

Initial placement of student with homestay provider

Implementation Date: 14/01/2019

Version: 2.1

Audience

Education Queensland International (EQI), homestay providers, school staff, students.

Purpose

To ensure students are placed in an appropriate and safe homestay.

Overview

This procedure outlines the roles and responsibilities of EQI, schools and homestay providers and the steps they follow when placing students with approved homestay providers.

Roles and responsibilities

School staff

- match students with compatible homestay providers
- check all adult residents have a current blue card or exemption card before finalising placement
- inform both parties once placement is finalised
- organise airport reception and transportation to homestay for the student on initial arrival
- maintain accurate and up to date records (for example, adding a record of contact in OneSchool for each contact with student).

EQI

- notify school staff that homestay is required and provide sufficient information about student for school staff to assess homestay availability and compatibility
- advise if student's application has been withdrawn or if student's visa has been refused
- provide advice and support to school principal and school staff to implement this procedure.

Homestay provider

- ensure contact details are up to date and inform school staff of any changes
- confirm whether or not they accept a student placement when offered by the school
- provide students placed into their care with an orientation of their home and the local area

- refer to Ongoing monitoring of homestay providers and placements procedure, regarding a change in placement, if required.

School principal (or delegate)

- appoint sufficient and suitably qualified staff (school staff) to manage the homestay program
- oversee the process of placing students with homestay providers.

Process

1. Initial Placement

EQI

- 1.1 notify school staff, by email, that a homestay placement is required, including the following information:
 - course and year level student will be enrolled in
 - enrolment length
 - relevant information collected in student's application to EQI, such as:
 - age
 - gender
 - nationality
 - dietary requests or needs
 - religious requirements
 - preference regarding non-smoking household
 - preference regarding pets
 - hobbies and interests
 - medical information
 - any additional support or assistance required
- 1.2 request and receive a completed Arrival details form from the student via their parent/agent, if required
- 1.3 notify school staff, via email, if changes are made to student's Enrolment agreement, student's application has been withdrawn or if student's visa has been refused so homestay placement arrangements can be cancelled.

School staff

- 1.4 assess homestay availability and compatibility based on the information provided by EQI staff
- 1.5 contact potential homestay providers to confirm their availability for the duration of the student's enrolment and willingness to accept the student
- 1.6 if it has been longer than six months since the homestay provider was approved, and they have not yet had a student placement, conduct a home visit and refer to the Ongoing monitoring of homestay providers and placements procedure to ensure the appropriate checks have been conducted

- 1.7 if it has been longer than six months since a student has been placed with the homestay provider, review the homestay provider by referring to the Ongoing monitoring of homestay providers and placements procedure
- 1.8 confirm Blue Card Services requirements will be satisfied:
 - all adults residing in the home have current blue cards/exemption cards
 - Blue Card Services has been notified that school proposes to place students in the home (i.e. through the school submitting a blue card or exemption card application form or an Authorisation to confirm a valid card/application form)
 - if a blue card/exemption card for an adult resident is due to expire within the next two months, submit renewal application
- 1.9 where a suitable homestay is not identified, either:
 - notify EQI (by email) as soon as practicable and EQI will contact student via their parents/agent to discuss an alternative accommodation arrangement or alternative school placement
 - commence a recruitment drive to source a suitable family – refer to the Recruit, assess, approve and engage homestay provider procedure.
- 1.10 where a suitable homestay placement is confirmed:
 - notify the student via email to their parent/agent using the Homestay family profile template, consider attaching 'Rules of the homestay home' (Attachment 1 to the Homestay provider application form)
 - notify the homestay provider, in writing, the details of the student who has been placed with them
- 1.11 check that the homestay provider's payment details are current and ensure payments are scheduled
- 1.12 update the student's and the homestay provider's records in EQI's International Student Management System (ISMS) with the details of the homestay placement (refer to ISMS user manual) and update the school Homestay register
- 1.13 receive a completed Arrival details form, if required:
 - arrange airport reception (who will meet the student at the airport and transfer them to their homestay).
 - email arrival arrangements to student via parent/agent and to homestay provider
 - enter flight arrival information into ISMS
 - collect student from airport and transport to their homestay or receive confirmation from homestay provider that student has arrived and is in the care of homestay provider
- 1.14 ensure parent/agent are notified of student's arrival

1.15 contact homestay provider and student, within the first few days, to check on arrangements.

Homestay provider

1.16 confirm availability for the duration of student’s enrolment

1.17 collect student from airport, where agreed

1.18 notify school staff and parent/agent of student's arrival into their care, where agreed.

Definitions

Agent	Education agent registered with EQI to recruit students for EQI programs.
Enrolment agreement	A written agreement with the overseas student or intending overseas student and their parent, which includes Standard Terms and Conditions, an Initial Invoice and Statement of fees; signed by the overseas student as well as parents or legal custodians.
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](#)

Related procedures

- [Behaviour management procedure](#)
- [Exiting homestay provider procedure](#)
- [Incident management 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

- Arrival details form
- [Blue Card Services forms](#)
- Confirmation of Appropriate Accommodation and Welfare (CAAW) letter template
- [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](#)
- [Information management](#)

Education Queensland International

- [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.

