

## **POLICY: INTERNATIONAL STUDENTS**

### **Rationale**

This policy outlines the Trinity Catholic College's (the College) purpose and benefits for the enrolment of fee-paying international students. By enrolling international students, the College aims to promote internationalization, providing opportunities for students and staff from different cultures to work alongside each other in teaching and learning, providing different perspectives to develop everyone's understanding of other cultures. Our goal is for all our students to become connected global citizens, ready to live and work in the diverse and connected modern world.

### **Purpose**

- To develop cultural understanding and insight in our students to enable them to become global citizens
- To foster international cooperation and relationships now and in the future
- To enable exchanges of benefit to language learners, and other learning and co-curricular areas such as history, geography, social studies, economics, sports, cultural activities, etcetera
- To provide the College with additional funds to enhance quality teaching and learning

### **Guidelines**

- Trinity Catholic College will be compliant with all aspects of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).
- International Students will be enrolled at Trinity Catholic College under a Contract of Enrolment in accordance with Section 2 of the Education Act 2020.
- Appropriate staff and resources will be allocated by the College for the recruitment, administration, and pastoral care requirements of international students.
- There will be clear procedures in place which relate to this policy.

**Ratified by Board: Signed for Board**

A handwritten signature in blue ink, appearing to be 'B. May'.

**Date: 7 December 2022**

Responsibility:	Board of Trinity Catholic College
Reviewed:	December 2022
Next review date:	December 2025
Policy:	International students

## INTERNATIONAL STUDENT - POLICY FOR THE MANAGEMENT OF SUPERVISED GROUPS

### Purpose

This policy outlines factors that will be considered when managing supervised groups enrolling at Trinity Catholic College (the College). This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

### Rationale

Trinity Catholic College has developed a Supervised-Groups Policy:

- To ensure that students enrolling at the College as part of a group are properly supervised
- To ensure the safety and well-being of the students and the quality of academic and social education of all International Students studying at the College.
- To ensure compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code).

A supervised group is considered to be:

- Two or more international students travelling together in New Zealand under the supervision of a person or organization other than Trinity Catholic College and enrolling at Trinity Catholic College as international students for periods up to three months.

### Policy Objectives

1. To promote international understanding and enhance global citizenship at Trinity Catholic College
2. To ensure the safety and wellbeing of all supervised-group students that enrol at Trinity Catholic College
3. To consider the particular needs of students enrolling as part of supervised groups and ensure the administration and pastoral care provided for supervised-group students meet the requirements of the Code.

### Enrolment of Supervised Group Students

Trinity Catholic College will enrol supervised-group students on the ENROL system as per Ministry of Education Guidelines for groups to ensure that these students are recorded as international students.

## **Use of Education Agents**

The Director Of International Students will ensure that we do not accept any supervised-group students through an education agent without first following our policy and procedures for the management of education agents, including having a signed and current Agency Agreement with the education agent.

In order to ensure that Trinity Catholic College and an education agent understand and meet their duty-of-care for the students, the Director of International Students will draft, and ensure that both parties sign, a memorandum of understanding for each supervised-group. The memorandum of understanding will provide details of the group including, expected number, ages and genders of students, arrangements for group supervision and accommodation, agreed pricing schedules, important timelines, program requirements and the roles and responsibilities of both parties.

## **Accommodation for Supervised Group Students**

Trinity Catholic College will ensure that supervised-group students stay in appropriate accommodation as defined in the Code.

Appropriate accommodation may be:

- Residential caregiver. This includes College homestays and the College hostel
- Hotel, motel, unlicensed hostels or other supervised-group accommodation options
- Staying with students' parents or legal guardians

Trinity Catholic College will ensure that every international student under 10 attending the College as part of a supervised group for up to three months lives with their parent or legal guardian for the full duration of their enrolment, unless they are accommodated in the College hostel.

If an accommodation agent is involved in the placement of supervised-group students in accommodation on behalf of Trinity Catholic College, we will have an Agency Agreement with that accommodation agent.

## **Insurance for Supervised Group Students**

### **IMPORTANT NOTE:**

*The Code requires that all students enrolled with a signatory for 2 weeks duration or longer must have appropriate insurance cover. In order to better fulfil our duty-of-care for all international students enrolled at (Name of College), this policy requires all international students to have appropriate insurance cover including those who enrol at the College for less than two weeks.*

Trinity Catholic College will therefore ensure that all supervised-group students have appropriate insurance for the duration of their enrolment, and if practicable, for the duration of their time in New Zealand including travel between their home country and New Zealand. Insurance policies, whether arranged by the College or the student or their family, will be deemed to be appropriate if they provide cover for:

- medical expenses to the value of NZ\$1,000 000 to unlimited

- repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- death of the student, including cover of—
  - (i) travel costs of family members to and from New Zealand; and
  - (ii) costs of repatriation or expatriation of the body; and
  - (iii) funeral expenses

### **Group Supervision**

Trinity Catholic College will ensure that groups enrolling at the College have proper supervision. The number of supervisors and the type of supervision for a group will be negotiated and detailed in the memorandum of understanding. Factors in deciding proper supervision will include:

- The number of students
- The ages and genders of the students
- The duration of the visit
- The levels of students' English language proficiency
- The activities that the students will be involved in

If Education Outside the Classroom (EOTC) activities are undertaken, the College's EOTC guidelines will determine appropriate supervision ratios and other safety measures put in place for these activities.

### **Orientation**

Supervised-group students will be provided with an orientation on arrival as per the College orientation procedures.

### **Visas**

The College will ensure that all students enrolling as part of a supervised group will have the appropriate visa to study at Trinity Catholic College.

### **Agency Monitoring and Review**

The College will review the conduct and performance of its agencies as a part an annual self-review. The College will collect and record appropriate evidence of agency reviews.

### **Reporting**

The staff member in charge of international education will report directly to the College Principal on the performance of the College's contracted agencies and report any breaches of the Code that may lead to the termination of an agency contract.

**Ratified by Board: Signed for Board**

A handwritten signature in blue ink, appearing to be 'B. King', is written over a faint circular stamp.

**Date: 7 December 2022**

Responsibility:	Board of Trinity Catholic College
Reviewed:	December 2022
Next review date:	December 2025
Policy:	International students

## POLICY FOR THE REFUND OF INTERNATIONAL STUDENT FEES: GROUP STUDY TOURS

### Purpose

This refund policy outlines how Trinity Catholic College (the College) will manage a request for a refund of international student fees from the organisers of group study tours of less than one term's duration. For students travelling together, but enrolled for one full term or longer, the College's normal refund policy will apply.

### Requests for a refund of fees on cancellation of a group study tour or early withdrawal by one or more students on the tour

The College will consider all requests for a refund of fees. Requests should be made in writing to the College as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to the College:

- The name of the study tour
- The circumstances leading to cancellation of the tour / student withdrawal
- The amount of refund requested
- The name of the person and organisation requesting the refund
- The name of the person and organisation who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

### Non-Refundable Fees

The following fees are non-refundable:

**Administration Fee:** Administration fees meet the cost of processing study tour and are incurred whether or not the tour goes ahead

**Insurance:** Once insurance is purchased, the College is unable to refund insurance premiums paid on behalf of students. Tour organisers may apply directly to an insurance company for a refund of premiums paid.

**Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for international students prior to the refund request, cannot be refunded.

**Used Homestay Fees:** Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.

**Tuition Fees:** 1. Where one or more individual student on a study tour voluntarily returns home early for any reason, there will be no refund of tuition fees except in exceptional circumstances.

2. Where one or more students return home early following disciplinary processes by the College, there will be no refund of tuition fees.
3. Where the tour is cancelled prior to arrival in New Zealand the College will consider the circumstances leading to the cancellation of the tour and may refund some or all of the tuition fees.

**Outstanding Activity Fees:** Any activity or other fees incurred by a student during enrolment and owed to the College at the time of withdrawal, will be deducted from any eligible refund.

### **Requests for a refund for failure to obtain a visitor visa**

If students studying on a group tour fail to obtain a visitor visa, a refund of international student tuition fees will be provided less an Administration Fee of \$50. Evidence of visa decline must be provided to the College.

### **Requests for a refund in the event of natural disaster or epidemic or other event causing travel disruption**

Where circumstances beyond the control of the tour organisers, relating to volcanic eruption, earthquake, epidemic or other event beyond their control result in cancellation of the tour, and the College is satisfied that cancellation is necessary, tour fees will be refunded less any relevant non-refundable fees outlined above.

### **Requests for a refund where the study tour is cancelled by the organiser for any other reason**

The College will consider the circumstances of the cancellation, but except in the circumstances described above relating to a natural disaster or epidemic, tuition fees are non-refundable.

### **Requests for a refund of homestay fees**

If for any reason, an international student withdraws from the tour after payment has been made, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a College homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

### **Requests for a refund for failure to provide a course, cessation as a signatory or cessation to be a provider**

If the College fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the College will negotiate with the tour organiser to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider or
- Make other arrangements agreed to by the tour organiser and the College.

## **Other circumstances where a refund request may be considered**

In certain circumstances, a compassionate refund may be considered. The tour organiser should apply to the College for a refund outlining the circumstances leading to the early withdrawal of the student and should provide documentary evidence of these circumstances.

## **Refunds to be made to the country of receipt**

Unless otherwise agreed in writing, all eligible refunds of fees received from outside of New Zealand will be refunded to a nominated bank account in the source country.

## **Rights of tour organisers and families after a decision regarding a refund has been made**

A decision by the College relating to a request for a refund of international student fees will be provided to the tour organiser in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

Tour organisers and families have the right to submit a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the College.

## **Review and Reporting**

### Review

The College will review the conditions relating to this policy as part the annual self-review. The College will collect and record appropriate evidence of the review.

### Reporting

The staff member in charge of international education will report directly to the College Principal on the operation of the College's policy for the refund of international student fees.

## **Ratified by Board: Signed for Board**



**Date: 7 December 2022**

Responsibility:	Board of Trinity Catholic College
Reviewed:	December 2022
Next review date:	December 2025
Policy:	International students

## INTERNATIONAL STUDENT -POLICY MANAGING CONTRACTED RECRUITMENT AGENCIES

### Purpose

This policy is to provide clear and consistent guidance for relationships between Trinity Catholic College (the College) and education agencies. This policy should be read in conjunction with the Agency Agreement, and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

### Managing Recruitment Agencies

#### Contracts

The College will sign agreements with all education agencies who recruit students for the College.

#### Reference Checks

The College will enter into working relationships with reputable agencies, once a reference check has been carried out and all supporting documentation has been submitted by the agency, i.e. an Agency Application Form, and other supporting documentation the College deems necessary. Results of reference checks will be recorded by international staff.

#### Ethical Conduct

New Zealand is a signatory to the Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants (To be known as the London Statement of Principles) and operates under Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). Recruitment agencies will be informed about, and will comply with, the requirements of the Code and the London Statement of Principles.

#### Action for Breach

Where agencies are found to contravene the Code and/or the London Statement of Principles, the College will apply the appropriate sanctions as detailed in the Agency Agreement.

#### Commissions

The College will pay commission to the agency as set out in the Agency Agreement. The commission rate will generally be 15% of tuition fees and the College reserves the right to make other commission or incentive arrangements with selected agencies by special negotiation.

The College will generally pay commissions to contracted agencies upon receipt of an invoice. Commission payments will be made within 4 weeks after the student has commenced at the College and is subject to the tuition fee being received by the College.

The College may elect to make special arrangements with trusted agencies to allow the agency to withhold commissions from tuition payments due to the College. Such arrangements are at the sole discretion of the College and no commissions should be withheld by an agency without prior agreement from the College.

Where a student does not see out the entire period of their enrolment at the College, the College may, on a case-by-case basis, decide whether or not to request a refund of all or any part of any commission fees paid to an agency.

The College will have no obligation to pay commission fees to any agency with whom the College does not have a signed Agency Agreement.

### **Agency Monitoring and Review**

The College will review the conduct and performance of its agencies as a part an annual self-review. The College will collect and record appropriate evidence of agency reviews.

### **Reporting**

The staff member in charge of international education will report directly to the College Principal on the performance of the College's contracted agencies and report any breaches of the Code that may lead to the termination of an agency contract.

### **Ratified by Board: Signed for Board**



**Date: 7 December 2022**

Responsibility:	Board of Trinity Catholic College
Reviewed:	December 2022
Next review date:	December 2025
Policy:	International students

## **INTERNATIONAL STUDENT - FEES PROTECTION POLICY FOR INTERNATIONAL STUDENT FEES PAID IN ADVANCE**

### **Purpose**

This fees protection policy makes clear factors that will be considered to ensure that international student fees paid in advance are protected and can be made available in accordance with Trinity Catholic College's (the College) refund policy. This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

### **Fees Protection**

The College will ensure that its fee protection mechanisms and accounting procedures provide the following safeguards:

1. The College will ensure that funds from international students paid in advance are accounted for in such a way that individual student balances are clearly identified and monitored
2. The College will ensure that generally accepted accounting procedures are applied to international student fees paid in advance
3. The College will ensure that only those staff with appropriate authority will have access to international student funds paid in advance
4. The College will ensure that all international fees paid in advance shall be paid into the College's operating account or other account authorized by the Principal
5. The College will transfer fees paid in advance to revenues at appropriate intervals during the period of enrolment for each student
6. The College will ensure that it has sufficient funds available to meet any remaining international student fees paid in advance liability at any time.
7. The College will ensure that the operation of this fee protection policy is audited as part of the College's audit procedures.

### **Review**

The College will review procedures relating to this policy as part the annual self-review. The College will collect and record appropriate evidence of the review.

### **Reporting**

The staff member in charge of international education will report directly to the College Principal on the operation of the College's fees protection policy.

**Ratified by Board: Signed for Board**

A handwritten signature in blue ink, appearing to be 'B. Murphy'.

**Date: 7 December 2022**

Responsibility:	Board of Trinity Catholic College
Reviewed:	December 2022
Next review date:	December 2025
Policy:	International students

## INTERNATIONAL STUDENT GRIEVANCE POLICY

### DEFINITIONS

#### **Grievance means**

An approach to Trinity Catholic College (the College) by or on behalf of a student that expresses dissatisfaction or unhappiness with some element of the student's enrolment at the College. Grievances may relate to pastoral care, accommodation, the education programme, or any other element of the student's enrolment. Grievances can be made formally or informally and are dealt with through the College's internal grievance procedures.

#### **Complaint means**

A formal approach to the Code Administrator where a student is unable to access a College's internal grievance process or is dissatisfied with the outcome of that process.

### GRIEVANCE POLICY GUIDANCE

#### **Purpose**

This policy makes clear factors that will be considered to ensure a proper and fair process is in place to resolve grievances by students or their families.

This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

#### **Rationale**

If we comply with Outcomes 1-8 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big, most student grievances can be settled before a complaint is laid.

To ensure that grievances are dealt with fairly and effectively, we must have clear and robust processes in place.

#### **Managing Grievances**

The College will ensure that its procedures for dealing with grievances will include the following:

1. A clearly communicated internal process for international students, their parents, or other parties to raise a grievance and have it resolved
2. Clearly defined internal procedures which the College follows to resolve grievances from international students, their parents, or other parties

3. An undertaking to deal with all grievances in a fair and reasonable manner with the intent of resolving concerns effectively and within a reasonable timeframe
4. A clearly communicated complaints process for students, parents, or other parties to follow in the event a student is not satisfied with the outcome from a grievance
5. An undertaking that the College will comply with all aspects of the Code and Disputes Resolution Scheme rules.

## **Review**

The College will review procedures relating to this policy as part of the annual self-review. The College will collect and record appropriate evidence of the review.

## **Reporting**

The staff member in charge of the international student programme will report directly to the Principal on the operation of the Grievance Policy.

## **Ratified by Board: Signed for Board**



**Date: 7 December 2022**

Responsibility:	Board of Trinity Catholic College
Reviewed:	December 2022
Next review date:	December 2025
Policy:	International students

## POLICY FOR THE REFUND OF INTERNATIONAL STUDENT FEES

### Purpose

This refund policy outlines how Trinity Catholic College (the College) will manage a request for a refund of international student fees.

### Requests for a refund of international student fees

The College will consider all requests for a refund of international student fees. Requests should be made in writing to the College as soon as possible after the circumstances leading to a request. All refunds will be settled under the terms of this policy unless otherwise agreed by the College.

A request for a refund should provide the following information to the College:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund, including bank address and swift code where relevant
- Any relevant supporting documentation such as receipts or invoices

### Non-Refundable Fees

The College is unable to refund some fees. The following fees relate to expenses that the College may have paid or will incur because of receiving an application for enrolment and cannot be refunded:

**Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.

**Insurance:** Once insurance is purchased, the College is unable to refund insurance premiums paid on behalf of a student. Students and families may apply directly to an insurance company for a refund of premiums paid.

**Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for international students before the refund request cannot be refunded.

**Used Homestay Fees:** Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.

**Portion of Unused Tuition Fees:** The College may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the College and may vary.

### **Requests for a refund for failure to obtain a study visa**

If an international student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any administration fee that has been paid. Evidence must be provided to the College of Immigration New Zealand declining to grant a visa.

### **Requests for a refund for enrolment of one term or less**

Where a student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.

Where the College terminates the enrolment of a student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

### **Requests for a refund for voluntary withdrawal (Enrolments of more than one term)**

If an international student voluntarily withdraws, whether before or after the start date of their enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of ten weeks tuition fees and other any relevant non-refundable fees as outlined in this policy. The minimum ten week notice period will begin the day after the date on which the College receives written notice of the student's intention to withdraw.

### **Requests for a refund where the College fails to provide a course, ceases as a signatory, or ceases to be a provider**

If the College fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the College will negotiate with the student or their family to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered, or
- Transfer the amount of any eligible refund to another provider, or
- Make other arrangements agreed to by the student or their family and the College.

### **Other circumstances where a refund request may be considered**

#### Where a student's enrolment is ended by the College

In the event a student's enrolment is ended by the College for a breach of the Contract of Enrolment, the College will consider a request for a refund less:

- Any non-refundable fees set out in this policy
- A minimum of ten weeks tuition fees from the date of termination

- Any other reasonable costs that the College has incurred in ending the student's enrolment

#### Where a student changes to a domestic student during the period of enrolment

If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the College. A refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the College receives written evidence of the student's domestic student status.

#### Where a student voluntarily requests to transfer to another signatory

If an international student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the College. A refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the College receives written notice of the student's intended withdrawal.

### **Refund of other fees**

#### Requests for a refund of homestay fees

If for any reason, an international student withdraws after their stay in a College homestay, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a College homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

#### Requests for a refund of fees unused at the end of enrolment

Except by written request from the student or their parent, prepaid fees unused at the end of enrolment amounting to less than NZ\$100 will be refunded to the student in cash. Sums greater than NZ\$101 will be refunded into a nominated bank account.

#### Outstanding activity fees or other fees

Any activity or other fees incurred by a student during enrolment and owed to the College at the time of withdrawal, will be deducted from any eligible refund.

#### Refunds to be made to the country of receipt

Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

### **Rights of families after a decision regarding a refund has been made**

A decision by the College relating to a request for a refund of international student fees will be provided to the student or family in writing and will set out the following information:

- Factors considered when making the refund decision

- The total amount to be refunded
- Details of non-refundable fees

In the event the student or their parent is dissatisfied with a refund decision made by the College or is dissatisfied with the process the College followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.

## **Review and Reporting**

### Review

The College will review the conditions relating to this policy as part the annual self-review. The College will collect and record appropriate evidence of the review.

### Reporting

The staff member in charge of international education will report directly to the College Principal on the operation of the College's policy for the refund of international student fees.

## **Ratified by Board: Signed for Board**



**Date: 7 December 2022**

Responsibility:	Board of Trinity Catholic College
Reviewed:	December 2022
Next review date:	December 2025
Policy:	International students

## **POLICY FOR THE ACCOMMODATION OF INTERNATIONAL STUDENTS**

### **Purpose:**

This accommodation policy outlines factors that will be considered when managing accommodation for international students enrolled at Trinity Catholic College (the College). This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

### **Rationale:**

Trinity Catholic College undertakes to comply with the accommodation provisions set out in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

### **Policy Objectives:**

1. To provide a suitable living environment conducive to study and a safe and supportive home life
2. To involve residential caregivers in the welfare of the student
3. To assist the student to successfully integrate into New Zealand life
4. To ensuring the student is well cared for and supported by the College

### **Approved Accommodation**

All international students must live with parents or residential caregivers that have been approved by the College. The following categories of residential care may be approved by the College:

- Designated caregiver
- Homestay
- Licensed hostel
- College hostel
- Approved temporary accommodation

The College will not approve accommodation for students over 18 years of age not living with parents other than with a residential caregiver.

### **Use of Accommodation Agents**

The College may make use of accommodation agents to organise and manage student accommodation. If an accommodation agent is used, the College will enter into a written contract with the agent and will ensure that the accommodation services provided by the agent meets the requirements of the Code.

## **Residential Caregivers**

### Onsite Assessment

Residential care accommodation for international students will undergo an on-site assessment to determine that the accommodation is of an acceptable standard, is not a boarding establishment and the residential caregiver provides a safe physical and emotional living environment.

### Ongoing Monitoring

All residential care accommodation for international students will be monitored on a regular basis including visits to the accommodation and student interviews to ensure that the accommodation continues to meet required standards.

### Resolving Difficulties

Where difficulties arise in residential care, the College will liaise with residential caregivers, contracted agents, students, and parents as appropriate to resolve such difficulties.

### Safety Checking

Safety checks, including Police vetting as appropriate, will be carried out for residential caregivers. Other adults aged 18 years and over living in the accommodation will undergo an appropriate safety check.

## **Designated Caregivers**

- The College will have written Designated Caregiver Agreements with all designated caregivers
- The monitoring of students living in designated care will be managed in accordance with this policy and the Designated Caregiver Agreement

### Homestay

- The College will have written Residential Caregiver Agreements with all homestays
- The College will have written Homestay Accommodation Agreements with all students and their families
- The monitoring of students living in homestays will be managed in accordance with this policy and the Homestay Accommodation Agreement
- Homestay fees paid to the College will be held by the College on behalf of students and paid to host families in regular payments. Remaining homestay fees at the end of enrolment will be refunded according to the Colleges' refund policy.

### Licensed Hostel

- The College will have written Residential Caregiver Agreements with licensed hostels
- The College will have written Hostel Accommodation Agreements with all students (or their legal guardian) living in a licensed hostel
- The monitoring of students living in a licensed hostel will be managed in accordance with this policy and the Hostel Accommodation Agreement

### College Hostel

- The College will have written Residential Caregiver Agreements with College hostels
- The College will have written Hostel Accommodation Agreements with all students (or their legal guardian) living in a College hostel
- The monitoring of students living in a College hostel will be managed in accordance with this policy and the Hostel Accommodation Agreement

### Temporary Accommodation

- The College will assess the suitability of the accommodation considering the age and gender of the students
- The College will ensure adequate supervision is in place for all students
- The College will ensure all pastoral needs of the students are met including meals and laundry
- The College will ensure that supervisors in temporary accommodation undergo an appropriate safety check
- The College will monitor and manage risks to students

### **Review:**

The College will review the conditions relating to this policy as part the annual self-review. The College will collect and record appropriate evidence of the review.

### **Reporting:**

The staff member in charge of international education will report directly to the College Principal on the operation of the College's policy for accommodation for international students.

Responsibility:	Board of Trinity Catholic College
Reviewed:	December 2022
Next review date:	December 2025
Policy:	International students