



# PROCEDURE

## INTERNATIONAL STUDENT THIRD PARTY PROVIDERS

### **Purpose**

Firbank is responsible for the accommodation, support and general welfare for international students who have been issued a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

Firbank does not delegate responsibility for the approval of homestay accommodation or support and welfare for international CAAW students.

Firbank uses the following third-party providers to:

- assist with sourcing homestay accommodation
- provide additional support, such as Local Support Persons

Students may use the following third-party providers:

- external tutors
- education providers (such as VSL)

### **Selecting a provider to assist with homestay arrangements**

The International Student Co-ordinator is responsible for monitoring the performance of homestay companies. If it is necessary to find a new company to help Firbank source homestay accommodation, then research on potential companies should occur. This may involve searching websites and marketing information, contacting other schools to ask for references or asking the opinions of homestay providers. The International Student Co-ordinator will then schedule a meeting with the homestay company. The Director of International Operations and International Relations Manager should attend this meeting.

At this meeting the company will be provided with information on the schools:

- Child Safety and Wellbeing Policy
- Child Safety and Wellbeing Code of Conduct
- Child Safety and Wellbeing Complaints and Concerns Procedures
- Child Safety and Wellbeing Reporting Obligations Policy

Before an agreement will be signed, the provider will be asked to provide the following information about its employees:

- Working with Children Checks



- proof of personal identity
- employee's history of work involving children
- that address the employee's suitability for the job and working with children.
- proof of completion of Child Safety Training.

If the provider is assessed as suitable, the above information will be checked and verified then stored as hard copies with the International Relations Manager's and digitally on the International Operations CAAW spreadsheet.

The provider will then be asked to sign an agreement with Firbank. This agreement will be stored as a hard copy with the Director of International Operations and digitally in a shared folder in the school's database.

The Homestay provider will then be asked to provide potential homestay hosts to the International Student Co-ordinator who will then follow the approval procedures as set out in the Younger Overseas Students Accommodation Procedures document.

## **Selecting providers to assist with additional support to international students**

The International Student Co-ordinator is responsible for monitoring the performance of Local Support Persons. Currently Firbank has an agreement with ISA – Student Care & Welfare Services to offer extra support to overseas students.

All Local Support Persons recommended by ISA for our overseas students need to be approved by Firbank prior to their commencement as a Local Support Person.

The International Relations Manager must gather, verify and record the following information from ISA about potential Local Support Persons:

- Working with Children Checks for all persons over 18 years of age involved in the provision of the accommodation and welfare
- proof of personal identity
- the providers history of work involving children
- references that address the employee's suitability for the job and working with children

The International Student Co-ordinator must meet with any potential Local Support Persons to discuss Firbank's expectations, assess their suitability and to provide the following:

- Child Safety and Wellbeing Policy
- Child Safety and Wellbeing Code of Conduct
- Child Safety and Wellbeing Complaints and Concerns Procedures
- Child Safety and Wellbeing Reporting Obligations Policy
- Complete the [Protecting Children – Mandatory Reporting training via the Information Sharing and MARAM online learning system](#).



- Provide evidence of completion needs to Firbank.

If the potential Local Support Person is deemed to be suitable then a Local Support Person's agreement which outlines Firbank's expectations will be signed.

## Ongoing monitoring of Local Support Persons

Firbank's International Student Co-ordinator will do the following:

- Meet regularly with Local Support Persons
- Inform Local Support Persons of important school dates such as term dates, Parent-Teacher interviews, excursions and camps
- Provide the Local Support Person with school reports and camp and excursion information so that they can be translated for the parents
- Keep the Local Support Person informed of the student's progress
- Collect feedback from students regarding the effectiveness of their Local Support Person
- Provide annual training on child safety and mandatory reporting

## Third Party Education Providers

International students often request to access tutoring outside of school hours.

Students will be asked to complete an *Overseas Students - Tutoring Outside of School Hours* form at the beginning of the year to indicate their intentions to engage a tutor or attend a tutoring service outside of school hours.

Students are not to attend tutoring sessions unless they have been approved by Firbank.

The International Student Co-ordinator will collect this information and consult with the International Operations Assistant to meet with the provider and conduct the necessary compliance checks.

The International Operations Assistant will gather, verify and record the following information from all external tutors or teachers at education providers:

- Working with Children Checks for all persons over the age of 18 involved in the provision of the accommodation and welfare
- proof of personal identity
- the providers history of work involving children
- references that address the employee's suitability for the job and working with children

The school will provide the external tutors or teachers at education providers with:

- Child Safety and Wellbeing Policy
- Child Safety and Wellbeing Code of Conduct



- Child Safety and Wellbeing Complaints and Concerns Procedures
- Child Safety and Wellbeing Reporting Obligations Policy
- Complete the [Protecting Children – Mandatory Reporting training via the Information Sharing and MARAM online learning system](#).
- Provide evidence of completion needs to Firbank.

Evidence of the above is to recorded digitally on the share drive on the Students on a CAAW spreadsheet.

### Ongoing monitoring of Third-Party Education Providers

International students will be required to inform the International Student Co-ordinator if they intend to use a tutoring service at any time during the year. The above processes will be implemented.

### Related Policies and Documents

- Child Safety and Wellbeing Policy
- Child Safety and Wellbeing Code of Conduct
- Child Safety and Wellbeing Complaints and Concerns Procedures
- Child Safety and Wellbeing Reporting Obligations Policy
- International Student - Accommodation Policy
- International Student – Accommodation Procedure
- International Student - Third Party Provider Procedures
- International Student - Younger Overseas student Policy
- International Student – Student Support Policy
- International Student – Transfers Policy
- International Student – Complaints and Appeals Policy
- International Student – Visa Requirements Policy

### Approval

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