

Welcome to the AHN Host Recertification

Welcome and thank you for updating your host training. By reading through the following slides and completing the short assessment you are renewing your Host Certification with AHN.

We always endeavour to keep our hosts up to date of any changes within AHN and also the international student industry that may affect you or the guests that are staying in your home.

If you have any questions regarding this training or AHN, please do not hesitate to contact your local AHN team via the details listed on your Homestay Management System dashboard.

Thank you once again for taking the time to renew your AHN Host Certification. We appreciate all that you do.

~ The AHN Team ~

Keeping your profile up to date

Updating your Profile

As an AHN host you are required to keep your profile up to date with any changes in your home. This includes:

- **Maintaining valid clearances and notifying AHN of any changes to residents.**
- Hosts must list all residents in their profile and immediately notify AHN of any changes.
- All hosts and permanent residents over the age of 18 must have a valid police clearance (to host Over 18's) or Working with Children Check (to host Under 18's).
- Details of State and/or Territory requirements are available at this link: <https://aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks/part-overview>.
- If you are hosting an international student directly or from another homestay provider they are not required to obtain clearances, however you must sight their visa for validity and let AHN know immediately if you have any concerns.
- Hosts must notify AHN, in advance, of any overnight visitors so that appropriate action can be taken.
- Hosts are required to list any non-AHN students on their profile under Residents section. The students can be tagged as international student and removed once the student leaves. This should coincide with updating the hosts room availability should they have any listed rooms occupied by a non AHN placement.

Updating AHN if there is a change to your home, renovations, new pets or additional rooms available to guests.

- If there are structural changes to the home or new bedrooms available our team will need to visit your home for a new inspection to ensure the changes are in line with AHN standards.

A hot tip from the AHN team!

Upload photos of your home and family. Our guests love to see photos of the family and pets they will be living with, as well as photos of their room, the living areas of the home and a photo of the front of your house. You can do this via your Homestay Management System dashboard. Contact your local AHN team if you need assistance.

Host Interviews and Inspections

Chances are, if you are completing this host recertification, you would have experienced a host interview and may have already been contacted by our team to book a reinspection.

AHN has made a commitment to assist education Partners with their compliance under the national Code which governs the standard of care required for international students studying in Australia and in particular confirming appropriate accommodation for U18's.

This means that we may require additional inspections or need to facilitate an inspection by the education provider from time to time. Inspections are short visits to your home, booked in advance with you. Our team will ensure we have all your details up to date and your home is still of the same structure and standard that previously passed AHN certification.

Our host management team follow the [Host Selection Criteria Policy](#) when processing a host application or renewal. This policy outlines the standards that all hosts will need to meet in order to be acceptable to the AHN community.

Updating Availability

Did you know:

- Each room recorded on AHN under your profile has its own availability settings.
- If you have not marked your room/s as available - you may not appear as a potential host when we have guests ready to place!
- If any of your rooms listed are going to be occupied by someone other than an AHN placement, you can book the room as unavailable, so we don't contact you to place someone with you during that same period.

You must keep your room availability update via your AHN login. From your AHN dashboard click on Menu - Rooms and mark each room as available or unavailable according to your plans.

Contacting AHN

Hosts should always contact their local AHN office directly during business hours.

Your local office details are listed on the dashboard of your AHN login
Outside business hours, you can leave a message via the office number or send an email via your AHN login.

In the case of an emergency, please call 1300 MY STAY (69 7829) or 61 2 8905 0321.

(If emergency services are required, please contact them as priority)

A reminder to all hosts: Please do not ring the Host Manager on their mobiles. Our Host Managers spend most of their time on the road completing host interviews and are not able to assist you with day to day enquiries.

Your Placements with AHN

Things to remember for every placement

AHN have a documented procedure for placing students with host families. The full policy can be found at this link: [Student Placement Policy](#)

On the day of your students' arrival:

- Ensure you have prepared the student's bedroom with fresh linen and removed your personal belongings from any drawers or wardrobes.
- Arrange for someone to be home to meet the student and welcome them to your home
- **Once the student has arrived in your home, log on to your AHN account and confirm the student's arrival.** Remember - we can't process your first payment if the arrival has not been confirmed. Have a copy of your House Rules available - You can see a template for this and other valuable information on the [Host Resources Page](#)
- Within 24 hours of arriving, ensure you have explained the house rules with your student and shown them around your home and the immediate local area to assist them with orientation
- If you are providing meals, have a chat with your students regarding the food they like and dislike. Offer to take them with you on a shopping trip to show them our local supermarkets

Placing Under 18 students in Homestay:

In addition, when placing an U18 student, AHN will contact you to:

- Confirm that there are no changes to the residence we have on file, including other international students, and ensure the home is compliant with our placement policy (around genders/ number of students in the home)
- Ensure the room is ready and appropriate for the student and confirm that the you (or an approved adult) will be home for the student's arrival. We will send our [Arrival Checklist](#) via email to assist with a smooth arrival. If the home has not been inspected in the previous 12 months, our team will book a physical inspection with our Host Manager prior to the commencement of the student placement.
- Provide you with key information about the student and their culture, and ensure you and the student are the right match
- Remind you of your obligations for hosting U18's and that you can contact AHN 24 hours a day, 7 days a week if they have any concerns about the student's wellbeing.
- Advise you of any special requirements of the education provider or guardian (including any requests to conduct a home inspection)

During your placements

To help your placement run smoothly, we recommend all hosts refresh themselves on the expectations outlined in the [Homestay Policy](#).

The AHN Homestay Policy sets out the guidelines and expectations for behaviour that apply to guests and hosts participating in homestay, and it should be read together with the AHN Host Agreement and AHN Guest Agreement, which are available through your AHN login. This is also issued to guests along with several other policies mentioned later in this training.

Some helpful items to note:

- Your student may have come from a country that is experiencing different weather to you currently. Please provide adequate heating or cooling for them. Some students may not feel comfortable asking for this initially.
- If you are hosting a student under the age of 18, please also make yourself familiar with the [Code of Conduct for U18s in Homestay](#) as well as the information outlined previously.
- If your U18 student breaches curfew, please contact the AHN emergency line immediately - 1300 MY STAY (1300 69 7829 or 61 2 8905 0321)
- Please keep your banking details up to date with AHN to ensure you receive your homestay payments.
- Homestay payments are made in line with the [AHN Host Reimbursement Policy](#)

Students giving notice

As per the AHN Refund Policy:

- The guest is required to provide AHN and their homestay host with a minimum of two weeks written notice if they intend to move out of homestay.
- This notice period cannot commence during the first two weeks in homestay.
- U18's require approval from their education provider to move out of homestay.

If a Guest notifies you directly of their plans to finalise their placement, please remind them to notify AHN. We also ask that you send an email or message through the Homestay Management System to let us know as Student's may not remember to do so.

If a guest does advise you they are planning on moving out, don't take it personally. This is a natural part of their journey.

AHN Policies

All hosts are required to keep up to date with AHN Policies.

These can be found <https://au.homestaynetwork.org/policies>. *Please save this link to your bookmarks and check back regularly to ensure you are aware of any changes.*

1. [AHN Complaint Management Policy](#)
2. [AHN Room Holding Policy](#)
3. [Host Reimbursement Policy](#)
4. [AHN Refund Policy](#)
5. [Guest Agreement](#)
6. [Homestay Policy](#)
7. [Homestay Host Agreement](#)
8. [Privacy Statement](#)
9. [Critical Incident Policy](#)
10. [Code of conduct for U18's in homestay](#)
11. [AHN Student Placement Policy](#)
12. [Selection Criteria for the Recruitment of Homestay Hosts](#)
13. [Terms and Conditions](#)