

Standards to be met by CET Homestay Providers

The following standards must be met by approved Homestay Providers for CET:

1. An online portal which supplies individual logins for agents, hosts, students and institutions where appropriate 'real time' data and reports relating to current placements, arrivals and history can be monitored and accessed
2. A professional approach to ensuring that there is appropriate and compulsory (guaranteed) insurance cover for Hosts as determined by CET from time to time and in line with Industry expectations
3. Documented and guaranteed training for host families and supporting data to demonstrate the training has taken place
4. A documented agreement to be signed by all host families outlining appropriate policies and the host obligations
5. A documented and comprehensive approach to student orientation
6. A student policy which guides student expectations and outlines responsibilities of the host family and Homestay provider
7. A 24/7 Emergency and Critical incident phone support strategy which meets an acceptable and professional standard
8. An ongoing strategy for the management and accountability of all payments made on behalf of the student to the Homestay host