

Pre – Covid19

The importance of due diligence

- Quality of facilities,
- Quality of Staff,
- Processes in Place,
- Complaints handling,
- Risk Management and critical incidents,
- Record keeping,
- Understanding of U18's

Understanding the Service Level Agreement

- Expectations,
- Understanding,
- Agreement
- Monitoring the response to student feedback,
- Managing non compliance

Growing the relationship

- Be proactive,
- Meet regularly,
- Provide feedback
- Tackle issues collaboratively,
- Monitor curfew,
- Review the critical incident plan.

Covid19

What now?!

- Identify the impacts on the National Code,
- The potential risks to the National Code,
- The welfare of the student and the implementation of strategies to support them.
- Purpose Build Student Accommodations vs Homestay vs On Campus Accommodation.

The well established relationship

- Collaboration,
- Transparency,
- Clear messaging,
- The student at the forefront of decisions.

Understanding the agreed outcomes

- Expectations,
- Understanding,
- Monitoring the response to student feedback,
- Managing non compliance, Agreement.

Post - Covid19

What have we learnt?

- Review of facilities,
- Quality of Staff,
- Processes in place,
- Complaints handling,
- Risk management and critical incidents,
- Record keeping,
- The understanding of housing U18's

What can we predict?

- What does 2021 look like,
- How does it comply with the national code,
- What can we anticipate and work towards.

**Lets
get
Started**