

Recruit, assess, approve and on-board homestay providers

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Version: 2.1

Audience

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

Purpose

To ensure schools recruit suitable homestay providers for their students. This procedure applies to homestay provider applicants recruited by a school and referred by students.

Overview

This procedure outlines the roles and responsibilities of EQI, schools, students, homestay provider applicants and the steps they follow in relation to recruitment, assessment, approval and engagement of homestay providers.

Responsibilities

Approved homestay provider

- participate in on-boarding (orientation and training) activities.

School staff

- recruit suitable homestay provider applicants
- assess applications
- submit a homestay provider recommendation to the school principal (or delegate)
- on-board approved homestay providers
- maintain accurate and up to date records (for example, adding a record of contact in OneSchool for each contact with student).

EQI

- refer potential homestay providers to their nearest EQI accredited school/s
- provide advice and support to school principal and school staff to implement this procedure.

Homestay provider applicant

- complete and submit Homestay provider application form

- meet with school staff, allow the premises to be inspected and comply with Blue Card Services requirements.

School principal (or delegate)

- appoint sufficient and suitably qualified school staff to be responsible for the homestay program
- oversee the implementation of this procedure in the school
- approve or reject a homestay provider application
- ensure the link to the Terms and conditions for homestay providers is available on the school's website.

Process

1. Recruit

New homestay providers can be recruited by a school from within the school/local community. Families may approach the school to become a homestay provider.

School staff

- 1.1 recruit (i.e. advertise for) homestay providers when school identifies a need for homestay providers
- 1.2 provide Homestay provider application form and Terms and conditions for homestay providers to potential homestay providers once initial contact has been made and the applicant's interest in participating in the program has been confirmed
- 1.3 ensure potential homestay providers are aware of the requirement for all homestay providers and all adult residents of the home to have a current blue card or exemption card. (Limited exceptions apply, contact Blue Card Services for further information)
 - refer to the Information Sheet Homestay Providers, Adult Residents and the Working with Children (Risk Management and Screening) Act 2000 (internal only) for further information about blue card requirements.

2. Assess

School staff

- 2.1 receive and assess completed application forms from potential homestay providers:
 - ensure all sections of the form have been properly completed
 - ensure form has been signed and dated by applicants
 - ensure blue card/exemption card requirements will be met:
 - if a homestay provider applicant or adult resident of their home already has a blue card or exemption card, validate the card and supply them with the Link an applicant/cardholder to this organisation form
 - if a homestay provider applicant or adult resident of the home (including 17 year olds who will turn 18 in the next 2 months) does not already hold a current blue card or exemption card, supply them with the Blue card or Exemption card application form

- ascertain if further information is required to be provided at the initial meeting and, if so, communicate this to applicant in advance
- 2.2 confirm applicant appears to be a suitable candidate to become an EQI homestay provider (if not, advise the applicant that the assessment process will not continue and provide reasons)
- 2.3 schedule initial meeting with homestay provider applicant:
 - invite all adult residents
 - provide Blue Card Services application/exemption forms that need to be completed
 - confirm meeting details via an email
 - advise documentation required for the meeting, for example, drivers licence
- 2.4 conduct initial meeting with homestay provider applicant, at their place of residence, to determine the suitability of the applicant and the residence:
 - inspect premises
 - complete the Initial homestay approval checklist:
 - sight proof of residential address (for example, rental agreement, rates notice, current account for supply of domestic utilities)
 - sight proof of identity for all adults who reside in the home (using the Blue Card Services information sheet – How to meet identification requirements to apply for a blue card)
 - ensure relevant Blue Card Services form is completed and signed for all adults who reside in the home (including 17 year olds who will turn 18 in the next 2 months) (Blue card application, Exemption card application or sight evidence of current blue card/exemption card and complete the Link and applicant/cardholder to this organisation form)
 - sight proof of a current driver licence for all residents of the home who may drive with student as a passenger
 - sight evidence of sufficient insurance (home and contents for home owners, contents only for renters) including legal liability insurance
- 2.5 request further information/follow up on items not completed in the Initial homestay approval checklist
- 2.6 submit relevant forms to Blue Card Services
- 2.7 update Homestay register.

3. Approve

School staff

- 3.1 await notification from Blue Card Services regarding their decision about blue card/exemption card applications
- 3.2 consider all relevant information and make a recommendation to school principal to approve or not approve the homestay provider application
- 3.3 update Homestay register.



School principal

- 3.4 consider recommendation from school staff
- 3.5 request further information, if required, using the EQI homestay provider requesting further information letter template
- 3.6 approve application, on behalf of EQI, if they are satisfied that all adults who reside in the home have current blue cards/exemption cards and the applicant has demonstrated that they:
 - are able to provide a safe, caring and supportive home environment
 - are able to comply with, and assist EQI to comply with, relevant legislation (for example, all adults residents of the home have a current blue card/exemption card)
 - are able and willing to comply with the Terms and conditions for homestay providers
 - are able and willing to comply with the DE International Risk Management Strategy for Homestays and Short Term Cultural Exchanges
 - have knowledge of and willingness to comply with relevant EQI policies, procedures and Student protection procedure
- 3.7 decide not to approve an application if not satisfied that the applicant has met the criteria stated above
- 3.8 advise school staff of decision.

School staff

- 3.9 prepare notification letter to homestay provider applicants using either:
 - the Homestay provider application acceptance letter template and include:
 - Supplier master data maintenance form
 - Statement by a supplier form
 - the Homestay provider application not accepted letter template
- 3.10 update Homestay register and International Student Management System (ISMS).

School principal

- 3.11 sign notification letter to homestay provider.

4. On-board

School staff

- 4.1 deliver orientation and training to approved homestay providers prior to, the first student placement, including:
 - welcome to program
 - expectations in homestay of students and providers
 - cross-cultural awareness
 - preparation for student's arrival and early days
 - opportunity to meet other homestay families involved in the school's homestay program



- EQI's role and responsibilities, including EQI staff
- school staff contact details (reminder these are listed in Schedule 1 of the Terms and conditions for homestay providers)
- information available on EQI website (for example, EQI's policies and procedures, the Travel and activities form, Terms and conditions for homestay providers, the DE International Risk Management Strategy for Homestays and Short Term Cultural Exchanges, IT Fact sheet for homestay providers)
- homestay payments
- a reminder of EQI's Incident management procedure and the importance of immediately reporting if they suspect or become aware that any student in the EQI homestay program has been harmed, is at risk of harm or is likely to be harmed.

4.2 assist homestay providers to understand their role and responsibilities and answer any queries.

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](#)
- [Conflict of interest procedure](#)
- [Exiting homestay provider 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](#)
- [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

Uncontrolled copy. Refer to the Education Queensland International website <http://eqi.com.au> to ensure you have the most current version of this document.



- [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](#)
- [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](#)
- Statement by a supplier form
- Supplier master data maintenance form
- [Welfare arrangements for students under 18](#)

Contact

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Superseded versions

Nil.

