

## Insearch Student Residential Accommodation and Welfare Policy

### POLICY PURPOSE

International students may wish to stay at a Student Residential Accommodation Provider, instead of a Homestay, during their studies at Insearch.

The policy is to ensure that Insearch meets all the necessary welfare and accommodation regulatory and legislative requirements for students; in particular students under 18 years of age.

### SCOPE

This policy applies to all international students under 18 years of age studying at Insearch, whether undertaking an ELT, Diploma or UTS Foundation Studies program or any combination of these who wish to stay with a Student Residential Accommodation Provider while studying at Insearch; and to any staff member involved in the process of administration, selection, allocation and approval of these accommodation and applicable welfare arrangements.

This policy may also apply to under 18 international students who have direct entry to UTS, where UTS requests Insearch to provide the accommodation and welfare services.

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

### POLICY PRINCIPLES

Principle	Responsible
<b>STUDENT ACCOMMODATION</b>	
1. International students studying at Insearch may wish to be accommodated at a Student Residential Accommodation Provider. To be able to do this they must enter into and show proof of a binding agreement between themselves and the Student Accommodation Provider.	
<b>STUDENTS UNDER 18 YEARS OF AGE</b>	
2. For students under 18 years of age it is mandatory that they enter into and show proof of a binding agreement between the themselves, their parent(s) and / or legal guardian, and the Student Residential Accommodation Provider. They must also enter into, and show proof of, a binding agreement between themselves, their parent(s) and/or legal guardian and an Insearch approved provider of Welfare Services (until they turn 18 years of age).	

3. For UTS students under 18 years of age, UTS will provide the student details to Insearch who will then liaise with the student, their parent(s) and/or legal guardian, if applicable, their Channel Partner and the Student Residential Accommodation Provider and Welfare Provider to ensure the required services are arranged. These arrangements must be in place before UTS can issue the CAAW.
4. For students under 18 years of age, once accommodation and welfare arrangements are in place and approved by Insearch, no changes can be made to their Student Residential Accommodation Provider and Welfare Provider without agreed and written approval from Insearch and the students' parent(s) or legal guardian.
5. Any student under 18 years of age will also need to have Insearch approved transport arrangements in place before their arrival in Sydney to ensure they are safely transported to their Student Residence Accommodation.
6. Insearch will issue the CAAW for any of its students under the age of 18 undertaking an ELT, Diploma or UTS Foundation Studies program who have paid for, and hold binding agreements with, Insearch approved providers of Student Accommodation and Welfare Services.
7. UTS will issue the CAAW for under 18-year-old students enrolling directly at UTS but who have requested, and paid for, Student Accommodation and Welfare Services where Insearch has approved their selected accommodation and welfare arrangements.
8. Any student under 18 years of age, articulating to UTS, must remain in their Insearch approved Student Residential Accommodation and Welfare arrangements, and be will be covered by the Insearch CAAW, until:
  - they turn 18 years of age; or
  - they are granted a release to transfer to another provider who agrees to take on their accommodation and welfare responsibilities; or
  - they return overseas; or
  - they enter the care of a nominated guardian approved by the Department of Home Affairs.
9. Any student under 18 years of age requesting to reside with a Student Residential Accommodation Provider must comply with this Policy, as well as the 'Insearch Under 18 Policy'.

STUDENT RESIDENTIAL ACCOMMODATION AND WELFARE PROVIDERS	
<p>10. Insearch will only approve and enter into a contractual agreement with providers of Student Residential Accommodation and providers of Welfare Services once there is evidence that these providers meet all legislative and regulatory requirements relating to child welfare and protection. Insearch must have evidence that the provider(s) meet Insearch minimum standards.</p> <p>11. Once approved by Insearch, Student Accommodation and Welfare Service Providers must continue to adhere to all legislative and regulatory requirements; as well as applicable Insearch Policies and Procedures and Insearch minimum standards of service delivery as agreed in contractual agreements.</p> <p>12. Insearch Student Services will undertake regular audits of Student Accommodation Providers and Welfare Providers, at least every 6 months, to ensure provider adherence to legislative, regulatory and contractual agreements. Findings and any applicable recommendations will be presented to Insearch's senior management team; and to key UTS stakeholders, as appropriate.</p> <p>13. Insearch will monitor the suitability of student's accommodation and welfare arrangements by seeking feedback directly from the students regarding the services of third parties, as well as conducting checks including but not limited to: to</p> <p><b>14. For Student Residential Accommodation Providers:</b></p> <ul style="list-style-type: none"> <li>• the accuracy of the accommodation providers published contact details;</li> <li>• access to their 24/7 emergency contact;</li> <li>• the accuracy of a student's key contact details held by the accommodation provider;</li> <li>• the accommodation provider maintains appropriate communication and liaison with the student's parent(s) or legal guardian or their approved welfare provider and records are held and easily accessible;</li> <li>• the student has been correctly inducted;</li> <li>• the accuracy and currency of any complaints and critical incidents including follow up actions;</li> <li>• the currency of any necessary documents such as public liability and indemnity insurances and Working with Children Checks (WWCC) are maintained; and</li> <li>• the provider can demonstrate all current legislative, regulatory and Insearch contractual requirements are maintained. <b>(Refer Schedule 1).</b></li> </ul>	

**15. For Welfare Providers:**

- the accuracy and currency of the student's accommodation and transport details;
- the accuracy of the student's key contact details and the ease of access to the contact details of the person assigned to oversee the student's welfare arrangements;
- the provider is accessible and responsive 24/7;
- the provider has made phone contact with the student on the day of arrival;
- the student has been correctly inducted;
- a report has been sent to the student's parent's/legal guardian within 30 days of the student's arrival;
- regular personal contact with the student has been maintained, including meetings in person as outlined in '**Schedule 2**';
- checking details and currency of any complaints and critical incidents and follow up actions;
- the provider maintains currency of any necessary requirements such as public liability and indemnity insurances and Working with Children Checks (WWC); and
- the provider can demonstrate all current legislative, regulatory and Insearch contractual requirements are maintained. **(Refer Schedule 2)**
- Insearch may terminate the agreement with any provider of Student Accommodation and Welfare Services with immediate effect if they do not comply with their Contractual agreements with Insearch
- Insearch will review this Policy and applicable procedure at least once a year.

**Schedule 1: Minimum Standards for Student Residential Accommodation Providers**

The purpose of these minimum standards is to ensure that Student Residential Accommodation Providers:

- Provide appropriate support and accommodation in an approved residential environment
- assist students to experience the culture of the region in which they are studying
- encourage the sharing of students' own culture with their peers; and
- provide a structure for orientation, community interaction and network establishment for international students, especially those under 18 years of age

Student Residential Accommodation Providers must meet the following minimum standards to be eligible for ongoing approval by Insearch.

**Student Residential Accommodation Providers must:**

- advertise and expressly inform students of all fees, including placement and boarding fees, for each calendar year by 20 September of the preceding year
- advertise and comply with agreed cancellation policies
- not increase fees for at least 12 months from the date of the student's arrival
- provide each student, and Insearch, a current and accurate staff directory, such as residential manager, residential coordinator, security etc), including an emergency point of contact which must be available 24 hours a day, seven days a week
- notify Insearch and the students Welfare Provider of any issues in a timely manner
- Notify Insearch of all grievances, unresolved, resolved and any outcomes concerning student accommodation in a timely manner. **(Note: Students are able to raise grievances directly with Insearch at any time)**
- Liaise with Insearch, students and the students' Welfare Provider regarding any student complaints.

**Make publicly available on the internet:**

- policies and procedures outlining the fee structure and refund policy for all payments made.
- setting out their expectations of students, including campus rules and room standards
- provide a current list of support staff and their responsibilities towards students under 18 years of age.
- policies and procedures describing their complaint handling process including provision to arrange for alternate room, where the student's existing room is unsuitable, and avenues for complaint escalation and escalation in the event of an emergency
- a copy of the proposed binding agreement to be signed by the student residential provider, the student and his or her parent or legal guardian, or Welfare Provider.

**Provide evidence of:**

- documented, compulsory and ongoing training for staff including supporting data and training materials
- current records of completion of such training by the staff working with children under 18 years of age
- regular communication and liaison with the student's parents, legal guardians or as appropriate welfare provider
- a documented and comprehensive approach to student orientation
- a 24/7 Emergency, their Critical Incident and Complaints Handling phone support strategy, including procedures for follow up action required

<ul style="list-style-type: none"> <li>• an ongoing strategy for the management and accountability of all payments made on behalf of the student</li> <li>• compliance with the Working with Children Check (WWC) requirements.</li> <li>• a single point of contact for under 18-year-old students</li> <li>• appropriate current compulsory (guaranteed) insurance covers for the provider and students as determined by Insearch from time to time and in line with legislative and regulatory expectations</li> </ul>	
<p><b><u>Schedule 2: Minimum Standards for Welfare Providers</u></b></p> <p>The purpose of these minimum standards is to ensure that Welfare Providers provide high level welfare services for international students under 18 years of age.</p> <p>Welfare Providers must meet the following minimum standards to be eligible for approval by Insearch. Welfare Providers must:</p> <ul style="list-style-type: none"> <li>• provide 24-hour access to emergency contact details for students and their parents or legal guardian in the event of an emergency.</li> <li>• ensure that they maintain and can provide current records to Insearch. Amongst these:             <ol style="list-style-type: none"> <li>i. a complete list of all past, current and pending Insearch students under the care of the welfare provider</li> <li>ii. a list of the dates of all the contact between the welfare provider and the current students, including method of contact (in person or by phone) and a summary of the details of the contact</li> <li>iii. details of student's current and previous accommodation, including all contact details</li> <li>iv. the name and contact details of the nominated individual welfare provider for each student, and their current WWC or clearance reference</li> <li>v. copies of reports sent to current parents</li> <li>vi. copies of correspondence and documents concerning current students</li> <li>vii. current course details for current students</li> <li>viii. where student consent is obtained, photographs of current student</li> <li>ix. a copy of the binding agreements between current students, parents or legal guardians and the welfare provider, including the commencement date and end date of the welfare arrangement.</li> </ol> </li> <li>• maintain compliance with the Working with Children Check (WWC) requirements.</li> <li>• maintain appropriate current compulsory (guaranteed) insurance covers for the provider and students as determined by Insearch from time to time and in line with legislative and regulatory expectations</li> </ul>	

- ensure that all sub-contractors that perform the role of individual welfare provide on behalf of the welfare provider:
  - x. Are physically located in reasonable proximity to the student's residential address,
  - xi. Comply with Working with Children Check (WWC) requirements
  - xii. Comply with the minimum standards outlined in this document; and
  - xiii. have legally binding contracts stating:
    - the terms of their engagement
    - the services to be performed
    - fees
    - termination conditions
    - confidentiality obligations
    - refund of fees and indemnity arrangements; and
    - liability and risk provision
- maintain appropriate current compulsory (guaranteed) insurance cover for the provider and students as determined by Insearch from time to time and in line with legislative and regulatory expectations.

Welfare Providers must:

- have phone contact with the student on the day of arrival and meet in person within 48 hours of their arrival. If meeting in person in 48 hours is not possible the Welfare Provider must proactively inform Insearch of this and offer justification
- Maintain regular personal contact with all students, including speaking to students once a week by telephone and meeting student's in person
- provide a single point of contact for under 18-year-old students
- remain the key contact for the student, for Insearch, and the accommodation providers
- provide a 24/7 telephone advice and emergency assistance to all parties
- provide students with a thorough induction and additional orientation of their accommodation, the city and Insearch campus.
- Outline support services available to the student outside those provided by Insearch and UTS, assisting students to open local bank accounts, assisting students to purchase SIM cards or mobile data plans, assisting students with personal problems or any issues in a timely manner as they arise
- notify Insearch of any issues in a timely manner
- be the main point of contact for Insearch to help address any attendance or academic progress concerns in a timely manner

- send a report to each student's parents or legal guardian, and Insearch and UTS as appropriate, within 30 days of the student's arrival and every 4-6 weeks thereafter, and in language if possible. including:
  - i. an overview of the student's accommodation facility, including photographs
  - ii. the student's local bank account details, and how to transfer funds directly from the parent or legal guardian to the student
  - iii. the student's local mobile phone number
  - iv. information on the general welfare of the student, including progress with studies, transport to and from the campus and how the student is settling in
  - v. the individual Welfare Provider's full name and contact details including the full office address and contact details and all emergency 24/7 contacts, a list of current staff directory and explanation of each of their roles and responsibilities.
  - vi. a 24-hour emergency number for parents or legal guardian to call in the event of an emergency

Welfare Providers must provide evidence of:

- Emergency, their Critical Incident and Complaints Handling phone support strategy, including procedures for follow up action required
- documented, compulsory and ongoing training for staff including supporting data and training materials
- current records of completion of such training by the staff working with children under 18 years of age
- regular communication and liaison with the student's parents, legal guardians or welfare provider(s) as appropriate
- a documented and comprehensive approach to student induction
- an ongoing strategy for the management and accountability of all payments made on behalf of the student
- policies and procedures describing their complaint handling process including provision to arrange for alternate room, where the student's existing room is unsuitable, and avenues for complaint escalation and escalation in the event of an emergency
- advertise and expressly inform students of all fees for each calendar year by 20 September of the preceding year
- advertise and comply with agreed cancellation policies
- not increase fees for international students under 18 years of age for at least 12 months from the date of the student's arrival
- providing each student, and Insearch, a current and accurate staff directory including an emergency point of contact which must be available 24 hours a day, seven days a week



<p>make available publicly on the internet:</p> <ul style="list-style-type: none"> <li>• policies and procedures explain the fee structure and refund policy for all payments made</li> <li>• set out clear expectations of students as per their 'agreements'</li> <li>• provide a current 24- hour emergency contact</li> </ul> <p>STUDENT SUPPORT AND ADVOCACY</p> <p>Welfare Providers must:</p> <ul style="list-style-type: none"> <li>• Liaise with Insearch, students and the student's residential accommodation provider regarding any student complaints including those regarding a student's accommodation</li> <li>• Notify Insearch/ UTS of all grievances, unresolved, resolved and outcomes including those concerning a student's accommodation in a timely manner. <b>(Note: Students are able to raise grievances directly with Insearch at any time)</b></li> <li>• Represent the student on any discussion with Insearch, including assisting the student to lodge any complaint to Insearch</li> </ul>	
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## DEFINITIONS

CAAW	Means the 'Confirmation of Appropriate Accommodation and Welfare' and is the DET pro-forma letter downloadable through PRISMS
DET	Means Department of Education and Training
ELT	Means English Language Teaching
Homestay Provider	Means a third-party provider approved by Insearch to provide Homestay Accommodation and related support services. This includes Special Homestay Host arrangements.  For students under 18 years of age, this person is required to ensure appropriate welfare arrangements are in place to protect the personal safety and social well-being of the students(s).
Legal Guardian	Means a parent, step-parent, adoptive parent, or any other person who has legal responsibility for an international student while they are studying in Australia
PRISMS	Provider Registration and International Students Management System
Student Residential Accommodation Provider	Means a third party approved by Insearch to provide residential accommodation to students
Welfare Provider	Means an Insearch approved third party of student welfare and support services
Working with Children Check	Is a legislated requirement under the Child Protection (Working with Children) Act 2012 and managed by the NSW Office of the Children's Guardian

## SUPPORTING DOCUMENTS

- Education Services for Overseas Students (ESOS) Act 2000
- The National Code 2018: (The National Code of Practice for Providers of Education and Training to Overseas Students 2018)
- Insearch Under 18 Policy
- Insearch Student Complaints and Appeals Policy and Procedure

## ADMIN USE ONLY

APPROVAL		
Signature:		
Position title:	<b>Alex Murphy, Managing Director</b>	Date:
Policy Title	Insearch Student Accommodation and Welfare Policy	
Senior Leader	Chief Operating Officer (COO)	
Manager	Head of Student Services	
Policy ID	PO/OPS/02/18	
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<b>Approved by</b>	<b>SLT</b>	<b>Date 5 October 2018</b>