



University of  
South Australia

Centre for  
English Language

---

# 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
	<b>1</b>	<b>Placement of under 18 students into Homestay and Residence accommodation</b>	
<b>Admissions Officer</b>	<b>1.1</b>	Email the <b>Accommodation and Living Arrangements Request</b> form link, which is included on the email template, when issuing the <b>Letter of Offer (LOO)</b>	
<b>Agent/Parent</b>	<b>1.2</b>	<p>Complete the <b>Accommodation and Living Arrangements Request</b> form and provide the below documents to Admissions:</p> <ul style="list-style-type: none"> <li>the signed <b>Acceptance Form</b></li> <li>evidence of payment that includes the guardianship fee and accommodation placement fee</li> </ul> <p>Please note the <b>Confirmation of Enrolment (CoE)</b> and <b>Confirmation of Appropriate Accommodation and Welfare (CAAW)</b> will not be issued without completing the <b>Accommodation and Living Arrangements Request</b>.</p>	
<b>Admissions Officer</b>	<b>1.3</b>	<p>On receipt of the <b>Accommodation and Living Arrangements Request</b>,</p> <p><b>Where SAIBT is nominated as being the approver of accommodation and welfare arrangements;</b> create and issue the <b>CoE</b> and <b>CAAW</b> and send it to the agent, and if no agent, to the applicant.</p> <p><b>Where SAIBT is not nominated as being the approver of accommodation and welfare arrangements;</b> create and issue the <b>CoE</b> without <b>CAAW</b> and send it to the agent, and if no agent, to the applicant.</p>	
	<b>1.4</b>	If the <b>Accommodation and Living Arrangements Request</b> is not completed and provided with the <b>Acceptance</b> , follow up with the agent.	
	<b>1.5</b>	On receipt of the <b>Accommodation and Living Arrangements Request</b> , review the form and when all	

Responsible	Procedure Steps		W/I
<b>Student and Academic Services Officer (Accommodation)</b>		<p>information is complete (all information received but flight details can be supplied at a different date), start the student placement.</p> <p>Where a student has nominated and advised they will arrive with a guardian, once all information has been received, commence with the student and guardian accommodation placement.</p>	
	<b>1.6</b>	When the placement is accepted, send the relevant documentation, including under 18 guidelines, to the residence or homestay host and agent.	
	<b>1.7</b>	Organise the airport pick up service when flight details are received. Provide the flight details to the residence or homestay host.	
	<b>1.8</b>	If the student refuses accommodation offered, leaves accommodation without notice, or does not follow guidelines for under 18 students, their <b>CAAW</b> may be terminated in accordance with the <b>Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy</b> .	
	<b>2</b>	<b>Placement of over 18 students into Homestay and Residence accommodation</b>	
<b>Admissions Officer</b>	<b>2.1</b>	Email the <b>Accommodation and Living Arrangements Request</b> form link, which is included on the email template, when issuing the <b>Letter of Offer (LOO)</b>	
<b>Agent/student</b>	<b>2.2</b>	If accommodation is required, complete the <b>Accommodation and Living Arrangements Request</b> form.	
<b>Student and Academic Services Officer (Accommodation)</b>	<b>2.3</b>	On receipt of the <b>Accommodation and Living Arrangements Request</b> , review the form and when all information is complete (all information received but flight details may be supplied at a different date), start the student placement.	
	<b>2.4</b>	When the placement is confirmed, send the relevant documentation to the residence or homestay host and agent.	
	<b>2.5</b>	Organise the airport pickup service when flight details are received. Provide the flight details to the residence or homestay host	
	<b>3</b>	<b>Monitoring of under 18 students – initial meeting</b>	
<b>Student and Academic Services Officer (Accommodation)</b>	<b>3.1</b>	Arrange an initial meeting with the student within the first two weeks and complete the <b>U18 Initial Welfare Meeting Form</b> and the <b>U18 Welfare Meeting Check List Table</b> .	

Responsible	Procedure Steps		W/I	
		<b>3.2</b>	If any issues are raised speak to the homestay, teachers, or course coordinators.	
		<b>3.3</b>	Compile a report and send to the agent.	
		<b>4 Monitoring of under 18 students – subsequent meeting</b>		
		<b>4.1</b>	Continue to meet with the student every six to eight weeks, unless there are specific requests for more regular check-ups, and complete <b>U18 Student Welfare Meeting Form</b> .	
		<b>4.2</b>	If any issues are raised speak to the homestay, teachers, or course coordinators.	
		<b>4.3</b>	Compile a report and send to the agent.	
	<b>5 Transfer to new Homestay or Residence</b>			
<b>Student</b>		<b>5.1</b>	Make an appointment with the Student and Academic Services Officer (Accommodation) to discuss reasons for transfer.	
<b>Student and Academic Services Officer (Accommodation)</b>		<b>5.2</b>	Mediate where appropriate to resolve issues informally.	
		<b>5.3</b>	If required refer the student to the Counsellor.	
		<b>5.4</b>	If there is a need to relocate the student give them a <b>Student Transfer Form</b> to complete.	
		<b>5.4.1</b>	If the student is under 18, liaise with the agent/parent prior to approving a relocation of accommodation.	
<b>Student</b>		<b>5.5</b>	Complete the <b>Student Transfer Form</b> and give it to the Student and Academic Services Officer (Accommodation).	
<b>Student and Academic Services Officer (Accommodation)</b>		<b>5.6</b>	Confirm new homestay or residence and arrange time and date for transfer to new homestay or residence.	
		<b>5.7</b>	Send confirmation documents to the agent and the new homestay, old homestay, or residence.	
<b>Student and Academic Services Officer (General)</b>		<b>5.8</b>	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.	
<b>Student and Academic Services Officer (Accommodation)</b>		<b>5.9</b>	Continue to monitor the welfare of the student (as per section 3 & 4) for the duration of the eCoE until the student is over 18 years of age; has alternative welfare arrangements approved by another registered provider; or, the student leaves Australia.	
	<b>6 Emergency change in accommodation and Welfare Arrangements</b>			

Responsible	Procedure Steps		W/I
<b>Agent/Student/ Homestay</b>		<b>6.1</b> Contact SAIBT using after hours / emergency contact details if required.	
		<b>6.2</b> Enact the Change of Accommodation and Welfare Arrangements for students under 18 Work Instructions.	
	<b>7</b>	<b>Appeals</b>	
<b>Student</b>		<b>7.1</b> If not satisfied with matters in relation to the accommodation, please refer to the <b>Student Grievances and Appeals Policy and Procedure.</b>	

## D.2 Supporting Documentation

<b>Related Material</b>	<b>Location</b>
Admissions Policy	Web page, SharePoint
Homestay Hosts and Student Residences Selection, Approval, Review and Suspension Policy	Web page, SharePoint
Student Grievances and Appeals Policy	Web page, SharePoint
Student Grievances and Appeals Procedure	Web page, SharePoint

<b>Form Templates</b>	<b>Retention Time</b>	<b>Location</b>
Acceptance Form	5 years after last action	Admissions
Confirmation of Enrolment	5 years after last action	Admissions
Confirmation of Appropriate Accommodation and Welfare	5 years after last action	Admissions
Letter of Offer	5 years after last action	Admissions
Accommodation and Living Arrangements Request	5 years after last action	Accommodation
Student Transfer Form	5 years after last action	Accommodation
U18 Initial Welfare Meeting Form	5 years after last action	Accommodation
U18 Student Welfare Meeting Form	5 years after last action	Accommodation
U18 Welfare Meeting Check List Table	5 years after last action	Accommodation

<b>Records (including completed forms)</b>	<b>Retention Time</b>	<b>Location</b>
Acceptance Form	7 years after date of completion, termination or last action, whichever is later	Admissions
Confirmation of Enrolment	7 years after date of completion, termination or last action, whichever is later	Admissions
Confirmation of Appropriate Accommodation and Welfare	8 years after action completed	Admissions

Letter of Offer	7 years after date of completion, termination or last action, whichever is later	Admissions
Accommodation and Living Arrangements Request	8 years after action completed	Admissions/ Accommodation
Student Transfer Form	8 years after action completed	Accommodation
U18 Initial Welfare Meeting Form	8 years after action completed	Accommodation
U18 Student Welfare Meeting Form	8 years after action completed	Accommodation
U18 Welfare Meeting Check List Table	8 years after action completed	Accommodation

### D.3 Version Control

<b>Current Version Number</b>	2.0
<b>Date of Effect</b>	12/2021
<b>Review Date</b>	10/2022
<b>Privilege Level</b>	Public