

Monitor and Review of Accommodation Arrangements Policy and Procedure

1. Introduction

This document outlines CCEB's policy and procedure for monitoring and reviewing accommodation booked through CCEB.

2. Policy

- 2.1 CCEB offers homestay and sharehouse accommodation options to student enrolling in courses at the college.
- 2.2 CCEB may be able to provide assistance to students looking for private room rentals, however these private agreements are made between the student and home owner and CCEB does not take any responsibility for these agreements.
- 2.3 Younger students requesting accommodation must be placed in a suitable homestay. CCEB will ensure that this homestay is appropriate for the students age.
- 2.4 Any family hosting students (homestay) under the age of 18 years old must undergo a Working with Children Check. This applies to all adults staying in the homestay.
- 2.5 Homestay family members must speak English in the home when hosting a student.
- 2.6 Homestay families must not have other homestay students, family members or over-night visitors of the same nationality as the student they have placed with them unless the booking is a twin share. Any exception to this must be agreed by CCEB Homestay Coordinator or the Principal Administrator.
- 2.7 Homestay families hosting students are required to provide breakfast and dinner on weekdays and breakfast, lunch and dinner on weekends.
- 2.8 Homestay families hosting younger students are required to provide breakfast, lunch and dinner.
- 2.9 Sharehouse providers are not required to provide any meals but adequate cooking facilities and equipment must be available.
- 2.10 For CCEB booked accommodation, all students must have their own room unless the booking is a double, twin or triple placement. For twin and triple share bookings, all students must have their own bed.
- 2.11 For CCEB booked accommodation, the student's bedroom must be fully ventilated and have a ceiling fan or air-conditioner, bed, wardrobe, and adequate lighting. A desk should also be available for the student to use. Linen and towels are to be provided by the homestay family.
- 2.12 CCEB and Sharehouse providers must provide an orientation to all new students who are booked in with them. Information must be provided on who to contact should there be any problems during their stay.
- 2.13 All students who have booked CCEB homestay or sharehouse accommodation are required to attend an accommodation orientation held either by CCEB or by the Sharehouse provider.
- 2.14 CCEB will undertake regular monitoring on homestay and sharehouse providers to ensure they remain suitable for students. Checks will include Blue Card validity, host family member details, pets and facilities.
- 2.15 CCEB will verify that the student accommodation is appropriate to the students age and needs before the accommodation is approved and at least every 6 months thereafter.
- 2.16 If a homestay family or sharehouse provider fails to meet the policies listed in this document, CCEB can make the decision to remove them from their list of providers.
- 2.17 All relevant staff will be informed and updated on changes to policies and procedures as and when the policy is updated.

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3. Procedures

3.1 Homestay

- 3.1.1 Any potential individual or family wishing to become a CCEB homestay provider must complete and submit a Homestay Application Form.
- 3.1.2 Before being approved as a homestay provider, the Homestay Coordinator will visit the home to check suitability.
- 3.1.3 The monitoring and review of CCEB homestay families is an on-going process.
- 3.1.4 All mainstream students who stay in CCEB homestay are given a feedback form to complete regarding their homestay. Students are encouraged to speak to the Homestay Coordinator regarding any issues or concerns they may have with their family. Feedback from students will be used as part of the on-going review process.
- 3.1.5 CCEB will contact all homestay families annually via email to check to see if they still wish to take students and request any update on contact details, changes to family members living at home, pets and any other relevant changes there may be.
- 3.1.6 Changes to any homestay family information will be recorded by a CCEB staff member in the homestay database.
- 3.1.7 If any homestay family request to be removed from the homestay database or do not respond within the deadline given, they will be made 'inactive' and relevant notes recorded in the CCEB homestay database. If a family later informs CCEB that they wish to take students, they can be made 'active' again.
- 3.1.8 Homestay families can contact CCEB at any time to inform of any changes.
- 3.1.9 The Homestay Coordinator will arrange to visit all homestay accommodation annually where possible.
- 3.1.10 Blue card information, including expiry dates, will be recorded by CCEB. CCEB will check at least every 6 months who needs to apply for a new blue card. These families will be sent a reminder to complete a Working with Children application form to renew or apply for a new Blue card.
- 3.1.11 If at any time the Homestay Coordinator decides that a family is no longer suitable to host students, or a family fails to meet the homestay requirements, they will be made 'inactive'.

3.2 Sharehouse

- 3.2.1 Before being approved as a CCEB Sharehouse provider, the Homestay Coordinator will visit the home to check suitability.
- 3.2.2 The monitoring and review of sharehouse providers is an on-going process.
- 3.2.3 CCEB will maintain regular contact with the sharehouse providers to ensure all information is correct and up to date.
- 3.2.4 The Homestay Coordinator will arrange to visit all sharehouse accommodation annually where possible.
- 3.2.5 If at any time the Homestay Coordinator decides that any sharehouse accommodation is no longer suitable to accommodate students, they will no longer be booked by CCEB.

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4. Definitions

- a) Student – All students enrolled at CCEB.
- b) Younger student – Any student under the age of 18 years old.
- c) Homestay – A family or individual who provides board and lodging to a student in their home.
- d) Sharehouse – A company who provides share accommodation available to students.

5. Relevant Legislation

Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 5) Education Services for Overseas Students Act 2000
Queensland	-

6. Related Documents

Letters/ forms	Homestay Application Form Homestay Questionnaire Homestay Code of Behaviour Under 18 Students Homestay Additional Permissions Under 18 Students Accommodation and Welfare for Under 18 Students form
Policies/ procedures	Student Welfare and Support Policy and Procedure
Other documents	-

Document History

Version	Version release date	Author	Description of change	Date for next review
Monitoring and Review of Accommodation Arrangements v1	Oct 2018	H. Pearce (Admin Coordinator)	Original document	
Monitor and Review of Accommodation Arrangements v2	Aug 2021	H. Pearce (Admin Coordinator)	Reformatted and updated in accordance with Standard 5 of The National Code 2018	Aug 2024