



ACS (International) requires all international students who are residing in Singapore without their parents to stay in approved accommodations.

The policy sets out the expectation of the homestay/hostel provider's role and monitor the contractual relationship between the homestay/hostel provider, student and parent.

The policy consists of the following:

1. Types of approved accommodations
2. Criteria
3. Registration process
4. Sourcing of accommodation
5. Duties expected by the school
6. Monitoring
7. Monetary rewards

1. TYPES OF APPROVED ACCOMMODATIONS

From 2018, all new international students who are residing in Singapore without their parents must commit to staying in either ACS (Independent) Boarding School or Oldham Hall for a minimum period of ONE year in order that they enjoy the rich benefits that come from boarding experience while studying in an overseas country.

The approved accommodations are as follows:

(a) ACS (Independent) Boarding School

<http://www.acsinddep.moe.edu.sg/about-acs-independent/boarding-school/>

(b) Oldham Hall

<http://www.oldhamhall.org/>

(c) Homestay providers who have registered with the school

The school screens potential homestay providers and conducts periodic checks on its approved homestay providers.

The fee for homestay ranges from an average of \$1,600/month for double-sharing to \$2,500 for a single room. Homestay providers provide meals, laundry and cleaning services, wifi and supervision of school work within a home setting.

Note

For enquiry on available vacancies and locations of hostels and homestays, please contact the International Student Pastoral Care Coordinator (ISPC) at ispcc@acsinternational.edu.sg.

2. CRITERIA

- (a) They must be 30 years old and above.
- (b) They must be a Singapore citizen/Singapore Permanent Resident/Employment Pass Holder.
- (c) There must **NOT** be a ratio of more than 1 adult:10 students.
- (d) They must be willing to comply with school expectations.
- (e) They must be willing to take on guardianship of students within.
- (f) They must be willing to disclose particulars of all the supervisors/helpers.
- (g) They must be willing to visits by the ISPCC on regular basis.
- (h) All adults who live in the homestay premises must **NOT** have a current/history of criminal or mental illness record.
(From 2017, ALL homestay providers must submit an official document to prove that they do not have criminal records.)
- (i) They must be willing to have single gender homestay arrangement OR have gender-specific floors with CCTV (in which case, both male and female residents MUST have different bathrooms).
- (j) Male homestay providers can **ONLY** accept male students.
- (k) Homestay providers must **NOT** solicit students on their own. Requests to stay at the homestay must be made through the guardians and/or the parents. The ISPCC must be informed of all changes.

3. REGISTRATION PROCESS

Fill up the Registration Form on a yearly basis.

Sign the completed registration form including the declaration component.

Declare that they:

- (a) do not have a criminal record or are not under criminal investigation;
- (b) do not have an existing or history of mental illness; and
- (c) are free from financial embarrassment.

Allow the ISPCC to visit the premises.

4. SOURCING OF ACCOMMODATION

Students who prefer to reside at ACS (Independent) Boarding School or Oldham Hall must fill up the Application Form and submit it according to the boarding regulations.

For students who prefer homestay, the parents/guardians must get in touch with the ISPCC regarding availability and are encouraged to view a few places before they commit.

The ISPCC will ask the following questions:

- (a) Where is the preferred location?
 - (b) Is the student willing to travel? What is the maximum distance the student is willing to explore?
 - (c) What kind of room is the student looking at, e.g. single or double-sharing?
 - (d) Does the student prefer a smaller homestay or a community-based one?
 - (e) What is the parent's budget?
 - (f) What is the preferred type of homestay providers, e.g. strict, of a particular religion?
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It is in consideration of the above criteria that the ISPCC proposes the potential homestays. The key recommendation is to show each student at least two choices of homestay before the parents/guardians commit.

Parents, guardians and students must examine and agree with the terms of the homestay contract before they sign it (see Annex A).

5. DUTIES EXPECTED BY THE SCHOOL

For homestay providers who do not provide guardianship (See Annex B)

- (a) Check in with the student every day with regards to physical and socio-emotional well-being. Alert the guardian if any matter arises.
 - (b) Provide breakfast and dinner for weekdays; all meals on weekends
 - (c) Ensure that the student is properly attired and reports to the school on time
 - (d) Keep communication lines open with the school through email, SMS or phone
 - (e) Monitor the student's computer and internet usage
 - (f) Monitor the student's weekend activities
 - (g) Monitor the student's observance of curfews
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Before starting school

- (a) Contact parents directly to establish personal working relationship and to understand the student better
- (b) Check on flight details and to work on pick-up arrangement of the student
- (c) Arrange for viewing and interview with the Hall (ACS (Independent) Boarding or Oldham Hall)
- (d) Help the student get essential things
- (e) Accompany the student to school for orientation and to attend briefing for new parents/guardians
- (f) Assist with student pass matters
- (g) Ensure that the student has international health insurance coverage

After starting school

- (a) Check in with the student at least once a week via text message
- (b) Catch up with the student in person at least once a month
- (c) Update the parents regularly (at least once a fortnight or as arranged with the parents)
- (d) Sign consent forms
- (e) Alert the school on medical issues/absences/late-coming of the student
- (f) Assist with the student's overseas travel arrangements
- (g) Liaise with the school on the student's discipline matters
- (h) Ensure that the student is properly attired and reports to the school on time
- (i) Keep communication lines with the school open through email, SMS or telephone
- (j) Monitor the student's progress in school, both in academic and co-curricular activities
- (k) Monitor the student's computer and internet usage
- (l) Monitor the student's weekend activities
- (m) Monitor the student's expenditure
- (n) Acknowledge the receipt of communications from school through email
- (o) Read the monthly newsletter
- (p) Attend all Parent-Teacher Meetings with the student
- (q) If there are changes in boarding arrangement from hostel to homestay after the mandatory one year, the guardian is to assist the student, in collaboration with the ISPCC, in looking for a school-approved homestay. Should guardianship be changed during the one-year transition, the school and parents must be kept informed.

6. MONITORING

The ISPCC conducts mid-year review on satisfaction level of the parents and the student with regards to care and duties carried out by the homestay/hostel provider.

The ISPCC conducts end-of-year review on satisfaction level of the parents and the student with regards to care and duties carried out by the homestay/hostel provider.

The ISPCC investigates any complaint lodged against providers and where necessary, discontinues the homestay services provided by the said homestay provider.

7. MONETARY REWARDS

The school does not, in any form, take monetary reward for the matching of homestay/hostel providers. No school staff member is to be paid any commission for recommending or matching of homestay/hostel providers nor should any be offered, whether in cash or in kind, to any staff in exchange for favours. The \$495 fees collected by the school for international students with student pass goes to a generic pool of school funds and not as payment for the services of the ISPCC directly.

The monetary aspect is a private arrangement between the parents and the homestay/hostel providers, of which the school does not concern itself with in any way.

The school nor any staff member is responsible for the fulfillment of any contractual arrangement between the parents and homestay/hostel providers.

ANNEX A

WHAT TO INCLUDE IN THE HOMESTAY CONTRACT

1. Full legal names of the parent, student and homestay provider

2. Duration of contract

Example: 1/1/2017–31/12/2018

The school recommends a yearly contract as it provides ample time for mutually agreed changes to terms and clauses.

3. Coverage of contract

The expectations covered in the policy guide must be included, in addition to any other terms proposed by the individual homestay provider.

4. Payment matters

Example: Mode of transfer, Date of transfer

5. Amount of deposit to be collected

6. Emergency contact numbers

7. *Termination of contract. Essential points to include:

(a) Under what circumstances

(b) Notice period

(c) Refund policy (especially the calculation of the due amount)

**Parents and students must be fully aware and comfortable with the clause for the termination of individual homestay contract with regards to the refund policy before they sign the contract.*

ANNEX B

WHAT HOMESTAY PROVIDERS NEED TO KNOW ABOUT THE STUDENT

1. Any food allergy?
2. Any medicine allergy?
3. Any medical condition?
4. What is the blood type of the student?
5. Does the student have an international student insurance?
6. Any relative in Singapore?
7. Any person to contact in case of emergency, other than the parents (should they be uncontactable)?
8. How do the parents want the homestay provider to discipline the student, e.g. grounding, reduction of allowances?
9. What subjects are the student weak in?
10. ***What subjects do the student require tuition in?**
**Homestay providers must note that teachers of ACS (International) are not allowed, under the school policy, to tutor any of the students even if they are not teaching the students directly.*
11. **Any other matters that arise from any conversation with the parents and the student**