

## Homestay Procedure

### PROCEDURE PURPOSE

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

### SCOPE

This procedure applies to all international students studying at UTS College, 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 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	<p>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.</p> <p>The UTS College Student Success Adviser is responsible for ensuring suitable Homestay and welfare arrangements are made for students under the age of 18 who require an UTS College or a UTS CAAW. This includes students requesting Special Host Arrangements.</p>	Student/Student Success Adviser
Accommodation and Welfare Admin fee	<p>2. The above arrangement for U18 students incurs a one-off administration fee called the 'UTS College Accommodation and Welfare Admin Fee' and is payable directly to UTS College by the student or parent /legal guardian.</p>	Student Success Adviser/Student

<p>Processing of Special Host assessment</p>	<p>3. Where a Special Host Arrangement is requested, Students/Agents will engage one of UTS College approved Homestay Providers to perform an initial special host inspection host suitability report.</p> <p>The Homestay Provider will provide UTS College with an inspection report.</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 (via an engaged Homestay Provider) 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 Homestay provider 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>4. 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.</p> <p>Any request under 5 weeks may require the student to enter into an agreement with an UTS College approved Homestay Provider for the Initial Period, or until the arrangements have been finalised.</p> <p><b>Note:</b> 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.</p>	<p>UTS/ UTS College Student Success team/ Homestay Provider</p>
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Under 18 Student Welfare	<p>5. 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. 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 Success Adviser/ Homestay Provider/Student/Parent or legal guardian
Homestay Host Information	<p>6. 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
Placement Information	<p>7. 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. 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><b>Note:</b> For UTS Direct students the UTS College Student Success Adviser forwards details onto UTS International (UTSI).</p>	Student Success Adviser/ Homestay Provider
UTS College Approved Transport	<p>8. <b>Note 1:</b> All international students under 18 years of age are required to use a UTS College approved transport service when arriving in Sydney for the first time, as part of the Under 18s policy, unless they are accompanied by their parents. Parents/legal guardians may apply for waiver of these arrangements from the Student Success team if they are travelling with the student. If the airport pickup waiver is approved, the UTS College Student Success Adviser will record the waiver in the system and advise the provider.</p> <p><b>Note 2:</b> UTS Direct students are not allowed to apply</p>	Student Success Adviser

	for airport pickup waiver.	
Issuing CAAW Letter for U18	<p>9. UTS College will issue the CAAW letter with a start date of 14 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. UTSI is responsible for issuing the CAAW letter for UTS Direct students.</p>	<p>UTS College Admissions / UTSI/UTS College Student Success team</p>
Homestay Grievances / Complaints	<p>10. After arrival, if any student including UTS Direct students, expresses a concern with their placement all efforts will be made with Homestay Providers to rectify this.</p> <p>If the complaint is raised directly with UTS College, the UTS College Student Success Adviser 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 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</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 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:complaints.appeals@utscollege.edu.au">complaints.appeals@utscollege.edu.au</a></li> <li>• 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> </ul>	<p>Student Success Adviser/ Homestay Provider</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 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>	
Finishing Homestay	<p>11. Finishing Homestay Service:</p> <ol style="list-style-type: none"> <li>All students, including UTS Direct students must give written notice to Homestay Provider at least two weeks prior to their departure from homestay. This also applies to any Special Host Arrangements.</li> <li>If UTS College is notified directly, Student Success Adviser will notify the Homestay Provider of the student's departure date.</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> </ol> <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 Success Adviser.</p> <p><b>Note 3:</b> For UTS Direct students, UTS College Student Success Adviser should forward the change of homestay details onto UTS International (UTSI).</p>	Student Success Adviser/ Homestay Provider

<p>Student Holidays</p>	<p>12. Student on Holidays:</p> <p>Any student under 18 years of age leaving Australia must provide their travel details and complete a UTS College Holiday</p> <p>Application Form</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 Success Adviser will:</p> <ul style="list-style-type: none"> <li>•</li> <li>• Record all approved holiday/short stay requests</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 Success Adviser 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 Success Adviser or failure to return back to homestay after the approved holiday or short stay period may lead to UTS College non-academic misconduct process.</p>	<p>UTS College Student Success team</p>
<p>Homestay Provider Audits / Monitoring</p>	<p>13. UTS College requests consistent and regular reporting from Homestay Providers to demonstrate compliance with legislative and regulatory requirements. This includes:</p> <p>a. Biannual reports from each Homestay Provider to UTS College</p> <p>All reports to include:</p> <ol style="list-style-type: none"> <li>i. Host names</li> <li>ii. Students' names and date of birth</li> <li>iii. WWCC for all over 18 household members including</li> </ol>	<p>Student Success Adviser/Homestay Provider</p>

	<p>expiry dates.</p> <p>iv. Up to date insurance certificates and policy numbers.</p> <p>v. Last inspection dates.</p> <p>vi. Where UTS issues the CAAW, UTS College to provide UTS with a copy of these reports.</p> <p>UTS College will request no less than 3 inspection reports per provider every six months.</p> <ul style="list-style-type: none"> <li>The Homestay Provider may choose to provide this information electronically.</li> </ul> <p><b>Note 2:</b> Please also refer to schedule 1: Minimum Standards for Homestay Providers.</p>	
Procedure Review	14. The 'UTS College Homestay Procedure' will be reviewed at least once a year.	Student Success Team Lead / Student Success Adviser

## 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
Affiliates	UTS College Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
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.

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 College.
UTS College	UTS College Limited, its representative offices and its controlled entities.
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.
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 Student Complaints and Appeals Policy and Procedure
- UTS College Critical Incident Policy – Student Management
- 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

## 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 Success Adviser 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 Success 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 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 Success team.

**ADMIN USE ONLY**

APPROVAL		
Position title:	<b>Dean of Studies</b>	Date: 29 June 2020
Procedure Title	Homestay Procedure	
Executive	Associate Dean of Studies	
Manager	Manager Title	
Procedure ID	PROC/OPS/09/20	
Effective Date	29 June 2020	

**VERSION HISTORY**

No.	Author	Description of change/purpose	Date
1.0		June 2020	
1.1	Student Services and Administration Manager	Renamed Student Complaints Resolution Office (SCRO) to Complaints and Appeals Office  Added new mailbox <a href="mailto:complaints.appeals@utscollege.edu.au">complaints.appeals@utscollege.edu.au</a> .	October 2025