

## Homestay Procedure

### PROCEDURE STATEMENT

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

### SCOPE

This procedure applies to all international students studying at UTS College, whether undertaking an ELT, Diploma, UTS College Foundation Studies program, as well as international students under 18 years of age studying at UTS who request Homestay and related welfare arrangements from UTS College.

This procedure also applies to any UTS College 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 UTS College 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 UTS College as well as international students under 18 years of age studying at UTS may approach UTS/UTS College to be accommodated in a Homestay arrangement.	Student
Welfare	2. The UTS College Student Welfare & Accommodation Coordinator is responsible for making suitable Homestay and welfare arrangements for students under the age of 18, requiring an UTS College or a UTS CAAW, with an UTS College approved Homestay Provider. This includes students requesting Special Host Arrangements.  Any student or parent/legal guardian requesting UTS College to oversee their welfare and accommodation incurs a one-off administration fee. This is called the 'UTS College Accommodation and Welfare Fee' and is payable directly to by the student or parent /legal guardian.	UTS College Student Welfare & Accommodation Coordinator
Special Host	3. It is important to note that as Special Host Arrangements take some time to be assessed, and approved, students should provide UTS College 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 UTS College approved Homestay Provider for the Initial Period, or until the arrangements have been finalised. This will incur the applicable homestay rates and placement fees.  <b>Note:</b> Special Host Arrangements are not available to UTS Direct students for the Initial Period. However, a UTS Direct	UTS College Student Welfare & Accommodation Coordinator / Homestay Provider

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	Student may apply for a Special Host Arrangement at the conclusion of the Initial Period.	
Special Host assessment	<p>4. Where a Special Host Arrangement is requested, UTS College will engage one of our approved Homestay Providers to perform an initial special host inspection host suitability report.</p> <p>This inspection incurs a one-off fee payable by the student or parent/legal guardian to UTS College. This fee is called a Special Host Initial Assessment Fee.</p> <p>The Homestay Provider will provide UTS College with a report containing recommendations.</p> <p>UTS College maintains responsibility to make the final decision to the suitability of accommodation and welfare arrangements offered by the Special Host Arrangement and this will be communicated to the student within 48 hours of receiving the report from the Homestay Provider</p> <p>If the Special Host Arrangement is approved, a CAAW letter will be issued by UTS College.</p> <p>A CAAW letter can only be issued once a student and their parent/legal guardian has signed the UTS College Special Host Terms and Conditions for Students and Parents/Legal Guardians and hosts have signed the UTS College Code of Conduct for Special Hosts.</p> <p>Once a Special Host Arrangement has been approved UTS College is obliged by law to undertake ongoing 6 monthly inspections to ensure the ongoing suitability of these arrangements until the student turns 18 years of age. Each six monthly visit incurs a 'Special Host Six Monthly Visit Fee' which is payable directly to UTS College by the student or parent/ legal guardian.</p> <p>The notice of these fees are contained in our email to students on application for special host arrangements.</p> <p><b>Note:</b> Failure to pay the fees will result in the student remaining in their current Homestay Provider arrangement.</p>	UTS/ UTS College Student Welfare & Accommodation Coordinator/ Homestay Provider
Processing of Homestay Request	<p>5. The UTS College Accommodation team receives information regarding new students wanting homestay and welfare arrangements via a daily report generated in BI. A fortnightly welfare report is also generated from PRISMS to cross check all students in the BI report.</p> <p>A record for each student is created in STARREZ.</p> <p>The Student Welfare &amp; Accommodation Coordinator then collects student preferences and flight details and forward this information on to one of our Homestay Providers; or in the case of a Special Host Arrangement initiates a Host assessment and</p>	UTS College Student Welfare & Accommodation Coordinator

	recommendation report through our Homestay Providers.	
Placing student	<p>6. The UTS College Student Welfare &amp; Accommodation Coordinator, 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><b>Note:</b> UTS College maintains a “DO NOT USE” list and ensures students are not placed with these hosts.</p> <p>Note : Upon confirmation of the homestay allocation students and their parents/legal guardians must sign the UTS College Homestay Terms and Conditions or the UTS College Special Host Terms and Conditions for Students/Parents/Legal Guardians.</p>	UTS College Student Welfare & Accommodation Coordinator / Homestay Provider
Under 18 Student Welfare	<p>7. All UTS College international students under 18 years of age living at a homestay or at a special host arrangement 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>	UTS College Student Welfare & Accommodation Coordinator / 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 UTS College, the agent, 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> <p>Booking confirmation of UTS College approved Transport is advised by the UTS College Student Welfare &amp; Accommodation Coordinator.</p> <p><b>Note:</b> For UTS Direct students the UTS College Student Welfare &amp; Accommodation Coordinator forwards details onto UTS International (UTSI).</p>	UTS College Student Welfare & Accommodation Coordinator / Homestay Provider

UTS College Approved Transport	<p>10. Transport arrangements are to be made by the UTS College Student Welfare &amp; Accommodation Coordinator using UTS College approved transport.</p> <p>The UTS College Student Welfare &amp; Accommodation Coordinator is also responsible for appropriate transport arrangements for students in an approved Special Host Arrangement.</p> <p>All students under the age of 18 and UTS Direct students must use the Airport Welcome service.</p> <p><b>Note 1:</b> Parents /Legal Guardians may apply for waiver of these arrangements with agreement from the UTS College Student Welfare &amp; Accommodation Coordinator. In order to be approved for exemption, UTS College require written authority from parents along with details of the person picking up the student, or copies of visa and tickets in case of parents accompanying students.</p> <p>If the airport pickup waiver is approved, the UTS College Student Welfare &amp; Accommodation Coordinator will flag the student APU waiver in STARREZ and notify the homestay provider/host.</p> <p><b>Note 2:</b> UTS Direct students are not allowed to apply for airport pickup waiver.</p>	UTS College Student Welfare & Accommodation Coordinator
Welfare for U18	<p>11. Once a placement is finalised, Homestay Providers and/or special hosts 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 UTS College. These are archived in RM8, UTS College's archive database</p>	UTS College Student Welfare & Accommodation Coordinator/Homestay Provider
Issuing CAAW Letter for U18	<p>12. UTS College will issue the CAAW letter with a start date of 7 days prior to course commencement for all UTS College students under 18 years of age requesting accommodation and welfare arrangements in a homestay or in a special host arrangement; including UTS Foundation Studies students.</p> <p>UTSI is responsible for issuing the CAAW letter for UTS Direct students.</p> <p><b>Note:</b> <i>It is possible to issue CAAWs with start dates earlier than 7 days prior to course commencement but only with approval from UTS College</i></p>	UTS College Admissions / UTSI/ UTS College Student Welfare & Accommodation Coordinator
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 UTS College, the UTS College Student Welfare &amp; Accommodation Coordinator 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 Provider's Host Code of Conduct or Homestay guidelines, UTS College</li> </ul>	UTS College Student Welfare & Accommodation Coordinator / Homestay Provider

	<p>Homestay Terms and Conditions, UTS College Special Host Terms and Conditions for Students/Parents/Legal Guardians or UTS College Code of Conduct for Special Hosts</p> <ul style="list-style-type: none"> <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 UTS College.</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 UTS College and 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 UTS College process via <a href="mailto:complaint@utscollegeh.edu.au">complaint@utscollegeh.edu.au</a>. Follow the UTS College <b>'Student Complaints and Appeals Policy and Procedure'</b> for more details.</li> <li>• Monitor issues and follow up with the student, and provider to confirm that a satisfactory solution has been reached for all parties.</li> <li>• Breach of any Homestay Host Code of Conduct and Terms &amp; Conditions, or the student Homestay guidelines noted above will be recorded as serious incidents.</li> <li>• <b>Note:</b> All critical incidents will be addressed as per <b>UTS College Critical Incident Policy</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 UTS College in cases of complaints. For critical Incidents both UTS College and the Provider have in place 24/7 emergency contacts.</p>	
Homestay Fees & Charges	<p>14. The UTS College Student Welfare &amp; Accommodation Coordinator will ensure all applicable Homestay Fees and charges are collected for the 'initial period' and passed on to the Homestay Provider. This includes all applicable initial Special Host Fees.</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 UTS College Student Welfare &amp; Accommodation Coordinator 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</li> </ul>	UTS College Student Welfare & Accommodation Coordinator/Homestay Provider

	<p>the 'Money out' report to the Accounts Officer - Accounts Payable.</p> <ul style="list-style-type: none"> <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 a one-off Special Host Initial Assessment Fee is charged to the student. An ongoing Special Host Six Monthly Visit Fee is also charged to the student and collected every six months by UTS College until the student turns 18.</p> <p><b>Note 2:</b> UTS College staff will also ensure any fees owed to UTS College from UTSI and external Homestay Providers are reconciled and received.</p>	
Finishing Homestay	<p>15. Finishing Homestay Service:</p> <ul style="list-style-type: none"> <li>All students, including UTS Direct students must give written notice to UTS College and/or Homestay Provider with at least two weeks' notice. This also applies to any Special Host Arrangements.</li> <li>If UTS College is notified directly the UTS College Student Welfare &amp; Accommodation Coordinator will notify the Homestay Provider of the student's departure date.</li> <li>Where the student no longer wishes to, or ceases to, use the Homestay service, the Accommodation Coordinator will update the student's booking status in STARREZ and update comments in Student One Ci.</li> <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 UTS College/UTSI staff.</li> </ul> <p><b>Note 1:</b> Students under 18 years of age can only move to another Host with the approval of UTS College. New contact details and Carer and Emergency details must be updated in Student One Ci by UTS College Student Welfare &amp; Accommodation Coordinator.</p> <p><b>Note 2:</b> Student over 18 years of age should update their contact details in e-student. For international students this is a visa requirement.</p> <p><b>Note 3:</b> For UTS Direct students the UTS College Student Welfare &amp; Accommodation Coordinator will update STARREZ and also forward the change of homestay details onto UTS International (UTSI).</p>	UTS College Student Welfare & Accommodation Coordinator / Homestay Provider
Student Holidays	<p>16. Student on Holidays:</p> <p>Any student under 18 years of age leaving the country must provide their travel details, complete a UTS College Holiday</p>	UTS College Student Welfare & Accommodation Coordinator



	<p>Application Form and use UTS College approved transport to the airport.</p> <p>Any student under 18 years of age wanting to stay with their parents onshore for a short period of time (usually two weeks) must provide their parents travel details, accommodation arrangements, Australian address and contact details. They must also complete a UTS College Short stay Application Form.</p> <p>The UTS College Student Welfare &amp; Accommodation Coordinator will:</p> <ul style="list-style-type: none"> <li>• flag the student as on holiday or short stay in STARREZ</li> <li>• notify the homestay provider of the student's holiday plans and their return dates</li> <li>• For UTS Direct students the UTS College Student Welfare &amp; Accommodation Coordinator is to process the request upon prior approval from UTSI. The final holiday and shorts stay approval is sent to the student and UTS International (UTSI).</li> </ul> <p>Failure by the student to supply the required notice and/or travel details to the UTS College Student Welfare &amp; Accommodation Coordinator or failure to return back to homestay after the approved holiday or short stay period will result in a sanction placed on the student record.</p> <p>Furthermore, the student will be requested to attend a compulsory meeting with the Student Success Team Leader or the Student Welfare &amp; Accommodation Coordinator when they return.</p> <p>Any future beaches may result in non-academic misconduct being instigated.</p>	
Homestay Provider Audits / Monitoring	<p>17. UTS College 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 UTS College</li> </ul> <p>All reports to include:</p> <ol style="list-style-type: none"> <li>a. Host names</li> <li>b. Students names and date of birth</li> <li>c. WWCC for all over 18 household members including expiry dates.</li> <li>d. Up to date insurance certificates and policy numbers.</li> <li>e. Last inspection dates with date stamped photographic evidence to verify date of visits.</li> <li>f. Where UTS issues the CAAW, UTS College to provide UTS with a copy of these reports.</li> </ol> <ul style="list-style-type: none"> <li>• UTS College will accompany the Homestay Provider for random inspections for a minimum of 3 visits per quarter per provider.</li> <li>• UTS College will randomly select not less than 3 students per provider per quarter and request date</li> </ul>	UTS College Student Welfare & Accommodation Coordinator/Homestay Provider



	<p>stamped photographs of inspections conducted. UTS College will request not less than 3 inspection reports per provider per quarter.</p> <ul style="list-style-type: none"> <li>The Homestay Provider may choose to provide this information electronically.</li> </ul> <p><b>Note 1:</b> The UTS College Student Welfare &amp; Accommodation Coordinator will undertake 6monthly visits themselves and keep a record in STARREZ of every 6-monthly visit for each Special Host Arrangement.</p> <p><b>Note 2:</b> Please also refer to schedule 1: <i>Minimum Standards for Homestay Providers</i>.</p>	
New UTS CollegeHost Applications	<p>18. UTS College Host Applications:</p> <p>UTS College does not manage its own hosts for the purpose of homestay and welfare arrangements.</p> <p>If the Student Welfare &amp; Accommodation Coordinator receives a request to become a UTS UTS College Host, refer the family applying, to our Homestay Providers for assessment and inspection.</p>	UTS College Student Welfare & Accommodation Coordinator
Procedure Review	<p>19. The 'UTS College Homestay Procedure' will be reviewed at least once a year.</p>	Student Welfare Team Leader / Student Accommodation 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'.

Accommodation and Welfare Administration Fee	This is a once-off fee payable directly to UTS College by the student or their parent/legal guardian and applies to all students who require UTS College to oversee their accommodation and welfare arrangements
BI	Means the Business Intelligence tool used by UTS College 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), UTS College's student management system.
CoE	Means Confirmation of Enrolment issued through the Australian Department of Education and Training PRISMS system, by authorised UTS College 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 UTS College 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 UTS College. 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 Host Arrangement	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 UTS College has approved to offer Homestay and related Support Services to students under the age of 18.
Special Host Initial Assessment Fee	Is a one-off fee payable directly to UTS College by students or their parents/legal guardians when applying to live under a special host arrangement. This fee covers an initial inspection of the special host arrangements to ensure they meet all regulatory, legislative requirements and UTS College Standards.
Special Host Six Monthly Visit Fee	Is a one-off fee payable directly to UTS College by students or their parents/legal guardians while the student remains in special host arrangements. This fee is payable every six months, commencing 6 months after the initial arrangement has been approved, and until they turn 18 years of age. These inspections are to ensure the living arrangements continue to meet all regulatory, legislative requirements and UTS College Standards.
UTS Direct Student	Any student under 18 years of age who gains direct entry to UTS or completes a UTS College course offered offshore by an UTS College partner institution.
STARREZ	Means the UTS College 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
- UTS College Under 18 Policy
- UTS College Homestay Policy
- UTS College Student Complaints and Appeals Policy and Procedure
- UTS College Critical Incident Policy – Student Management
- UTS College Accommodation Coordinator Induction and Training Manual
- UTS College Code of Conduct for Special Hosts

- UTS College Special Host Terms and Conditions for Students/Parents/Legal Guardians
- UTS College Homestay Terms and Conditions

## ADMIN USE ONLY

APPROVAL	
Signature	
Name	Dean of Studies Date: 29th June 2020
Procedure Title	Homestay Procedure
Procedure Owner	Associate Dean of Studies
Procedure ID	PROC/OPS/09/20
Effective Date	29 June 2020

## 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 UTS College. 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 UTS College Student Welfare & Accommodation Coordinator will update the website immediately.
- Adhere to UTS College 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 UTS College 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 UTS College, 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, UTS College, 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 UTS College to meet legislative and regulatory requirements.
- Demonstrate to UTS College 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 UTS College Student Welfare & Accommodation Coordinator.
- Demonstrate the accuracy and currency of a student's contact, accommodation and transport details
- That the provider can demonstrate all current legislative, regulatory and UTS College requirements are maintained.

An eligible Host for the student must satisfy all regulatory and legislative requirements as well as the criteria outlined in the UTS College Homestay Policy and Procedure and the UTS College 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 UTS College Student Welfare & Accommodation Team.