



Castlemaine Secondary College International Student Policy 2014

Date Implemented	May 2014
Author	M McPherson
Approved By	School Council
Approval Authority (Signature & Date)	
Date Reviewed	May 2014
Responsible for Review	School Principal
Review Date	May 2016
References	Victorian Government Schools Reference Guide

Rationale

Participation in the full fee paying International Student Program provides for greater cross cultural experiences for students, as well as the generation of additional funds for College development.

Purposes:

- To enhance the understanding and tolerance of different cultures for all students and staff;
- To provide educational opportunities for International students; and
- To provide opportunities to further develop the College resources and support educational programs.

Guidelines

- The College will sign a Memorandum of Understanding with the Department of Education and follow Ministerial guidelines in implementing an International Student Program at the College. In addition, the College will adhere to legislative framework as outlined in the Education and Training Reform Act 2006 and relevant ministerial orders as well as the Commonwealth Legislative framework.
- The College will follow the requirements outlined in the International Student Program in Victorian Government Schools School Resource Kit in the development and implementation of the program.
- Enrolments will be decided by the Principal and Assistant Principal in consultation with the relevant Team Leaders. Consultation with certain specialist subject areas, such as ESL, may also occur as required.
- An Orientation Program will be offered to new students, including airport collection, contact with families to provide relevant information, allocation of a 'buddy', ELC visits, a school tour, assistance with banking and the use of transport, familiarisation with College rules and assistance in acquiring the College uniform and text books.
- Welfare needs will generally be catered for by using the same structures as for local students, e.g., Year Level Team Leader, College Nurse and Student Support Staff. E.g Guidance officer. Students will be formally interviewed each semester by their Team Leader and welfare reports completed. An Assistant Principal, Engagement and Wellbeing will oversee the implementation of the International Student Program at the College.
- The Assistant Principal with Administration support will organise and monitor welfare and accommodation arrangements for International Students, as well as airport collections, if requested. Homestay accommodation will be provided within the Mt Alexander Community. No students will be permitted to move into independent living arrangements until discussions with their families have taken place and written approval obtained. However, it is the preferred position of the College that students remain in Homestay accommodation during their time at the College. No student under 18 years of age will be permitted to live independently.

- The College will maintain regular communication with, parents, guardians, Homestay hosts and DEECD in providing for the welfare and academic progress of International Students.
- The College will offer Intensive English Language tuition to International students in preparation for VCE.
- The Assistant Principal will monitor student academic progress and attendance to ensure compliance with visa regulations and College expectations.
- Reports will be prepared and translated, as required, and forwarded to parents/guardians.
- International Students and ESL students will be supported in their academic studies by Library staff. This assistance will be provided out of class-time during study periods.
- Disbursements from the International Education Division (IED) will be monitored by the Assistant Principal and any discrepancies notified to the IED for correction.
- The College will market the program by the production of specific marketing materials, inclusion of information in DEECD marketing publications and by involvement in marketing trips to visit overseas recruitment agents and to meet the parents of International Students.

Evaluation:

This policy will be reviewed every 2 years or as deemed necessary by college leadership and staff. The CSC Protocols and Procedures for homework may be reviewed on an annual basis if required.



Castlemaine Secondary College
International Student Accommodation and Welfare Complaints Policy and
Procedures
2014

Date Implemented	May 2014
Author	M McPherson
Approved By	School Council
Approval Authority (Signature & Date)	
Date Reviewed	May 2014
Responsible for Review	School Principal
Review Date	May 2016
References	Victorian Government Schools Reference Guide

Rationale

Under current legislation, the education provider/school is the entity responsible to the Department of Immigration, Multicultural and Indigenous Affairs for ensuring welfare and accommodation support service for students. A quality Homestay experience is a crucial factor in determining a student's successful orientation, academic and social progress and in monitoring a student's overall well-being. From time to time, situations where conflict arises may occur e.g. between a student, parents, Homestay host, country agent or appointed welfare support person. Such conflict may involve concerns about food, payments, quality of accommodation or house rules. It is, therefore, necessary and a requirement (*International Student Handbook, Section 4.4.2 Welfare and Accommodation Program Policy p46*), that a process be developed for the prevention, monitoring and resolving of situations where conflict may arise.

Purpose

The purpose of this policy is to:

- ensure that high quality welfare and accommodation services are provided to international students,
- to ensure processes are in place to minimise issues of concern or conflict arising in relation to accommodation and welfare services provided for international students;
- provide an efficient, responsive and fair process for students and others (Homestay host, parents, welfare support person) to access so that issues of concern or conflict can be resolved;
- to ensure that processes are in place for monitoring the resolution of the conflict.

Guidelines

1. Preventative Measures

Where the College has undertaken to provide for Homestay and welfare arrangements for an international student, the International Student Coordinator will:

- appoint a suitable welfare support person (guardian), who may be the Homestay host or a guardian appointed by an external guardian provider. In the latter case, contact will be made with parents to outline the details and costs involved; and
- interview students periodically on both formal and informal bases regarding their welfare and maintain written record of interviews.

2. Conflict Resolution

Where a conflict relating to the accommodation and welfare arrangements for an international student arises, the following procedures will be implemented:

- the International Student Coordinator will keep the Principal with responsibility for overseeing the International Student Program informed of issues relating to student accommodation and welfare;
- the complainant should refer the complaint, preferably in writing, to the International Student Coordinator;
- the student will be offered ongoing counselling in seeking a resolution to the issue;
- The student's immediate well-being/safety will be of paramount consideration when deciding upon a course of action relating to accommodation. In an at risk situation relating to Homestay accommodation, following consultation with the Principal and parents, the student will be immediately removed from the Homestay and placed in interim accommodation.
- the International Student Coordinator will investigate the matter, which will usually involve contacting and interviewing all parties, and will work with the parties in reaching a resolution;
- multicultural aides will act as interpreters as required;
- contact will be made with the student's welfare support person, parents (telephone conference) and International Student Program Unit, as appropriate, during discussions and to notify outcomes;
- where matters cannot be resolved through initial discussion between the International Student Coordinator and involved parties, the matter will be referred to the relevant Assistant Principal or Principal;
- new accommodation and/or welfare arrangements will be made for the student in the event of no resolution to the issue being found;
- full documentation of discussions and outcomes will be kept in the student's file;
- the International Coordinator will monitor the student's welfare and progress closely, following a resolution to an issue being reached.

Evaluation

This policy will be reviewed every 2 years or as deemed necessary by college leadership and staff. The CSC Protocols and Procedures for homework may be reviewed on an annual basis if required.



Castlemaine Secondary College International Student Homestay Policy 2014

Date Implemented	May 2014
Author	M McPherson
Approved By	School Council
Approval Authority (Signature & Date)	
Date Reviewed	May 2014
Responsible for Review	School Principal
Review Date	May 2016
References	Victorian Government Schools Reference Guide

Rationale

The aim of these policy guidelines is to ensure that the College meets its obligations as an accredited educational provider on behalf of DEECD in meeting the welfare needs of International students.

Purpose

- To comply with the obligations that are outlined in the International Education Division 'School Resource Kit' in relation to the welfare and accommodation needs of students.
- To develop a bank of suitable screened Homestays which meet the criteria and expectations outlined under the implementation guidelines.
- To meet all legal obligations as welfare providers.
- To explicitly clarify the rights and obligations of all parties in relation to Homestay provision.

Guidelines

- All International students are required to reside in a College endorsed Homestay at all times including the mid-term breaks.
- Students may reside with adult relatives who have been approved by Department of Immigration and Citizenship.
- Students cannot change their own Homestay. All changes will be organised through the International Coordinator. The International Coordinator will give the Homestay provider a minimum of 2 weeks notice to vacate, except in exceptional circumstances.
- The Homestay and all adults in the household must each provide a Working with Children Permit.
- The Homestay will be initially visited by the International Student Coordinator to assess the physical suitability of the premises. Following the initial assessment, the Homestay will be inspected twice a year or as required.
- The College will make all reasonable attempts to match the student with the Homestay.
- The Homestay will be provided with the document 'Information for Homestay Providers and Third Parties' which outlines responsibilities and expectations of students and Homestay providers.
- The Homestay provider and student will be required to sign the 'Homestay Responsibility Agreement' which outlines a range of expectations of students and the provider based on available information regarding student preferences.
- If the Homestay wishes to terminate the arrangement, there must be a minimum of two weeks' notice. The notice must be given in writing and direct phone contact must be made with the International Student Coordinator.
- The Homestay should be no more than 30 minutes travelling time by public transport.
- The Homestay provider will provide 3 substantial meals a day as well as reasonable access to snacks.
- Parents may pay the Homestay provider directly or ask the school to hold the money in trust and make

the payments. Money held by the College must be deposited to the College office and will be receipted. Under no circumstances should money be given to a staff member to hold.

- A holding fee will be set by the College when students do not reside in the Homestay for an extended period of time, e.g., when going home for the end of year vacation break.
- In exceptional circumstances students may seek permission from their Homestay to stay away overnight. The student must provide full contact details including names of adults and their Working With Children Permit number.
- The student may be asked to perform reasonable household chores, e.g., keeping their room tidy and helping with clean up after meals.

- Homestays must inform the International Coordinator at least two weeks before if there will be no adult present in the house for any length of time e.g., overnight or longer.
- All additional excess usage expenses relating to the internet are the responsibility of the student and their parents. Expenses in relation to use of telephone are the responsibility of the student.
- No contract should be entered into on behalf of the student by the Homestay e.g., mobile or internet contracts.
- A Bond of \$500 will be held by the College and will be returned on leaving the College if there is no damage to or loss of property or any other amount owing, such as phone charges or outstanding Homestay fees.
- Disputes between the Homestay provider and student will in the first instance be mediated by the International Coordinator. If this fails to resolve the problem, it will then be referred to the College administration.
- While the College is the welfare provider, there is an expectation that the Homestay will provide support to the student and report immediately to the International Coordinator any issues relating to health and welfare.

For further information, see also the document 'Information for Homestay Providers and Third Parties' published by DEECD.

Evaluation

This policy will be reviewed every 2 years or as deemed necessary by college leadership and staff. The CSC Protocols and Procedures for homework may be reviewed on an annual basis if required.