

Quality Homestay Standards

with industry stakeholders and practitioners

Daniel Yuen

Operations Manager, NEAS Australia



NEAS

QUALITY ASSURANCE
IN EDUCATION AND
TRAINING

Focus



1. Project background



3. Highlights of Quality Standards



2. Acknowledgement of stakeholder input



4. Next steps

We're a global leader
in quality assurance for
the English language
teaching sector

Quick Links



[Quality Assurance](#)



[Quality Centres](#)



[Professional Development](#)



[Resources](#)



[Membership](#)



[Conference](#)



WE ADVANCE EDUCATION BY PROVIDING QUALITY ASSURANCE SERVICES FOR EVERYONE IN THE ENGLISH LANGUAGE TEACHING COMMUNITY.

NEAS Endorsed Quality Centres

Recognised for their outstanding commitment to quality outcomes.

NEAS Endorsed Quality Agents

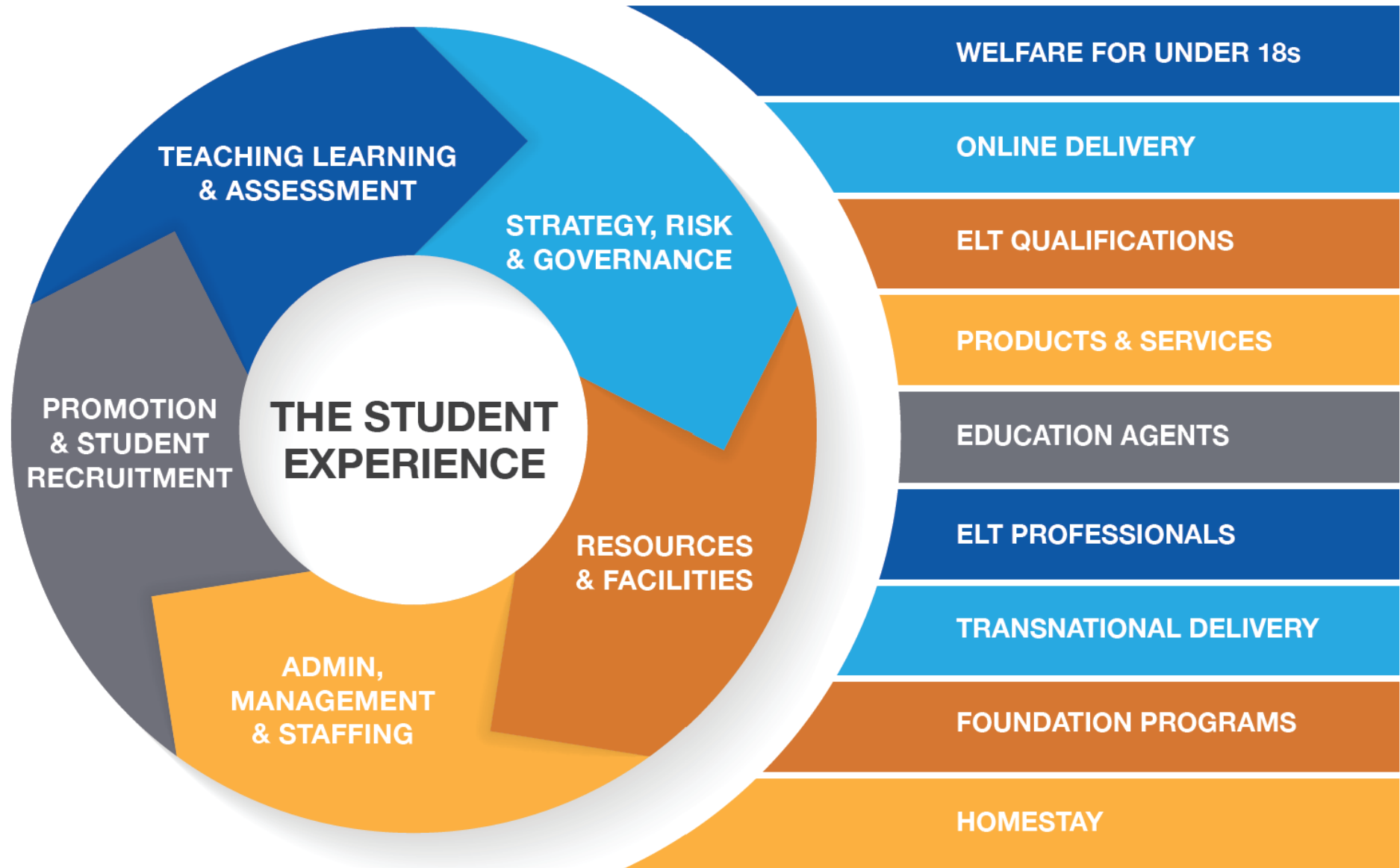
Agents committed to aspirational quality standards.

NEAS Endorsed Quality Products & Services

The industry's top products & services.

NEAS Endorsed Quality ELT Professionals

The who's who of Quality ELT Professionals.



Project background

- Study NSW tasked NEAS to develop quality standards for homestay.
- Stakeholders engaged - schools, universities, government, homestay service providers, stakeholder associations, legal.
- Three virtual workshops conducted (May to June); ongoing feedback.
- In-person forum conducted in August 2023.
- Consultant - research, synthesised input, drafted standards.
- Independent legal expertise to help finalise wording of standards.
- Project benefitted immensely from insights of industry practitioners.

Acknowledgement of stakeholder input

- **Schools:** Assoc of Independent Schools, Catholic Schools NSW.
- **Universities:** UNSW College, Uni of Sydney, Uni of Wollongong.
- **Government:** Dept of Edu, NSW Dept of Edu, City of Syd, Study NSW.
- **Homestay service providers:** Australian Homestay Network, Auzzie Families Homestay Care, Family Homestay Services, Global Experience, Homestay Network, Mystay International, Oz Homestay, Study Vision.
- **Stakeholder associations:** International Education Association (ISANA), Student Accommodation Association (SAA).
- **Legal:** Redfern Legal Centre.

Global best practice in homestay provision

- **PRINCIPLE 1:** The homestay service provider demonstrates effective governance and management to support students and host families.
- **PRINCIPLE 2:** The homestay premises provides students with a safe, secure and comfortable environment.
- **PRINCIPLE 3:** The homestay service provider supports effective welfare arrangements for all students.
- **PRINCIPLE 4:** Host families are provided with information and training to support the welfare and wellbeing of students.

Highlights of Quality Standards

PRINCIPLE 1: The homestay service provider demonstrates effective governance and management to support students and host families.

- Policies and procedures (host vetting and placement, disputes and conflict resolution, critical incidents, etc.).
- Child safety screening procedures for staff.
- Arrangements for student welfare provision in terms and conditions.
- 24-hour crisis and emergency numbers.
- Encourage and monitor feedback from students and hosts.

Highlights of Quality Standards

PRINCIPLE 2: The homestay premises provides students with a safe, secure and comfortable environment.

- Student has access to an appropriately private room that can be comfortably used for sleeping and studying.
- The room has a bed, pillow, linen, desk, chair, storage space, lighting, heating, cooling and ventilation.
- Specific sharing limitations, with reference to age, gender, etc.
- Students have access to shared areas of the premises.
- Working smoke alarm, compliance with health and safety legislation.

Highlights of Quality Standards

PRINCIPLE 3: The homestay service provider supports effective welfare arrangements for all students.

- Pre-arrival induction for students, covering obligations, rights, and responsibilities. Includes information on safety, cultural orientation.
- Placement report given to students before arrival. Includes details about the homestay, all residents, age of children, pets, etc.
- Orientation upon arrival, including information on public transport, shopping, recreation, and any hazards.
- Students required to notify when changing the terms of agreement.

Highlights of Quality Standards

PRINCIPLE 4: Host families are provided with information and training to support the welfare and wellbeing of students.

- Hosts must obtain, maintain child safety screening, police checks.
- Inspections of homestay accommodation at least every six months.
- Hosts trained on regulatory requirements, responsibilities, welfare.
- Restrictions on overnight visitors for host and student.
- Placement report about the student given to hosts prior to arrival.
- Requirements for liability insurance (property and person).

Highlights of Quality Standards - mapping

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
<p>Quality Principle F3 The ELT Centre supports effective welfare arrangements for all students.</p> <p>F3.1 Legislative and contractual obligations of all guardians/carers are identified in a signed contract with their responsibilities and accountability clearly identified.</p> <p>F3.2 Up to date contact details of parents and guardians/carers are readily accessible to relevant Centre staff.</p> <p>F3.3 Where the Centre has accepted Care Accommodation and Welfare responsibility, a carer nominated by the student's family is subject to the same conditions and expectations as a homestay family.</p> <p>F3.4 Where a student lives with relative(s) the Centre ensures that they have relevant information to support the student to adjust to living and studying in this country.</p> <p>F3.5 There is regular, documented communication with parents and guardians/carers regarding the student's progress, well-being and welfare.</p>	<p>P2.1 The provider's arrangements for students under the age of 18 must comply with the National Code.</p> <p>P2.2 Facilities and operations for any mixed-age student cohorts must be designed to meet the needs of students of different ages, maturity and levels of English language proficiency.</p> <p>P2.3 Students must have access to services, learning opportunities, facilities and equipment that address their English language learning needs.</p> <p>P4.1 Providers must clearly outline assessment policies and procedures, which must provide for: d) clear and regular reporting on assessment outcomes and progress through the course to the student and their parent or guardian, where the student is under the age of 18.</p> <p>P8.1 A registered provider must: a) comply with relevant Commonwealth, state or territory legislation and other regulatory requirements that are relevant to its operations b) ensure that its staff, students and other clients are fully informed of all regulatory requirements where they affect their duties or participation in ELICOS education.</p> <p>P8.4 A registered provider must have management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the provider operates, including: a) a systematic and continuous improvement approach to managing its operations b) management of records to ensure their accuracy and integrity.</p>	<p>5.1 Where the registered provider enrolls a student who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.</p> <p>5.2 Registered providers must ensure students under 18 years of age are given age-and culturally-appropriate information on: 5.2.1 who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider 5.2.2 seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.</p> <p>5.3 – 5.7 sets out details where the registered provider takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements.</p>

Highlights of Quality Standards - mapping

National Code of Practice

5.1 Where the registered provider enrolls a student who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.

Highlights of Quality Standards - mapping

National Code of Practice

5.2 Registered providers must ensure students under 18 years of age are given age-and culturally-appropriate information on:

- 5.2.1 who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider
- 5.2.2 seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.

Next steps - stakeholder feedback

Kim Pham, Student Success Team Lead, UTS College:

At the College, we strive to provide the best student support which includes accommodation choices for our students. It is also our obligation to arrange suitable and high-quality accommodation for underaged students as part of our welfare responsibilities for them. Whilst we have been working closely with our homestay providers to put in place suitable arrangements and support for our students, we also value the importance of having a quality assurance framework such as the NEAS Quality Standards for our homestay providers to adhere to. This is to support our confidence in choosing suitable homestay providers to work with, to meet our high-quality student support expectations.

Next steps - benefits

For all stakeholders

- A unified and structured body of quality standards in one place.
- Led by industry practitioners, collated by an independent Quality Assurance body, agreed to by sector stakeholders.
- Transparent and accessible to all stakeholders.
- A free public good.

Next steps - benefits

For homestay service providers

- Opportunity to provide stakeholders and customers with independently-developed proof of service excellence.
- Able to showcase commitment to industry best practice.
- Brings together a professional community. Creates the conditions to form an inclusive Community of Practice that shares best practices and resources.

Next steps - benefits

For government, education providers

- Reduces use of resources and reduces cost. Saves each entity conducting exhaustive assessments of individual homestay service providers.
- Reduces risk and allows stakeholders to complement their own risk assessments.

For agents, students

- Able to make informed consumer choices, using Quality Endorsed service providers.

Next steps

Acknowledgement of early adopters:

- Australian Homestay Network - Quality Endorsed
- Global Experience - Quality Endorsed
- Study Vision - Pending
- UOW College Australia - Pending

Formal launch of Homestay Standards at AIEC 2023



Communities of Practice - March 2023

- Homestay Service Provider Symposium on 28/03/2023 in Sydney.
- In-person event. Experts sharing best practice through presentations and discussion panel.
- Event recorded, resources developed placed on a dedicated online platform, which can be accessed for free and on demand.
- Join the Working Group – receive our updates and details of upcoming events.

Next steps

Endorsement process for homestay service providers and colleges:

Complete dedicated application form and Health Checks, provide supporting information



Management Meeting with NEAS Assessor to discuss Quality Area



Supply additional information (if required)



NEAS Feedback Letter and Report

Find Quality Products & Services

NEAS Quality Products & Services are high-quality products and services that benefit the ELT community. These products and services achieve the NEAS Quality Products and Services endorsement by providing demonstrated quality outcomes in the ELT community.

Endorsed Quality Products and Services further distinguish themselves through an independent Quality Review and a demonstration of aspirational standards in innovation and best practice.

Endorsed Products and Services are measured against **Quality Area K of the NEAS Quality Assurance Framework**.

Homestay service providers are measured against **Quality Area O of the NEAS Quality Assurance Framework**.

Quality Products & Services Listing Application



BENEFITS OF NEAS MEMBERSHIP

- Transparent standards for public
- Recognition as high quality by Australian regulators and ASEAN governments
- Exposure to NEAS News 18,000 subscribers
- Access to professional development and discounted conference and event registrations
- Participation in business development and partnership activities
- Global benchmarking

Search by State

- ACT
- NSW
- NT
- QLD
- SA
- TAS
- VIC
- WA

Search by Name

Product/Service name

Search

Search by Category

- Consulting
- Homestay Provider
- Insurance
- Media
- Publishing
- Student Management
- Testing (High Stakes – Australia)
- Testing (High Stakes – Other)
- Testing (Other)
- Training

Show All

[View All Products & Services \(A-Z\)](#)

Search by

- All Sponsors
- All Endorsed Products & Services

Search by Country

- Australia
- United Kingdom
- Canada

Next steps

Quality Endorsement process:

- The Quality Review takes 4 weeks.
- Recent reviews from partners and audits can be used to support application.
- An independent report will be delivered.
- Quality Assurance activities conducted annually, supported by professional development resources. Cost/year is \$2700 plus GST.
- Quality Products and Services listed on the NEAS website.
- Announcements through NEAS media channels: 18,000 newsletters subscribers; 10,000 website views monthly.

Sydney Accommodation - costs

- ABS (reference FY19-20): 66% homeowners vs 31% renters.
- According to CoreLogic, the median rent in Sydney (as of October 2023) is **\$726** per week.
- Unit in inner city (per week): CBD **\$870**; Surry Hills **\$700**; Ultimo **\$675**.
- In suburbs: Parramatta **\$560**; Campbelltown **\$440**.
- Median price of a room for rent: **\$350**.
- Student accommodation: **\$350 to \$400** for shared apartment. Studio **\$860**.
- Homestay: private room with meals - **\$410**.
- <https://insiderguides.com.au/cost-of-living-sydney/>

Sydney Accommodation - solution

Types of accommodation

Homestay

In a homestay, you live with a family. The host family provides a furnished room, study space and communal area, as well as facilities such as washing and drying machines. This is a chance to experience life with an Australian family. Some homestays include all meals, and most include all utilities.

We encourage students to consider an accredited homestay accommodation option as these properties have been assessed by [NEAS](#) to meet a minimum set of industry standards.

- <https://www.study.nsw.gov.au/current-students/living-in-nsw/types-of-accommodation/>

Sydney Accommodation - solution

Homestay

- Live with a family.
- The host family provides a furnished room, study space and communal area.
- Facilities such as washing and drying machines.
- Experience life with an Australian family.
- Some homestays include all meals, most include all utilities.
- <https://www.study.nsw.gov.au/current-students/living-in-nsw/types-of-accommodation/>

Thank you

- Feedback and Discussions
- Join our Working Group

Quality Homestay Standards

with industry stakeholders and practitioners

Daniel Yuen

Operations Manager, NEAS Australia



NEAS

QUALITY ASSURANCE
IN EDUCATION AND
TRAINING