

E6 - Client Service: International Student Accommodation

Subject Outline

This subject focuses on the provision of accommodation services to international students. The subject has a key focus on homestay provision. The subject offers students opportunities to develop skills in working with accommodation providers, placing clients in appropriate accommodation, and managing support services and accommodation policies. The subject also addresses the compliance and regulation issues relevant to this area of work.

Objectives

On completion of this subject you will have:

- Identified client needs in relation to accommodation provision
- Examined particular issues and client expectations
- Analysed information and other communication about accommodation provision
- Developed skills in managing and monitoring homestay placements
- Developed a knowledge of policies, procedures and regulations in accommodation services

Subject Index

1.0 – Identifying client needs and expectations

- 1.1 International student needs
- 1.2 Growth and development
- 1.3 Culture
- 1.4 Needs and expectations
- 1.5 Documenting client needs and expectations
- 1.6 Changing needs and expectations
- 1.7 Providing accommodation information
- 1.8 Analysing and interpreting information
- 1.9 Information criteria
- 1.10 Reviewing and communicating information

2.0 – Homestay placement and monitoring

- 2.1 Selection and managing homestay placements
- 2.2 Roles and responsibilities
- 2.3 Performance criteria
- 2.4 Placement
- 2.5 Monitoring
- 2.6 Moving students
- 2.7 Quality measures

3.0 – Quality assurance in accommodation provision

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- 3.1 Risk in accommodation provision
- 3.2 Risk Management
- 3.3 Risk management strategies
- 3.4 Complying with legislative obligations
- 3.5 Resolving issues effectively
- 3.6 Developing policy

Tutor

Katie Richardson

In 2001 Katie completed her M.Ed at the University of Melbourne, which investigated the role of homestay hosts in international education. She looked into the cross-cultural, sociological, emotional and legal issues surrounding homestay. Katie has recently completed her PhD at the University of Melbourne, which investigates the welfare of adolescent international students both in and out of school hours.

Over the past ten years Katie has taught in a range of government, private and language schools. From 2001-2003 she set up an international student program at a private school, where she wrote policy documents for the program (including homestay policies), and was responsible for homestay placement.

What is expected of me as a student?

While the Diploma is delivered entirely online, you will benefit from opportunities to interact and network with your classmates. You are expected to participate in Focus Tasks and Discussions Boards – this lets your tutor know that you are managing the material. Participation also means your work can be checked and verified for authenticity. The more you interact, the more benefits you will derive from meeting others online, and sharing information and ideas.

You also need to manage your time to ensure you can complete exercises and assessment activities. You should expect to devote 3-5 hours per week to each subject, depending on your computer skills and the time it takes to read source material.

While you can work at your own pace, there is a sequence to the subject, and deadlines for group tasks and assessment. Your tutor can also support you more effectively if you are up to date with your work.

Assessment

Assessment is based on the subject's learning materials. There are three Assessment Activities required in this subject. These are due in weeks 6, 10, & 14