

## HOMESTAY ACCOMMODATION POLICY AND PROCEDURE

### 1. PURPOSE

The purpose of this policy and procedure is to demonstrate how The Lan-Grove Office Training Centre trading as The Sydney Business and Travel Academy and The Sydney English Language Academy herein known as “The Academy” liaises with Meridian Homestay Services to arrange suitable student accommodation.

Homestay experience gives overseas students a great opportunity to practice their English language skills as well as gain an insight into the Australian culture and way of life in safe and comfortable surroundings

The Academy has an arrangement with a homestay company known as “Meridian Homestay Services” a reputable Sydney based company operating for over 20 years which organises homestay in a safe and affordable accommodation for students from all over the world.

The Academy has a designated Homestay Coordinator who works with the marketing team to liaise between Meridian Homestay Services and the student to arrange suitable a homestay placement and to oversee a quality homestay experience for the student.

### 2. PROCEDURE

If a student chooses to apply for homestay, the procedure for arranging Homestay accommodation is as follows:

- a) Student is sent homestay information by The Academy and an Application Form if they request homestay as part of their enrolment process.
- b) The Academy receives the Booking Form from the student and/or agent and this is submitted to Meridian by the Homestay Co-ordinator.
- c) Three weeks prior to the student’s arrival a homestay profile is sent to the student by the Homestay Co-ordinator in consultation with the marketing team.
- d) Twenty-four hours prior to the student’s arrival in the country the Homestay Co-ordinator in liaison with the marketing team confirms the homestay arrangement with the student and Meridian.
- e) The Homestay Co-ordinator in liaison with the marketing team liaises with Meridian to ensure the safe arrival of the student in the country and at their homestay accommodation.

- f) The student is interviewed during the first week of their stay in their homestay accommodation and again mid-way through their stay. (See questionnaire).
- g) The Homestay Co-ordinator is kept abreast of any complaints or unfulfilled requests that arise from the homestay arrangement by liaising continuously with the student and Meridian Homestay Services for the duration of the homestay accommodation arrangement.
- h) The marketing representative for the student including Homestay Coordinator and a Meridian representative are mutually contactable via telephone on a 24-hour basis. The homestay co-ordinator also has contact telephone numbers for the student and their respective homestay family.

#### EVIDENCE

- ❖ Student handbook
- ❖ Website
- ❖ Policies and Procedures Manual

#### CONTINUOUS IMPROVEMENT

This policy and procedure will be reviewed as per the Continuous Improvement Cycle on an annual basis.

#### RELATED STANDARD

- ❖ National Code of Practice 2018
- ❖ Standards for RTOs 2015
- ❖ Privacy Act 1988

#### RESPONSIBILITY

- ❖ Marketing team
- ❖ Registrar
- ❖ Student Services Coordinator
- ❖ Principal

Approved by: Jane Koch  
 Signature: Jane Koch  
 Date: 19/1/2018

<b>Version</b>	<b>Created by:</b>	<b>Date created</b>	<b>Reason for update</b>	<b>Implementation date</b>
1	Jane Koch, CEO	2/11/2015		2015
2	Jane Koch, CEO	12/9/2017	Updated to reflect Standards	19/01/2018
3	Jane Koch, CEO	19/1/2019	Updated for Plain English	19/01/2018



## HOMESTAY QUESTIONNAIRE

**NOTE:** The Homestay Coordinator must interview all students using the SBTA/SELA homestay service in week one of their stay and again midway through their stay. Please

Date ...../...../.....                      Staff name .....

Student name.....

Student ID .....                      Host family .....

1.1.

1.2. Arrival date ...../...../.....                      Departure date ...../...../.....

1.3. Interview 1 ...../...../.....                      Interview 2 ...../...../.....

1. Was Airport pick-up timely and friendly?

Comments:.....  
 .....  
 .....

2. Was host at home on student’s arrival?

Comments:.....  
 .....  
 .....

3. Is student satisfied with bedroom?

Comments:.....  
 .....  
 .....

4. Is student satisfied with house generally?

Comments:.....  
 .....  
 .....



5. Is host friendly and helpful?

Comments:.....  
.....  
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6. Is student satisfied with meals provided?

Comments:.....  
.....  
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7. Is student satisfied with location of house and proximity to transport?

Comments:.....  
.....  
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8. Did host provide orientation of house and local area including transport and how to get to SELA?

Comments:.....  
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9. Was student satisfied with information provided by booking agent?

Comments:.....  
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10. General comments/suggestions?

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