



Centre for  
English Language

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# HOMESTAY AND RESIDENCE PLACEMENT, ARRIVAL AND TRANSFER PROCEDURE

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## SECTION D - PROCEDURE

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### Related Policy

Homestay and Residence Placement, Arrival and Transfer Policy

### D.1 Procedure

Responsible	Procedure Steps		W/I
	<b>1</b>	<b>Placement of under 18 students into Homestay and Residence accommodation where SAIBT is nominated as being the approver of accommodation and welfare arrangements</b>	
<b>Admissions Officer</b>	<b>1.1</b>	Send the <b>Living Arrangements Form</b> and the <b>Request for Accommodation Form</b> together with the <b>Letter of Offer (LOO)</b> .	
<b>Agent/Parent</b>	<b>1.2</b>	Complete the <b>Living Arrangements Form and Request for Accommodation Form</b> and return them to Admissions along with: <ul style="list-style-type: none"> <li>the signed <b>Acceptance Form</b></li> <li>evidence of payment that includes the guardianship fee and accommodation placement fee</li> </ul> <p>Please note a CoE will not be issued without return of <b>Living Arrangements Form</b>.</p>	
<b>Admissions Officer</b>	<b>1.3</b>	If the <b>Living Arrangements Form and Request for Accommodation Form</b> is not returned along with the <b>Acceptance</b> follow up with the agent.	
	<b>1.4</b>	Send the <b>Living Arrangements Form</b> and the <b>Request for Accommodation Form</b> to Accommodation.	
<b>Admissions Officer</b>	<b>1.5</b>	Create the <b>Confirmation of Enrolment (CoE)</b> and <b>Confirmation of Appropriate Accommodation and Welfare (CAAW) Form</b> and send it to the agent/parent/student.	
<b>Accommodation Coordinator</b>	<b>1.6</b>	When the completed <b>Request for Accommodation Form</b> is received create the student file.	
	<b>1.7</b>	When the student's file is complete (all information received but flight details may be supplied at a different date) start the student placement.	
	<b>1.8</b>	When the placement is accepted send the relevant documentation to the residence or homestay host and agent.	
	<b>1.9</b>	Organise the airport pick up service.	
	<b>2</b>	<b>Placement of over 18 students into Homestay and Residence accommodation</b>	

Responsible	Procedure Steps		W/I
Admissions Officer	2.1	Send the <b>Application Form</b> to the <b>agent/student</b>	
Agent/student	2.2	If accommodation is required tick the relevant box and return to Admissions.	
Admissions Officer	2.3	If the student requires accommodation send the <b>Request for Accommodation Form to the agent/student</b>	
Agent/student	2.4	Complete the <b>Request for Accommodation Form</b> and return to Accommodation	
Admissions Officer	2.5	If the <b>Request for Accommodation Form</b> is emailed to Admissions with Acceptance and Evidence of Payment, forward it to Accommodation to action.	
Accommodation Coordinator	2.6	When the completed <b>Request for Accommodation Form</b> is received create the student file.	
	2.7	When the student's file is complete (all information received but flight details may be supplied at a different date) start the student placement.	
	2.8	When the placement is accepted send the relevant documentation to the residence or homestay host and agent.	
	2.9	Organise the airport pickup service.	
	<b>3</b>	<b>Where SAIBT is not nominated as being the approver of accommodation and welfare arrangements</b>	
Admissions Officer	3.1	For students under the age of 18 send <b>Living Arrangements Under 18 Form</b> with the <b>LOO</b> .	
Agent/Parent	3.2	Complete the <b>Living Arrangements Under 18 Form</b> confirming that there is a nominated guardian and return it to Admissions along with the signed <b>Acceptance Form</b> and evidence of payment.	
Admissions	3.3	Do not issue a <b>CAAW</b> and pass the <b>Living Arrangements Under 18 Form</b> to accommodation.	
Accommodation Coordinator	3.4	File the <b>Living Arrangements Under 18 Form</b> .	
	<b>4</b>	<b>Monitoring of under 18 students – initial meeting</b>	
Accommodation Coordinator	4.1	Arrange an initial meeting with the student within the first two weeks and complete the <b>U18 Initial Meeting Table</b> .	
	4.2	If any issues are raised speak to the homestay, teacher or course coordinators.	
	4.3	Compile a report and send to the agent.	
	<b>5</b>	<b>Monitoring of under 18 students – subsequent meeting</b>	

Responsible	Procedure Steps		W/I
	5.1	Continue to meet with the student every six to eight weeks and complete <b>U18 Subsequent Meeting Table</b> .	
	5.2	If any issues are raised speak to the homestay, teacher or course coordinators.	
	5.3	Compile a report and send to the agent.	
	<b>6 Transfer to new Homestay or Residence</b>		
<b>Student</b>	6.1	Make an appointment with the Accommodation Coordinator to discuss reasons for transfer.	
<b>Accommodation Coordinator</b>	6.2	Mediate where appropriate to resolve issues informally.	
	6.3	If required refer the student to the Counsellor.	
	6.4	If there is a need to relocate the student give them a <b>Student Transfer Form</b> to complete.	
	6.4.1	If the student is under 18 liaise with the agent/parent prior to approving a relocation of accommodation.	
<b>Student</b>	6.5	Complete the <b>Student Transfer Form</b> and give it to the Accommodation Coordinator.	
<b>Accommodation Coordinator</b>	6.6	Confirm new homestay or residence and arrange time and date for transfer to new homestay or residence.	
	6.7	Send confirmation documents to the new homestay, old homestay or residence	
	<b>7 Appeals</b>		
<b>Student</b>	7.1	If you are unhappy with decision in relation to your accommodation please refer to the <b>Student Grievances and Appeals Policy and Procedure</b> .	

## D.2 Supporting Documentation

<b>Related Material</b>	<b>Location</b>
Admissions Policy	Web page, SharePoint
Homestay Hosts and Student Residences Selection, Approval, Review and Suspension Policy	Web page, SharePoint
Student Grievances and Appeals Policy	Web page, SharePoint

<b>Form Templates</b>	<b>Retention Time</b>	<b>Location</b>
Acceptance Form	5 years after last action	Admissions
Confirmation of Enrolment	5 years after last action	Admissions
Confirmation of Appropriate Accommodation and Welfare	5 years after last action	Admissions
Letter of Offer	5 years after last action	Admissions
Living Arrangements Under 18 Form	5 years after last action	Accommodation
Request for Accommodation Form (under 18)	5 years after last action	Accommodation
Student Transfer Form	5 years after last action	Accommodation
U18 Initial Meeting Table	5 years after last action	Accommodation
U18 Subsequent Meeting Table	5 years after last action	Accommodation

<b>Records (including completed forms)</b>	<b>Retention Time</b>	<b>Location</b>
Acceptance Form	7 years after date of completion, termination or last action, whichever is later	Admissions
Confirmation of Enrolment	7 years after date of completion, termination or last action, whichever is later	Admissions
Confirmation of Appropriate Accommodation and Welfare	8 years after action completed	Admissions
Letter of Offer	7 years after date of completion, termination or last action, whichever is later	Admissions

Living Arrangements Under 18 Form	8 years after last action	Accommodation
Request for Accommodation Form (under 18)	8 years after action completed	Accommodation
Student Transfer Form	8 years after action completed	Accommodation
U18 Initial Meeting Table	8 years after action completed	Accommodation
U18 Subsequent Meeting Table	8 years after action completed	Accommodation

### D.3 Version Control

Version Number	Summary of Changes	Approved by	Date of Effect	Privilege Level
v1.0	Initial procedure	Admissions Manager	6/2014	Public