

## International Students Under the Age of 18 - Approved Accommodation Provider Selection and Monitoring

### 1.0 Purpose

### 2.0 Scope

### 3.0 Procedure

#### 1.0 Purpose

This procedure establishes the principles which must be applied in relation to the selection and monitoring of organisations approved for the provision of accommodation to international students who will be or are under the age of 18 while enrolled in any course at the University, in accordance with the requirements of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#), Standard 5.

#### 2.0 Scope

This procedure applies to:

- Griffith University staff involved in the selection and monitoring of approved accommodation providers; and
- Griffith University approved accommodation providers who are responsible for the provision of accommodation to international students under the age of 18.

#### 3.0 Procedure

This procedure governs the selection and monitoring of Griffith University approved accommodation providers and is part of the University's compliance framework for the protection of international students under the age of 18, in accordance with the [National Code 2018](#).

#### 3.1 Selection

##### **Homestay Providers**

Approved homestay accommodation providers are selected through a tender process which is put out to market with all homestay providers eligible and encouraged to apply. The selection panel for the tender must include representatives of Campus Life and Griffith International. The key procurement objectives for the provision of homestay services are:

- To select offers which best fulfil the requirements of this initiative and provide value for money to users of the service.
- To ensure the preferred tenderer (s) have the capacity, capability and experience to implement and support their solution.
- To conduct the evaluation with probity and fairness.

KPIs included in the evaluation to select homestay providers include quality of product, quality of service, policies/procedures, schedule conformance and budget conformance.

### **Purpose Built Student Accommodation (PBSA) Off Campus Accommodation Providers**

Griffith University has established partnerships with a selection of off campus student accommodation providers servicing students across its five campuses. To be included in this program, providers are inspected by University staff and are required to meet a set of performance standards that ensure quality and safety. Various factors are considered when selecting partners including location, price, facilities, and safety.

During the Approved Provider assessment process, providers can be assessed for suitability to provide accommodation to international students under the age of 18, and a decision will be made based on their ability to meet the University's requirements, taking into account quality of product, quality of service, policies/ procedures relevant to this student population.

## **3.2 Agreements**

Homestay and PBSA accommodation providers entering into agreements with Griffith University for the provision of accommodation to international students under the age of 18 must agree to the following in their agreement:

- (a) have an international student under the age of 18 Policy and Procedure;
- (b) have processes to ensure host families and staff receive appropriate training and hold a current Blue Card;
- (c) monitoring of accommodation standards through reports to the University and regular meetings and/or site visits between the University and homestay provider services or PBSA to discuss the arrangements and confirm that the accommodation still meets the needs of international students under the age of 18;
- (d) critical incident procedures specifying that the University will be notified of any critical incident involving its student within one hour of the incident being identified. The homestay provider service or PBSA's critical incident procedures will be reviewed every six months by the University.

## **3.3 Monitoring and Compliance**

### **3.3.1 Monthly Reporting**

Homestay and PBSA partners to provide to Campus Life the following information, with any issues identified to be discussed and an action plan agreed:

- Breakdown of student arrivals and/or bookings and in house residents
- Student moves
- Incidents
- Complaints and resolutions

### **3.3.2 PBSA Compliance**

Under the agreement with the University, an approved PBSA accommodation provider for international students under the age of 18 is required to report its compliance with the Performance Standards. This

includes a site visit on at least a six monthly basis. The Performance Standards cover the following areas:

- Safety and Security
- Student Behaviors
- Facilities and Amenities
- Information Technology
- Student Experience
- Incident Management
- Meetings and Reporting
- Facilities Management
- Policy and Procedures relating to international students under the age of 18

### 3.3.3 Homestay Compliance

The agreement for provision of Homestay Services outlines a set of minimum requirements that the third-party homestay accommodation provider will be assessed against. These standards will form part of the agreement and the provider will be reviewed annually to ensure continued adherence to these standards.

The standards include:

- Homestay Accommodation Standards
- Homestay Provider Responsibilities
- Host Family Responsibilities
- International Students under the age of 18
- Meetings and Reporting

The provider will allow Griffith University staff to attend selected host property inspections on a six monthly basis. These spot check inspections will be with the provider at days and times that are mutually agreed upon.

## INFORMATION

Printable version (PDF) Downloadable version (Word)

Title	International Students Under the Age of 18 - Approved Accommodation Provider Selection and Monitoring
Document number	2023/0000461
Purpose	This procedure establishes the principles which must be applied in relation to the selection and monitoring of accommodation provision by external parties to international students who will be or are under the age of 18 while enrolled in any course at the University, in accordance with the requirements of the <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a> , Standard 5.
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Policy advisor	Associate Director, Campus Services
Approving authority	Vice President (Global)

## RELATED POLICY DOCUMENTS AND SUPPORTING DOCUMENTS

Legislation	<a href="#"><u>National Code of Practice for Providers of Education and Training to Overseas Students 2018, Part B, Standard 5</u></a> <a href="#"><u>Migration Regulations 1994</u></a> <a href="#"><u>Child Protection Act 1999</u></a> <a href="#"><u>Working with Children (Risk Management and Screening) Act 2000</u></a>
Policy	<a href="#"><u>International Students Under the Age of 18 Policy</u></a> <a href="#"><u>Student Misconduct Policy</u></a> <a href="#"><u>Student Review and Appeals Policy</u></a> <a href="#"><u>Student Critical Incident Management Policy</u></a> <a href="#"><u>Student Charter Framework</u></a> <a href="#"><u>International Student Provider Transfer Request Policy and Procedure</u></a>
Procedures	<a href="#"><u>International Students Under the Age of 18 Procedure</u></a> <a href="#"><u>Student Critical Incident Management Procedures</u></a> <a href="#"><u>Student Misconduct Procedure</u></a> <a href="#"><u>Student Review and Appeals Procedure</u></a>
Forms	GI Travel Request form Griffith International Under 18 Agreement International Under 18 Overnight Accommodation Consent Form Release Request Form <a href="#"><u>Review of Decision Form</u></a>