

Exiting homestay provider

Implementation Date: 14/01/2019

Version: 2.1

Audience

Education Queensland International (EQI), homestay provider, principal, school staff.

Purpose

This procedure outlines the roles and responsibilities of EQI, school staff and homestay providers and the steps to follow when exiting an approved homestay provider from the school's homestay program.

Overview

This procedure applies when a homestay provider initiates their withdrawal from the school's homestay program or when a school cancels the homestay provider's participation in the homestay program.

Responsibilities

School staff

- receive homestay provider's written advice of intention to leave the school's homestay program
- initiate exit process
- communicate with homestay provider, student, parent/agent and EQI
- notify Blue Card Services that homestay provider and adult residents are no longer involved with school's homestay program
- reconcile homestay payments
- prepare confirmation of exit letter
- maintain accurate and up to date records (for example, adding a record of contact in OneSchool for each contact with student).

EQI

- provide advice and support to school staff managing the school's homestay program.

Homestay provider

- provide school staff with notice of intention to leave the school's homestay program
- adhere to Blue Card Services' requirements.

School principal (or delegate)

- appoint sufficient and suitably qualified staff (school staff) to manage the school's homestay program
- oversee all accommodation, support and general welfare arrangements for international students enrolled at their school

- approve Confirmation of exit letter to homestay provider.

Process

1. Homestay provider initiated exit

School staff

- 1.1 acknowledge homestay provider's intention to leave by confirming, in writing, that notice to leave has been received
- 1.2 identify reason homestay provider wishes to exit program
- 1.3 relocate student to a new homestay family, if required - refer to Ongoing monitoring of homestay providers and placements procedure to enact a placement change
- 1.4 attempt to mediate and resolve issues homestay provider may have (if appropriate/applicable, depending on the situation), prior to finalising exit from school's homestay program
- 1.5 conduct exit interview with homestay provider to discuss their experience as a homestay provider
- 1.6 prepare Confirmation of exit letter for school principal approval
- 1.7 reconcile and finalise homestay payments
- 1.8 update homestay register, OneSchool and International Student Management System (ISMS) to reflect that homestay provider has exited school's homestay program
- 1.9 request homestay provider to notify Blue Card Services they are no longer undertaking child-related activities with EQI by completing the No longer with organisation (for applicants/cardholders) form
- 1.10 advise Blue Card Services that homestay provider is no longer undertaking child-related activities with EQI by completing the Applicant/cardholder no longer with organisation (for organisations) form.

2. School initiated exit

School staff

- 2.1 relocate student to a new homestay family, if required - refer to Ongoing monitoring of homestay providers and placements procedure to enact a placement change
- 2.2 reconcile and finalise homestay payments
- 2.3 update homestay register, OneSchool and ISMS to reflect that homestay provider has exited school's homestay program
- 2.4 prepare Confirmation of cancellation letter for school principal approval
- 2.5 request homestay provider to notify Blue Card Services that they are no longer undertaking child-related activities with EQI by completing the No longer with organisation (for applicants/cardholders) form

- 2.6 advise Blue Card Services that homestay provider is no longer undertaking child-related activities with EQI by completing the Applicant/cardholder no longer with organisation (for organisations) form.

Definitions

Agent	Education agent registered with EQI to recruit students for EQI programs.
EQI	Education Queensland International and employees of EQI.
Homestay	Overseas student accommodation arranged by EQI schools; where EQI is responsible for the welfare of the student at all times, including outside school hours.
Homestay provider	Homestay provider approved by EQI school to host overseas students in their home.
Homestay student	Overseas student in the EQI homestay program where EQI is responsible for the welfare of the student at all times, including outside school hours.
OneSchool	OneSchool—a comprehensive program to help Queensland State Schools manage key teaching and school administrative activities. Its features cover a wide range of school operations: <ul style="list-style-type: none"> • student management and student analytics • curriculum planning and learning • finance and asset management • resource management • performance • analysis and reporting.
Overseas student	Student in Australia on visa subclass 500 (schools sector).
School	Queensland state schools accredited by EQI to deliver international student programs.
School staff	Employees of EQI schools, for example – International student coordinator, Homestay coordinator, Head of department, Deputy principal, Principal.
Student	Overseas student enrolled in an EQI registered course.

Legislation

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

Delegations/Authorisations

- Nil.

Related policies

- [Accommodation and welfare policy](#)
- [Behaviour management policy](#)
- [Complaints and appeals policy](#)
- [Refund policy](#)
- [Transfer policy](#)

Related procedures

- [Behaviour management procedure](#)
- [Complaints and appeals procedure](#)
- [Incident management procedure](#)
- [Initial placement of student with homestay provider procedure](#)
- [Ongoing monitoring of homestay providers and placements procedure](#)
- [Information asset and recordkeeping procedure](#)
- [Recruit, assess, approve and on-board homestay provider procedure](#)
- [Student protection procedure](#)
- [Standard terms and conditions](#)
- [Student arrival and orientation procedure](#)
- [Transfer procedure](#)

Guidelines

- [Student protection guidelines](#)

Supporting information/websites

- [Blue Card Services forms](#)
- Confirmation of Appropriate Accommodation and Welfare (CAAW) letter template
- [Confirmation of exit letter](#)
- [DE International Risk management strategy for homestays and short term cultural exchanges](#)
- [Education providers approving welfare arrangements](#)
- [Homestay family profile](#)
- [Homestay handbook](#)
- [Homestay provider application form](#)
- [Homestay checklist – ongoing monitoring](#)
- [Homestay provider – further information required letter](#)
- [Initial homestay approval checklist](#)

Education Queensland International

- [Information management](#)
- [Information Sheet Homestay Providers, Adult Residents and the Working with Children \(Risk Management and Screening\) Act 2000](#)
- [PRISMS User guide](#)
- [Standard terms and conditions](#)
- [Supporting students' mental health and wellbeing](#)
- [Travel and activities form](#)
- [Terms and conditions for homestay providers](#)
- [Homestay provider application acceptance letter](#)
- Supplier master data maintenance form
- [Welfare arrangements for students under 18](#)

Contact

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Superseded versions

Nil.

