



CODE OF CONDUCT HOMESTAY PROVIDERS

Guiding Statements

Student Well-Being

To provide a safe, welcoming and affirming environment reflecting the school's child protection and safeguarding guidelines, to develop students socially, physically, emotionally, intellectually and spiritually.

Home and Community

To develop strong partnerships with all stakeholders to ensure the safety, well-being and holistic development of all students, including those in Boarding and Homestay arrangements.

Preamble

ACS (International) is accredited by the Council of International Schools. To be awarded and maintain this accreditation ACS (International) is required to provide a high standard of oversight of students in Homestay arrangements to ensure their well-being. In cases where Homestay providers do not meet the school's expectations, as guided by the Council of International Schools, the student will need to relocate from their Homestay provider in order to remain enrolled at ACS (International).

Quality for our Homestay program is maintained by the Homestay Providers meeting the expectations in the following areas:

- Adult(s) Responsible
- Accommodation
- Supervision and Care
- Medical and Emergency Situations
- Communications with the School

Activities to ensure quality include monitoring, Homestay evaluation and follow-up actions performed by responsible staff at ACS (International) in partnership with the student, their family, Guardian and Homestay provider. Continual monitoring, evaluation and improvement to our Homestay program leads to a better experience for Homestay students and hosts and an improved reputation for our Homestay service.

This Code of Conduct outlines all activities associated with maintaining quality so stakeholders are aware of the expectations and the high standards demanded of the Homestay providers who accommodate ACS (International) students. There is also a Code of Conduct for ACS (International) staff about the provision of service expected of them in relation to Homestay oversight.

Expectations for Adult(s) Responsible

Homestay Providers are expected to:

- Develop positive relationships with homestay students which are based on mutual trust and communication
- Acknowledge the uniqueness of each homestay student and the levels of each homestay student's strength and weakness
- Support and assist homestay students to live comfortably within a foreign environment
- Respect the homestay student's right to privacy while realising that privacy does not equate to isolation

<i>Prepared By</i>	<i>Approved By</i>	<i>Review and Revised</i>	<i>Reviewed by</i>	<i>Next Review</i>
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- Acknowledge the significance of culture, customs, language and beliefs in the life of their Homestay student and accommodate appropriately for these within the family's life
- Assist, support and nurture where needed or requested, but keeping in mind that a desire to please may be interpreted as interfering by the homestay student

To achieve this desired outcome the Homestay Provider will:

- Report any Child Protection or Safeguarding concerns they have in regards to the student
- Report all suspicions of harm to a child or young person as a result of abuse or neglect in accordance with ACS (International)'s policies and procedures
- Allow ACS (International) staff to view the property and to perform the standard Homestay inspection on request
- Provide a safe environment which will offer the homestay student positive experiences while living as a member of a family and engaging in positive study habits
- Provide the homestay student with a private, clean and ventilated bedroom, good quality, fresh healthy food, frequent laundry facilities and a supportive environment
- Provide breakfast, lunch and dinner (unless otherwise required)
- Offer help, guidance, support and encouragement with language practice, studies
- Provide an orientation within the family home e.g. use of pool area and house facilities and security Applicable house rules should be explained e.g. what time dinner is, telephone protocols, rules regarding guests visiting, curfews, household tasks and bathroom conduct
- Offer sincere interest in the cultural background of the homestay student
- Respect the homestay student's need for privacy and allow them space to be alone
- Have a duty of care towards the homestay student
- Liaise with ACS (International) staff regarding any concerns or difficulties
- Notify ACS (International) staff of any change of circumstances in the household
- Be responsive to the cultural differences and beliefs of the Homestay student by allowing the homestay student to continue familiar cultural practices without criticism
- Adhere to guidelines set down by the International Students Pastoral Care Coordinator and attend the International Students Pastoral Care Coordinator information sessions and parent/teacher conferences if required
- Ensure that the homestay residence is suitable for habitation and complies with all applicable laws and standard

Expectations of Accommodation

The Homestay Provider must provide the student with appropriate accommodation and living assistance, including:

- full board in a clean, tidy household that has been approved as the homestay residence
- a safe, secure, private bedroom with suitable storage space for clothes, personal effects and study materials
- suitable facilities for study including a desk, a chair and adequate lighting
- access to bathroom and laundry facilities
- access to household items, such as towels, sheets, blankets and eating/cooking utensils
- any keys, alarms or passwords required for the student to have free access to the Homestay Residence
- a general orientation to the local area and community facilities that are available
- providing access to the use of television, telephone, computer and internet facilities as mutually agreed between family and student, assistance with additional connections if appropriate, and negotiated proper use within the home

The Homestay Provider must:

- negotiate house rules including agreed curfews with the student, which must be shared with ACS (International) staff if requested
- notify the school four weeks in advance if the homestay provider proposes to materially change the homestay residence
- advise the school as soon as reasonably practicable of any wilful damage done to the homestay residence by the student

Expectations of Supervision and Care

The Homestay provider must:

- ensure that the student is appropriately supervised at all times throughout the duration of the homestay by:
 - maintaining suitable supervision of the student outside of school hours
 - monitoring the student's general welfare including the student's social activities
 - confirming with the student and the ACS International that appropriate approval has been obtained by the student prior to the student participating in travel and activities
- notify the school if they are temporarily unable to provide accommodation for, or supervision of, the student

Expectations in Medical and Emergency situations

The Homestay Provider must:

- in the event of a serious incident, accident or medical emergency involving the student, promptly notify the school
- assist the student to access any necessary medical, dental, hospital or other health-related services as required

Expectations in Communication with the School

The Homestay Provider must:

- provide the college with their contact details and keep the details current by notifying ACS (International) within 1 day of any change
- advise ACS (International) at least 2 weeks in advance of any changes to the household occupants of the Homestay Residence, or as soon as practicable if advance notice is not possible
- use all reasonable means to attend all relevant meetings and information sessions arranged by the college in relation to the Homestay Program

Withdrawal of services by the Homestay Provider

The homestay provider may withdraw their services by providing written notice to ACS (International).

Withdrawal of services by ACS (International)

If ACS (International) is not satisfied that the Homestay provider is meeting the requirements as set out in this document, ACS (International) will work with the Homestay provider to meet the requirements.

In cases where requirements are continually not met, or where ACS (International) has a serious concern over the welfare of the student, the school will require the student to move out of the Homestay. If this does not occur the school may suspend or terminate a student's enrolment until it is satisfied that an alternative and suitable Homestay has been found.

Homestay Provider Name:

Homestay Provider Signature:

Date: