

STUDY TOURS AND PROGRAMS FOR INTERNATIONAL VISITORS PROCEDURE

This procedure must be read in conjunction with the *Study Tours and Programs for International Visitors* Policy*.*

1. Overview
	1. The procedure sets out the action to be taken by Directorate staff in planning study tours and programs for international visitors.
2. Rationale
	1. The procedures ensure compliance with Directorate policies and Commonwealth and ACT legislation.
3. Procedures
	1. The International Education Unit
* arranges access for international visitors to appropriate support, including assistance with enrolment, adequate orientation, study facilities, welfare, counselling, accommodation services, internet access, attendance monitoring and grievance mechanisms.
* collects and distributes monies generated by the program.
* works with schools to facilitate the background checks as mandated in the *Working with Vulnerable People (Background Checking) Act 2011*. Background checks are required for all host family applicants over the age of 16.
* retains a list of all visitors, with the address and telephone number of their host families and contact numbers for visiting teachers, in case of emergencies.
* retains evidence of comprehensive travel and medical insurance and a signed medical release form for each international visitor should medical assistance be required during the visit.
* puts in place arrangements aimed to ensure the safety of visitors while attending ACT public schools and is sensitive to the cultural and special needs of international visitors
* facilitates programs for students and adults on a fee for service basis.
	1. Principals
* ensure that high quality services are delivered to international visitors attending ACT public schools
* will appoint a teacher responsible for the management of the study tour or the education program and will allocate release time from teaching to perform this function
* allocate resources generated by the program appropriately to ensure the international visitors are well supported
* may decline study tours and education programs should they potentially interfere with core school activities
* ensure that all host families accepting international visitors are deemed of good character by the principal or delegate and have met all appropriate guidelines for student safety, welfare and wellbeing.
	1. Teacher in charge of study tour
* matches visitors by age, gender and cultural factors and must ensure the host parents are aware of the minimum expectations for accommodation
* works with the International Education Unit to facilitate the background checks as mandated in the *Working with Vulnerable People (Background Checking) Act 201*1. Background checks are required for all host family applicants over the age of 16.
* ensures there is standby accommodation in reserve for visitors who may need to be relocated
* monitors visitors on a regular basis to ensure that any issues arising are handled in a timely manner. This may include visiting the host family, telephoning the visitor at the host family or having daily contact with the visitor
* retains a list of all visitors, with the address and telephone number of their host families and contact numbers for visiting teachers, in case of emergencies
* advises the principal and the International Education Unit in the event of an emergency.
	1. Teaching staff
* observe at all times duty of care to all students. Staff must take all reasonable steps to ensure Directorate and school policies are adhered to for international visitors.
1. Contact
	1. The Director, Student Engagement is responsible for this procedure.
	2. Further information and fact sheets are available by contacting the International Education Study Tour Coordinator at ieu@act.gov.au.
2. Complaints
	1. Any concerns about the application of this procedure or the procedure itself, should be raised with:
* the school principal in the first instance;
* contact the Directorate’s Liaison Unit on (02) 6205 5429;
* online at <http://www.det.act.gov.au/contact_us>;
* see also the *Complaints Policy* on the Directorate’s website.
1. References
	1. **Definitions**
* An**agent:**is an individual, company or other organisation providing services on a commercial basis under an agreement with the ACT Government to assist individuals to participate in an ACT Government Education and Training Directorate study tour or delegation. Agents include:
	+ *education specialists who place students on behalf of one or more institutions;*
	+ *education specialists who place students but with no ties to any particular institution;*
	+ *non-education specialists, for example travel agents, who may offer overseas education placement services as a subsidiary activity.*
* **Study Tours and Education Programs:**refers to study tours, delegations and all international programs hosted by the Education and Training Directorate.
	1. **Related Policies and Documents**
* Enrolment of the Dependants of Temporary Residents Policy
* International Secondary Student Exchange Programs Policy
* International Fee Paying Students Policy