



# HOMESTAY AND ACCOMMODATION POLICY

## PREAMBLE

Overseas students may choose to live in hostels, share accommodation, with family or friends or in other types of accommodation, but many students and most Underage Students live in Homestays. The College recommends that all students stay in a Homestay arrangement for their first two to four weeks while they settle into life in Australia. The College has policies and procedures in place that ensure Homestay accommodation is safe and of a satisfactory standard and that it remains so during the student's stay at the College.

This Policy provides the guidelines for accommodation and Homestay support, including monitoring and risk prevention. The Policy applies to all prospective and current students.

## DEFINITIONS AND ACRONYMS

“**APC**” means Australian Pacific College.

“**College**” means Australian Pacific College and English Unlimited.

“**ESOS Act**” means Education Services for Overseas Students Act 2000 (Cth) and the Education Services for Overseas Students Regulation 2019 (Cth).

“**Homestay**” means accommodation in the home of a local family provided to overseas students while studying at the College.

“**Homestay Agency**” means a company in the business of arranging Homestay accommodation to students.

“**Homestay Contract**” means the contract entered into between the College and the Homestay Provider.

“**Homestay Provider**” means the person(s) providing the Homestay and who has entered into the Homestay Contract with the College.

“**National Code**” means the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth).

“**Policy**” means this Homestay and Accommodation Policy.

“**Underage Student**” means a student of the College who is under the age of 18 years calculated from the time of the student's date of birth.

“**WWCC**” means a working with children check issued by the appropriate State Government Department.



## 1. POLICY

The College has in place procedures to:

- A. ensure the College is compliant with ESOS Act, the National Code and the ELICOS Standards as that legislation relates to student accommodation;
- B. provide current and accurate information regarding living in Australia, including costs and accommodation options; and
- C. place students in appropriate accommodation and care arrangements.

## 2. UNDERAGE STUDENTS AND HOMESTAY

- 2.1 Specific details related to the accommodation and welfare of Underage Students can be found in the Accommodation & Welfare Policy for Under 18 year Old Students.

## 3. SOURCING HOMESTAY

- 3.1 Homestay accommodation is sourced by the College in two ways. Either directly through an agreement between the College and a Homestay Provider, or by using a Homestay Agency.
- 3.2 Homestay Providers are informed of the College's expected standards and of their responsibilities with regard to the placement of students. Prior to any placement of a student, Homestay Providers must sign and return a Homestay Contract which outlines all their responsibilities and requirements.
- 3.3 All College Homestays are to be inspected by a College staff member before approval for use and checked at least every six (6) months after approval. The inspection is to determine if the accommodation is appropriate for the students needs.
- 3.4 All adult house-members are required to complete a WWCC. The Homestay Provider who is receiving payment from the College is required to have a paid WWCC and all other adult household members are required to have a voluntary WWCC.
- 3.5 Monitoring of the services provided by Homestay Providers is conducted formally, during follow-up interviews with the Homestay Provider and from surveys completed by our students upon departure from their Homestay. Informally, College staff inspect the homes when they drop off students at the Homestay upon their arrival.
- 3.6 If the College uses a Homestay Agency, the agency is required to comply with the College's Homestay Agency Agreement. The College regulates these arrangements using its Policy and Procedure for Entering Into Agreements with External Homestay Agencies.



#### 4. OTHER ACCOMMODATION

4.1 The College will provide information to students about non-homestay types of accommodation through its website, on notice boards and through marketing materials. Student Care staff are also able to provide information about accommodation options. The College recommends that all students stay in Homestay for their first two to four weeks in Australia so that they have time to investigate the other accommodation options and make informed decisions based on the information they have collected.

#### 5. STUDENT COMPLAINTS

5.1 Students who are experiencing problems or have concerns about the suitability of their accommodation/welfare arrangements should inform the Accommodation Officer of their concerns immediately. The Accommodation Officer will investigate the student’s claims and respond within a reasonable time frame.

5.2 The College’s staff will follow up any grievances made by students about their Homestay Provider or by the Homestay Provider about the student.

### REVIEW

This policy will be reviewed as part of the College’s three year review process or as legislation requires.

### RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
<b>Commonwealth</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Education Services for Overseas Students Act 2000 (Cth)

### RELATED POLICIES AND PROCEDURES

This document references the following College policies and/or procedures:

Related Policies and Procedures	
<b>Policies</b>	Accommodation and Welfare Policy for Under 18 year old Overseas Students Policy and Procedure for Entering into Agreements with External Homestay Agencies Orientation Policy and Procedure



## KEYWORDS

<b>Keywords</b>	<i>Accommodation, Homestay</i>
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## POLICY OWNER

<b>Policy Owner</b>	Learner Experience Unit
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## POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Homestay and Accommodation Policy v2.4	18 May 2015	Sharon Luhr	Original Document
Homestay and Accommodation Policy v2.5R (APC/EU/)	November 2020	Sara Gaudry	Full update in accordance with the Policy and Procedure Template v1.0 and Guidelines for Drafting Policies and Procedures v1.0 and the National Code. Update of letterhead and general review.