



EYNESBURY
COLLEGE

HOMESTAY AND RESIDENCE PLACEMENT, ARRIVAL AND TRANSFER PROCEDURE

SECTION D - PROCEDURE

Related Policy

Homestay and Residence Placement, Arrival and Transfer Policy

D.1 Procedure

Responsible	Procedure Steps		W/I
	1	Placement of under 18 students into Homestay and Residence accommodation where Eynesbury College is nominated as being the approver of accommodation and welfare arrangements	
Admissions Officer	1.1	Send the Living Arrangements Form with the Letter of Offer (LOO) .	
Agent/Parent	1.2	Complete the Living Arrangements Form and return it to Admissions along with: <ul style="list-style-type: none"> the signed Acceptance Form evidence of payment that includes the guardianship fee and accommodation placement fee <p>Please note a Confirmation of Enrolment (CoE) will not be issued without return of Living Arrangements Form.</p>	
Admissions Officer	1.3	If the Living Arrangements Form is not returned along with the Acceptance follow up with the agent.	
	1.4	Send the Living Arrangements Form to Accommodation.	
SASO Accommodation	1.5	Send the agent a Request for Accommodation Form .	
Admissions Officer	1.6	Create the Confirmation of Enrolment (CoE) and Confirmation of Appropriate Accommodation and Welfare (CAAW) Form and send it to the agent/parent/student.	
Agent/Parent	1.7	Complete the Request for Accommodation Form and return to SASO Accommodation	
SASO Accommodation	1.8	When the completed Request for Accommodation Form is received create the student file.	
	1.9	When the student's file is complete (all information received but flight details may be supplied at a different date) start the student placement.	
	1.10	When the placement is confirmed send the relevant documentation, including under 18 guidelines, to the residence or homestay host and agent.	

Responsible	Procedure Steps		W/I
	1.11	Organise the airport pick up service.	
	1.12	If the student refuses accommodation offered, leaves accommodation without notice or does not follow guidelines for under 18 students, their CAAW may be terminated in accordance with the Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy .	
	2	Placement of over 18 students into Homestay and Residence accommodation	
Admissions Officer	2.1	Send the Eynesbury Application Form to the agent/student	
Agent/student	2.2	If accommodation is required tick the relevant box and return to Admissions.	
Admissions Officer	2.3	If the student requires accommodation send the Request for Accommodation Form to the agent/student	
Agent/student	2.4	Complete the Request for Accommodation Form and return to SASO Accommodation	
SASO Accommodation	2.5	When the completed Request for Accommodation Form is received create the student file.	
	2.6	When the student's file is complete (all information received but flight details may be supplied at a different date) start the student placement.	
	2.7	When the placement is confirmed send the relevant documentation to the residence or homestay host and agent.	
	2.8	Organise the airport pickup service.	
	3	Where Eynesbury is not nominated as being the approver of accommodation and welfare arrangements	
Admissions Officer	3.1	For students under the age of 18 send Living Arrangements Under 18 Form with the LOO .	
Agent/Parent	3.2	Complete the Living Arrangements Under 18 Form confirming that there is a nominated guardian and return it to Admissions along with the signed Acceptance Form and evidence of payment.	
Admissions	3.3	Do not issue a CAAW and send the Living Arrangements Under 18 Form to accommodation.	
SASO Accommodation	3.4	File the Living Arrangements Under 18 Form .	
	4	Monitoring of under 18 students in homestay – initial meeting	
SASO Accommodation	4.1	Arrange an initial meeting with the student within the first six weeks and complete the U18 Meeting Form .	

Responsible	Procedure Steps		W/I	
	4.2	If any issues are raised speak to the homestay, teacher, module coordinators or the Manager of Student and Academic Services.		
	4.3	Compile a report and send to the agent.		
	5	Monitoring of under 18 students – subsequent meeting		
	5.1	Continue to meet with the student regularly as agreed and complete U18 Meeting Form .		
	5.2	If any issues are raised speak to the homestay, teacher or course coordinators.		
	5.3	Compile a report and send to the agent.		
	6	Request to transfer to new Homestay or Residence		
Student	6.1	Make an appointment with the SASO Accommodation to discuss reasons for transfer.		
SASO Accommodation	6.2	Mediate where appropriate to resolve issues informally.		
	6.3	If required refer the student to the Counsellor.		
	6.4	If there is a need to relocate complete a Student Transfer Form .		
	6.4.1	If the student is under 18 liaise with the agent/parent prior to approving a relocation of accommodation.		
	6.5	Confirm new homestay or residence and arrange time and date for transfer to new homestay or residence.		
	6.6	Send confirmation documents to the new homestay, old homestay or residence and agent.		
SASO	6.7	Where a student has a CAAW in place and is to be cared for by a parent or nominated relative as approved by Immigration, cancel the CAAW and notify Immigration as soon as practicable.		
SASO Accommodation	6.8	Continue to monitor the welfare of the student (as per section 4 & 5) for the duration of the eCoE or until the student is over 18 years of age; has alternative welfare arrangements approved by another registered provider; or, the student leaves Australia.		
	7.	Emergency change in accommodation and Welfare arrangements		WI
Agent/(Residence / Homestay) /Student	7.1	Contact Eynesbury using after hours / emergency contact details if required.	WI	
SASO Accommodation	7.2	Enact the Change of Accommodation and Welfare Arrangements for students under 18 Work Instruction	WI	
	7	Appeals		
Student	7.1	If you are unhappy with a decision in relation to your accommodation please refer to the Student Grievances and Appeals Policy .		

D.2 Supporting Documentation

Related material	Location
Admissions Policy	Policy and Procedures web page
Homestay Hosts and Student Residences Selection, Approval, Review and Suspension Policy	Web page
Homestay Placement, Arrival & Transfer policy	Web page
Student Grievances and Appeals Policy	Web page
Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation policy	Web page
Change of accommodation and welfare arrangements for students under 18 Work Instruction	Accommodation

Form Templates	Location
Acceptance Form	Admissions
Confirmation of Appropriate Accommodation and Welfare	Admissions
Letter of Offer	Admissions
Living Arrangements Under 18 Form	Accommodation
Request for Accommodation Form (under 18)	Accommodation
Student Transfer Form	Accommodation
U18 Meeting Form	Accommodation

Records (of completed forms)	Location
Acceptance Form	Admissions
Confirmation of Enrolment	Admissions
Confirmation of Appropriate Accommodation and Welfare	Admissions
Letter of Offer	Admissions
Living Arrangements Under 18 Form	Admissions
Request for Accommodation Form (under 18)	Accommodation
Student Transfer Form	Accommodation
U18 Meeting Form	Accommodation

For retention information and disposal schedules see the Navitas Records Management, Retention and Disposal policy: <https://bit.ly/2OQrJEU>

D.3 Version Control

Current Version Number	v3.0
Date of Effect	07/2021
Review Date	06/2022
Privilege Level	Public