

[Accommodation]

Inadequate accommodation services or accommodation that is inappropriate to the age or gender of students is something that NEAS Assessors come across from time to time. Making sure homestay or boarding arrangements are made explicit to students, guardians and parents pre-departure is crucial to reducing stress placed on students and complaints.

Remember - no surprises. Accommodation providers need to be made aware of the Centre's requirements prior to the student's arrival. They, along with the providers also need to have the appropriate child protection screening.

Face to face training is an essential part of vetting and training homestay providers, particularly those who have not had experience with other cultures or with adolescents. Attitudes to what makes a good student or what constitutes homework vary considerably. Parents of young children may also have no idea how much food a growing teenager may require!