li>• Once the report has been signed and approved, forward the 'Money out' report to the Accounts Officer - Accounts Payable.</li> <li>• Hand the 'Money out' report to Finance with any payments outside of this pay run.</li> </ul> <p>Following the 'initial period', students are to make fortnightly payments directly to their Homestay Provider. The Homestay provider's payment schedule and refund policy applies.</p> <p><b>Note 1.</b> If the student is accommodated with a 'Special Arrangement Host, weekly payments are not applicable but the initial Homestay booking fee is charged to the student. An ongoing 6 monthly booking fee is collected by Insearch for inspection of the host until the student turns 18.</p> <p><b>Note 2:</b> Staff will also ensure any fees owed to Insearch from UTSI and external Homestay Providers are reconciled and received.</p>	<p>Insearch Accommodation Team</p>
<p>Finishing Homestay</p>	<p>15. Finishing Homestay Service:</p> <ul style="list-style-type: none"> <li>• All students, including UTS Direct students must give written notice to Insearch and/or Homestay Provider with at least two weeks' notice. This also applies to any Special Host Arrangements.</li> <li>• If Insearch is notified directly the Student Accommodation Team will notify the Homestay Provider of the student's departure date.</li> <li>• Where the student no longer wishes to use the Homestay service, indicate this in Student One Ci by updating the</li> </ul>	<p>Insearch Accommodation Team / Homestay Provider</p>

	<p>student's contact details.</p> <ul style="list-style-type: none"> <li>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.</li> <li>The Student Accommodation Team should flag the student as leaving in STARREZ until they have checked out.</li> </ul> <p><b>Note:</b> Students under 18 years of age can only move to another Host with the approval of Insearch. New contact details and Carer and Emergency details must be updated in Student One Ci.</p>	
Student Holidays	<p>16. 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 the airport.</p> <p><b>Note 1:</b> The Insearch Accommodation Team should flag the student as leaving in STARREZ until they have checked out.</p> <p><b>Note 2:</b> 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>	Insearch Accommodation Team
Homestay Provider Audits / Monitoring	<p>17. Insearch requests consistent and regular reporting from Homestay Providers to demonstrate compliance with legislative and regulatory requirements. This includes:</p> <ul style="list-style-type: none"> <li>Quarterly reports from each Homestay Provider to Insearch</li> </ul> <p>All reports to include:</p> <ol style="list-style-type: none"> <li>Host names</li> <li>Students names and date of birth</li> <li>WWCC for all over 18 household members including expiry dates.</li> <li>Up to date insurance certificates and policy numbers.</li> <li>Last inspection dates with date stamped photographic evidence to verify date of visits.</li> <li>Where UTS issues the CAAW, Insearch to provide UTS with a copy of these reports.</li> </ol> <ul style="list-style-type: none"> <li>Insearch will accompany the Homestay Provider for random inspections for a minimum of 4 visits per quarter per provider.</li> <li>Insearch will randomly select not less than 6 students per provider per quarter and request date stamped photographs of inspections conducted. Insearch will request not less than 6 inspection reports per provider per quarter.</li> <li>The Homestay Provider may choose to provide this information electronically.</li> </ul> <p><b>Note 1:</b> The Insearch Accommodation Team will keep a</p>	Insearch Accommodation Team

	record of every 6-monthly visit for each Special Host Arrangement. <b>Note 2:</b> Please also refer to schedule 1: <i>Minimum Standards for Homestay Providers</i> .	
New Insearch Host Applications	18. Insearch Host Applications: Insearch does not have its own hosts for the purpose of homestay and welfare arrangements. If the Student Accommodation team receives a request to become a UTS Insearch Host, refer the family applying, to our Homestay Providers for assessment and inspection.	Insearch Accommodation Team
Procedure Review	19. The 'Insearch Homestay Procedure' will be reviewed at least once a year.	Student Welfare Team Leader / Student Accommodation & Welfare Coordinator

## DEFINITIONS

Words and phrases used in this procedure, and not otherwise defined in this document, have the meanings they have in the 'Homestay Policy'.

BI	Means the Business Intelligence tool used by Insearch to extract data and reports from Student One, Ci.
CAAW	Means the Confirmation of Appropriate Accommodation and Welfare and is the Department of Education and Training pro-forma letter downloadable through PRISMS.
Ci	Otherwise known as Student 1 (S1), Insearch's student management system.
CoE	Means Confirmation of Enrolment issued through the Australian Department of Education and Training PRISMS system, by authorised Insearch and/or UTS International (UTSI) staff. The CoE is required under Commonwealth Legislation for the purposes of applying for a Student Visa
ELT	Means English Language Teaching
Homestay Provider	Means a third-party provider, an organisation or a person, that is contractually engaged by 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	Means the first five-week period in which a student first arrives in Australia to commence their studies
Legal Guardian	Means a parent, step-parent, adoptive parent, or any other person who has legal responsibility for an international student.
Partner	An organisation involved in a contractual relationship to recruit students to study at Insearch. Previously known as a Channel Partner or Agent
PRISMS	Means the Provider Registration and International Students Management System.

Prohibited person	A "prohibited person" means 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, and includes a corresponding registrable person, as defined in Sect 31 of the <i>Child Protection (Offenders Registration) Act 2000</i> (NSW).
Special Arrangement Host	Means a person, such as a family friend, or a relative who is not eligible to be approved by the Department of Home Affairs that 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.
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.
STARREZ	Means the Insearch Student Accommodation Management System
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
- Under 18 Policy
- Student Complaints and Appeals Policy and Procedure
- Homestay Host Code of Conduct
- Critical Incident Policy – Student Management
- Homestay Process Maps
- Homestay 'Internal Processes' Manual

## ADMIN USE ONLY

APPROVAL	
Signature	
Name	<b>Chief Operating Officer (COO)</b> Date: 28 March 2019
Procedure Title	Homestay Procedure
Procedure Owner	Head of Student Services
Procedure ID	PR/OPS/01/19
Effective Date	29 March 2019

## SCHEDULE 1: MINIMUM STANDARDS FOR HOMESTAY PROVIDERS

Homestay providers must meet all regulatory and legislative requirements as well as these minimum standards to be eligible for approval by Insearch. The purpose of these minimum standards is to ensure that Homestay providers:

- Provide appropriate Accommodation and related Welfare arrangements to students in an approved Homestay environment
- Assist students to experience the culture of the region in which they are studying
- Encourage the sharing of the students' own culture with their Homestay Hosts; and
- Provide a structure for student orientation, community interaction and network establishment, especially those under 18 years of age.

Homestay providers must:

- Advertise and inform students of fees (including placement and boarding fees) for each calendar year by 20 September of the preceding year and not increase fees for that year. Once advised, the Insearch Accommodation Team will update the website immediately.
- Adhere to Insearch agreed refund and cancellation policy. For example, give a full refund for any cancellation made 28 days prior to a student's arrival, less any placement fee
- Confirm a student's placement in writing to Insearch before the commencement of the student's course and before their departure for Australia
- Give information detailing the Host family's background, interests and contact details, in sufficient time for students to make alternative arrangements if the Host is considered unsuitable
- Provide each student, and Insearch, a current staff list with an emergency contact who must be available 24 hours a day, seven days a week
- Have detailed information setting out the responsibilities of the Host family and/or provider
- Indicate verbally and in writing, their expectations of students
- Keep a record of the agreement between the Homestay provider and all Host families to them, outlining relevant policies and Host obligations.
- Document and conduct compulsory training for Host families, including supporting data and training materials
- Have current records of completion of such training by the Host families
- Have and conduct a documented and comprehensive approach to student orientation
- Have an ongoing strategy for the management and accountability of all payments made on behalf of the student to Homestay providers
- Have a 24/7 Emergency, Critical Incident and Complaints Handling phone support strategy, including procedures for follow up action required
- Have detailed policies and procedures for complaint handling including arrangements for alternate placement, where the student's existing placement is unsuitable, and avenues for complaint and emergency escalation
- Details and currency of any complaints and critical incidents and follow up actions
- Keep a record of any communication between themselves, the student's parents/ legal guardians, Insearch, homestay providers and, if applicable, the welfare provider, as records of escalations.
- Keep records of all critical incidents including any follow up actions
- Ensure compliance with the Working with Children Check (WWCC) requirements, including ensuring any members of the household that turns 18 years of age during the stay of an under 18 student has a valid volunteer WWCC.



- Place under 18 international students with Host families who are within one-hour travel time from the campus the student is required to attend
- Provide a single point of contact for under 18 students
- Ensure appropriate insurance cover for the provider, Homestay Hosts and students as determined by Insearch to meet legislative and regulatory requirements.
- Demonstrate to Insearch they have visited their hosts annually and, every 6 months for hosts accommodating under 18 students and have these available on request to the UTS Insearch Accommodation Team.
- Demonstrate the accuracy and currency of a student's contact, accommodation and transport details
- That the provider can demonstrate all current legislative, regulatory and Insearch requirements are maintained.

An eligible Host for the student must satisfy all regulatory and legislative requirements as well as the criteria outlined in the Insearch Homestay Policy and Procedure and the Insearch Under 18 Policy.

In brief:

- Live with the student (in the same building)
- Be over the age of 21
- Be of good character
- Hold and provide a current Working with Children Check (WWCC) and provide a current WWCC check for each person aged 18 years or over residing in the home. They must also provide current WWCC information for any person living in the home when they turn 18
- Hold a visa to allow the Host to remain in Australia if they are not an Australian citizen or permanent resident. The visa must continue until the student is 18 years of age or until they have completed their course and returned home
- No more than three students will be accommodated in the same Homestay. If the Homestay has two or more bathrooms, it is possible to consider more than three students. Exceptions to the usual three student policy may only be considered with the approval of Insearch Accommodation Team.