

## Homestay Policy

### POLICY PURPOSE

This policy sets out arrangements in relation to the provision and management of the UTS College homestay service.

### SCOPE

This policy applies to all international students (on a subclass 500 student visa) studying at UTS College, 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 accommodation and related welfare services.

This policy also applies to UTS College staff and Homestay Providers involved in the process of administration, selection, allocation and approval of homestay provision to students.

**Note:** Specific information relating to under 18 students can be found in the Students under 18 years of age section of this policy; as well as the UTS College Homestay Procedure and UTS College Under 18 Policy.

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

### POLICY PRINCIPLES

Principle	Responsible
<b>HOMESTAY ACCOMMODATION</b>	
1. International students studying at UTS College and students under the age of 18 planning to study at UTS may wish to be accommodated in a homestay arrangement. In such cases the UTS College Accommodation Team is responsible for making these arrangements. 2. Students are allocated to a UTS College approved Homestay Provider for a minimum of five weeks; also known as the 'initial period'.	UTS College Welfare and Accommodation Team
3. UTS College will only enter an agreement with a Homestay Provider if it is certain the provider meets all legislative and regulatory requirements and UTS College minimum standards.  Refer Schedule 1 of the UTS College Homestay Procedure	Homestay Provider/ UTS College Welfare and Accommodation Team
4. Every effort is made to match any reasonable request made by a student with available hosts. This is done by matching student preferences with information available in host profiles.	UTS College Welfare and Accommodation Team

Principle	Responsible
5. The number of students housed in a homestay depends on the house conditions and the ability of the host to comfortably accommodate students. Under normal conditions, no more than three students will be accommodated in a homestay. Exceptions may be made with the approval of the UTS College Accommodation Team.	UTS College Welfare and Accommodation Team/ Homestay Provider
6. The student will be provided with a clean and comfortable single or twin share room. Each student will be provided with a bed, wardrobe, chair, desk and a lamp for their studies. Clean linen will be provided. Note: Twin share rooms are not applicable in the case of special host arrangements.	Homestay Provider/ UTS College Welfare and Accommodation Team
7. The student will be provided two meals a day from Monday to Friday; breakfast (self-serve) and dinner, and three meals a day on weekends, breakfast (self-serve), lunch and dinner. The food is to be well balanced and varied. Special dietary options are available on request at additional cost to the student. Note: In case of a special host arrangements a student will be provided with three meals a day from Monday to Sunday; or as agreed between the special host and UTS College.	Host
8. All students must comply with this policy as well as the UTS College Homestay Procedure, UTS College Under 18 Policy, UTS College Homestay Terms and Conditions/ UTS College Special Host Terms and Conditions for Students/Parents/Legal Guardians <i>as well as all</i> other applicable Homestay rules, guidelines, regulations, legislation and UTS College Standards.	Student
9. Students who repeatedly fail to comply with these Homestay Guidelines, Policies and regulations may be removed from the Homestay. Serious breaches may result in termination of enrolment at UTS College and/or UTS. In extreme circumstances the non-academic misconduct process may be instigated. This may lead to exclusion from UTS College.	Student
10. If wishing to leave a Homestay, the student must provide the current Homestay Provider and the UTS College Accommodation Team with 2 weeks' written notice before departing the Homestay. Note: See below for special conditions applying to students under 18 years of age.	Student

Principle	Responsible
<p>11. All Homestays will be inspected annually for students over 18 years of age.</p> <p>Note: Refer to the 'Students Under 18 years of age' section below for special conditions regarding households accommodating students under 18 years of age.</p>	<p>UTS College Welfare and Accommodation Team/Homestay Provider</p>
<b>STUDENTS UNDER THE AGE OF 18</b>	
<p>12. All international students under 18 years of age requiring UTS College accommodation and welfare arrangements arriving in Sydney must either have UTS College approved airport transport or have made alternative arrangements approved by UTS College. UTS Direct students must use the UTS College Airport Welcome service.</p>	<p>Student</p>
<p>13. Accommodation will be no more than 60 minutes travel time away from the campus</p> <p>Note: For Special Host Arrangements, students may opt to live further than one hour from the campus in consultation with, and approval from, the UTS College Accommodation Team.</p>	<p>UTS College Welfare and Accommodation Team/Homestay Provider</p>
<p>14. All students under the age of 18 years of age must comply with homestay rules, UTS College Homestay Terms and Conditions/ UTS College Special Hosts Terms and Conditions for Students/Parents/Legal Guardians, guidelines, regulations and legislation.</p> <p>Note: Curfew for all students under the age of 18 years is 10pm Monday to Sunday unless alternate arrangements have been agreed to with the UTS College Welfare and Accommodation team.</p>	<p>Student</p>
<p>15. Where UTS College takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who is under the age of 18, the nominated dates for which UTS College takes responsibility must be advised to the Department of Home Affairs via the CAAW form. Once accommodation and related welfare arrangements are in place UTS College will issue the CAAW letter. UTS is responsible for generating CAAW letters for UTS Direct Students. Confirmation of arrangements must be made to the student in writing.</p>	<p>UTS College Welfare and Accommodation Team/ Student Admissions/ UTSI</p>
<p>16. CAAW's are issued with a commencement date 7 days prior to course commencement, unless alternate arrangements are agreed to by UTS College/ UTS.</p>	<p>Student Admissions/ UTSI/ UTS College Welfare Accommodation Team</p>

<b>Principle</b>	<b>Responsible</b>
<p>17. When UTS College takes on responsibility for the accommodation and welfare of a student under the age of 18 but is no longer able to approve the student's welfare arrangements, UTS College must advise the Department of Home Affairs of this within 24 hours.</p> <p>18. Any UTS College student under 18 years of age requiring UTS College approved accommodation and welfare arrangements, articulating to UTS, will remain in a UTS College approved accommodation and will be covered by the UTS College CAAW until:</p> <ul style="list-style-type: none"> <li>▪ they turn 18; or</li> <li>▪ UTS issues their CAAW letter; or</li> <li>▪ UTS agrees that the student can be released to transfer to another provider and that provider agrees to take on accommodation and welfare responsibilities; or</li> <li>▪ they leave Australia.</li> </ul>	<p>UTS College Welfare and Accommodation Team</p>
<p>19. Where UTS College is responsible for the accommodation and welfare arrangements of any student under 18 years of age, where the student defers, suspends or cancels their enrolment, the Department of Home Affairs must be advised of this through PRISMS.</p> <p>UTS manages all suspensions, deferrals and cancellations and, where UTS have issued the CAAW, will update PRISMS accordingly. UTS will inform UTS College when the accommodation arrangement is impacted upon by any such action.</p>	<p>UTS College Welfare and Accommodation Team</p>
<p>20. Where UTS College is managing accommodation and welfare arrangements of any student under 18 years of age UTS College will remain responsible for these until:</p> <ul style="list-style-type: none"> <li>▪ <u>they turn 18</u>; or</li> <li>▪ they transfer to another provider and that provider agrees to take on responsibility for their accommodation and support services; or</li> <li>▪ they leave Australia.</li> </ul> <p>21. Where UTS College enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, UTS College must inform the student of their visa obligations to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved, or return to their home country until the new approved welfare arrangements take place.</p>	<p>UTS College Welfare and Accommodation Team</p>
<p>22. Any student in a homestay arrangement who is under 18 years of age will be visited every 6 months until they turn 18 to follow up on their wellbeing and to obtain feedback in relation to the host and their general experience with their Homestay. This forms part of UTS College's audit of homestay arrangements, as detailed in the UTS College Homestay Procedure.</p>	<p>UTS College Welfare and Accommodation Team/Homestay Provider</p>

<b>Principle</b>	<b>Responsible</b>
<p>23. Students must provide two weeks written notice to the UTS College Welfare and Accommodation Team if they wish to go away during recognised vacation periods and must obtain written permission from parent(s)/legal guardian and UTS College.</p> <p>Note 1: If travelling overseas students must also confirm transport arrangements to and from the airport with the UTS College accommodation team.</p> <p>Note 2: travel within Australia is permitted only when written approval is provided by a parent or legal guardian.</p> <p>Note 3: If a UTS direct student is approved to travel, UTS College must inform UTSI that this approval has been granted.</p>	<p>Student/ UTS College Welfare and Accommodation Team</p>
<p>24. For students under the age of 18 who hold a UTS College or UTS CAAW no changes can be made to their Homestay Arrangements without written approval from UTS College and the student's parent(s)/ legal guardian. UTS College will notify UTS of any changes in arrangements.</p>	<p>UTS College Welfare and Accommodation Team</p>
<p><b>HOMESTAY PROVIDERS</b></p>	
<p>25. Approved Homestay Providers must adhere to:</p> <ul style="list-style-type: none"> <li>▪ UTS College Policies and Procedures</li> <li>▪ all applicable legislation as well as all UTS College standards and requirements.</li> <li>▪ the minimum standards of service delivery detailed in contractual agreements with UTS College. Also refer to summary of standards in Schedule 1 of UTS College Homestay Procedure.</li> </ul> <p>Note: Special Hosts must also adhere to the UTS College Code of Conduct for Special Hosts</p>	<p>Homestay Provider/Host</p>
<p>26. The homestay hosts/special hosts must hold and provide a current Working with Children Check clearance ID number required under the Child Protection (Working with Children) Act 2012 (NSW). They must provide a current Working with Children clearance for each person aged 18 years or over residing in the home. Refer to the NSW Office of the Children's Guardian for full details.</p>	<p>UTS College Welfare and Accommodation Team/Homestay Provider/Host</p>
<p>27. Homestay Providers must also hold current applicable insurance to protect themselves, their homes, students and their property.</p>	<p>Homestay Provider/ UTS College Welfare and Accommodation Team</p>
<p>28. The host and household members must respect the privacy of students and appreciate the cultural background and differences of students.</p>	<p>Homestay Provider/Host</p>

<b>Principle</b>	<b>Responsible</b>
29. The host and household members must not: <ul style="list-style-type: none"> <li>▪ abuse or offer drugs or alcohol to students</li> <li>▪ engage in any act of violence towards students</li> <li>▪ expose students to any inappropriate or indecent material or media, or</li> <li>▪ Make improper physical advances towards students</li> <li>▪ Negatively impact upon a student's mental wellbeing</li> </ul>	Homestay Provider/Host
30. The host, household members, special hosts and their families must not be or become: <ul style="list-style-type: none"> <li>▪ A registrable person for the purposes of the Child Protection (Offenders Registration) Act 2000 (NSW);</li> <li>▪ A prohibited person for the purposes of the Child Protection (Offenders Registration) Act 2000 (NSW), or</li> <li>▪ The equivalent of the above under any legislation in any state or territory whether in or outside of Australia.</li> </ul>	Homestay Provider/Host
31. UTS College must be notified if it is suspected: <ul style="list-style-type: none"> <li>▪ students are engaging in some form of illegal or inappropriate employment</li> <li>▪ students are engaging in any illegal conduct</li> <li>▪ another person has moved in with the students</li> <li>▪ any household members found breaching any part of the Homestay Providers Code of Conduct or the UTS College Code of Conduct for Special Hosts.,</li> <li>▪ students are behaving inappropriately or breaching any part of the UTS College Homestay Terms and Conditions or the UTS College Special Hosts Terms and Conditions for Students/ Parents/Legal Guardians.</li> </ul>	Homestay Provider/Host
32.The host must notify their Homestay Provider when a household member has turned 18 years of age and provide a Volunteer Working with Children clearance ID number for each person aged 18 years or over residing in the home.  It is compulsory for the primary host to have a paid Working with Children check.	Homestay Provider/Host
33. The host must provide suitable welfare arrangements for students under 18 years of age during their stay.	Homestay Provider/ Host
34.UTS College will regularly monitor the suitability of a student's accommodation and welfare arrangements as required by legislation.	UTS College Welfare and Accommodation Team

Principle	Responsible
35. Critical Incidents will be handled according to the UTS College Critical Incident Policy – Student Management. Third party provider critical incidents will be managed according to the provider’s critical incident policy.	UTS College Welfare and Accommodation Team/Homestay Provider
36. UTS College will undertake regular audits of Homestay Providers to ensure adherence to legislative, regulatory and contractual agreements. Findings and any applicable recommendations are to be presented to the UTS College Senior Leadership Team and any appropriate UTSI staff.	UTS College Welfare and Accommodation Team/Homestay Provider
37. UTS College may terminate the appointment of a Homestay Provider with immediate effect if they do not comply with their regulatory, legislative and contractual agreements. UTS College will ensure in these instances that they are immediately reaccommodated.	UTS College Welfare and Accommodation Team
38. UTS College will review this Policy and applicable procedures at least once a year.	UTS College Welfare and Accommodation Team

## DEFINITIONS

[List any defined terms that are used in the Policy in alphabetical order.]

CAAW	Confirmation of Appropriate Accommodation and Welfare and is the Department of Education’s pro-forma letter downloadable through PRISMS.
CoE	Confirmation of Enrolment issued through the Australian Department of Education’s 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	English Language Teaching
Homestay Provider	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	The first five-week period in which a student first arrives in Australia to commence their studies
Legal Guardian	A parent, step-parent, adoptive parent, or any other person who has legal responsibility for an international student.
PRISMS	Provider Registration and International Students Management System.
Prohibited person	A person convicted of a serious sex offence or a registrable person within the meaning of the <i>Child Protection (Offenders Registration) Act 2000 (NSW)</i> .



Registrable person	A person who a court has at any time sentenced in respect of a registrable offence, as defined in Sect 31 of the <i>Child Protection (Offenders Registration) Act 2000</i> (NSW).
Special Host Arrangement	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.
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 Direct Student	Any student under 18 years of age who gains direct entry to UTS or completes a UTS College course transnationally, whether offered by UTS College or a UTS College partner institution.
UTS College	UTS College, its representative offices and its controlled entities.
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

Include the title of supporting documents such as legislation, associated policies, related procedures and other UTS College resources.

- Education Services for Overseas Students Act 2000 (Cth)
- Migration Regulations 1994 (Cth)
- The National Code 2018
- UTS College Homestay Procedure
- Critical Incident Policy – Student Management
- Management of Students' Incidents Procedure
- UTS College Under 18 Policy
- Student Complaints and Appeals Policy and Procedure
- Refund Policy
- UTS College Third Party Audit Procedure
- UTS College Code of Conduct for Special Hosts
- UTS College Special Host Terms & Conditions for Students/Parents/Legal Guardians
- UTS College Homestay Terms and Conditions



**ADMIN USE ONLY**

APPROVAL		
Signature:		
Position title:	<b>Managing Director</b>	<b>Date: 14 July 2020</b>
Policy Title	Homestay Policy	
Executive	Chief Operating Officer	
Manager	Head of Student Services	
Policy ID	PO/OPS/08/20	
Effective Date	30/06/2020	
<b>Approved by</b>	<b>Executive</b>	<b>Date: 30/06/2020</b>