AUSTRALIAN INSTITUTE of INTERNATIONAL UNDERSTANDING (AIIU)

STRUCTURE of STUDENT EXCHANGE PROGRAMS POLICY and PROCEDURES

POLICY

Changes to program, e.g. starting date, departure date, duration, host family, host school are allowed on exceptional basis only.

Changes must be strongly motivated and approved by AIIU prior to changes occurring where applicable:

- Starting date: student visa still pending; flight cancelled; personal reason preventing the student to board the scheduled flight.
- Departure date: parents/guardians visiting at the end of the program and taking over the student's welfare and legal guardianship; flight cancelled; personal reason preventing the student to board the scheduled flight.
- Duration: the program cannot be extended for any reason; student may return early for personal reasons.
- Host family: change of situation preventing the host family to complete the hosting program; breakdown in the relationship between one or several member(s) of the host family and the student that has not been solvable by using AIIU's conflict resolution strategies; incident or behaviour annihilating the family's suitability to host.
- Host school: change of host family and location not allowing for the student to attend the same school.

PROCEDURES

Arrival date and departure date

Inbound program

AIIU confirms required arrival and departure dates in the material updated and sent to third-party partner organisations on a yearly basis, e.g. the Friday preceding the start of term in the state or territory of placement, or the arrival date required for Orientation Session in July or August.

The Regional Manager liaises with the third-part partner organisation and ensures that appropriate flight arrangements have been made for their student(s). Details of flights booked for the student(s) are checked by the Regional Manager and saved on the server.

The Regional Manager liaises with the third-party partner organisation on the student visa being issued in a timely manner for the scheduled arrival date. The third-party partner organisation sends a copy of the visa grant notification to AIIU as soon as available and prior to student's scheduled arrival date.

If the student cannot arrive on the scheduled date, the Regional Manager immediately informs the host family & host school and liaises with both until new arrival arrangements are confirmed by the third- party partner organisation.

If the student cannot depart on the scheduled date, the Regional Manager liaises with student/host family/local coordinator and third-party partner organisation until new departure arrangements are confirmed by the third-party partner organisation.

Parents/guardians visiting at the end of the program:

- Parents/guardians can pick the student up from their host family after their last day of school and within AIIU's welfare period of 7 days.
- Parents/guardians must confirm the arrangements made and submit the AIIU Program Release form at least one month prior to the student's scheduled return date.
- Approval on the arrangements made by the parents/guardians must be obtained from the host family. Parents/guardians must apply for the student's tourist visa on the same day as they pick the student up from their host family, taking over the welfare and legal guardianship from AIIU.

<u>Outbound program</u>

Third-party partner organisations confirm required arrival and departure dates to AIIU upon student acceptance on the program or confirmation of placement for the student.

AIIU manages the booking of all flights for Outbound students, to ensure that arrangements made are appropriate for third-party partner organisations and students' welfare and safety.

The Regional Manager liaises with the third-party partner organisation to confirm flight arrangements made for the student(s). Details of flights booked for the student(s) are saved on the server.

The Regional Manager liaises with the student, parents/carers and third-party partner organisation on the student visa being issued in a timely manner for the scheduled departure date. AIIU sends a copy of the visa grant notification to the third-party partner organisation as soon as available and prior to the student's scheduled departure date.

If the student cannot depart on the scheduled date, the Regional Manager immediately informs the third-party partner organisation and liaises with the student, parents/guardians, and/or third-party partner organisation until new departure arrangements are confirmed.

If the student cannot return on the scheduled date, the Regional Manager organises a new flight booking for the student and liaises with the student, parents/guardians, and/or third-party partner organisation until new return arrangements are confirmed. AIIU also liaises with the third-party partner organisation to ensure that appropriate arrangements are made for the student's extended stay, including visa conditions if required.

Parents/guardians visiting at the end of the program:

- Parents/guardians can pick the student up from their host family after their last day of school and within the third-party partner organisation's welfare period.
- Parents/guardians must confirm the arrangements made and submit the AIIU Program Release form at least one month prior to the student's scheduled return date.
- Approval on the arrangements made by the parents/guardians must be obtained from the third-party partner organisation.
- Parents/guardians must meet the host country and the partner organisation's requirements to take over the welfare and legal guardianship for the student.

Program duration/early return

In some cases, the student may require ceasing their program and returning early to their home country, e.g. personal reasons, requirement to return to their studies in their home country.

The Inbound or the Regional Manager liaises with all parties involved in the exchange program (student, host family, host school, local coordinator, parents/guardians, and/or third-party partner organisation) to ensure that appropriate arrangements have been made for the program cessation and the student's safe return to their home country.

Host family

In the recruitment of host families, AIIU stipulates the duration of the program for each student, on the website and on the student's profile sent to prospective host families.

For year students, AIIU offers the option to prospective host families to host for one semester only. If the host family commits to one semester only, AIIU informs the partner organisation at the time of the placement confirmation.

If a change of host family is required and the circumstances for the change do allow for the student to remain in the same area of placement, i.e. the student's wellbeing and safety are not at risk by remaining in the same area, AIIU seeks a new host family within the local community as a priority, as it will allow the student to remain within the same community and attend the same host school.

If the student's wellbeing and safety are at risk by remaining in the same area, or if no new suitable host family can be sourced in the same area, AIIU seeks a new host family within the same region, if possible, always within the same state or territory. The change of host family implies then the change of host school.

NB: If the program involves the student being placed with more than one host family, student, host family, host school, local coordinator, parents/carers, and/or third-party partner organisation are advised of this prior to the student's first placement.

Host school

A change of host school is only permitted on the following grounds:

- A change of host family is required, and the student must be relocated to a new area for wellbeing and safety reasons.
- A change of host family is required, and the student must be relocated to a new area due to no new suitable host family being sourced in the same area.
- The original host school placement is not satisfactory; such change must be discussed and assessed with the original host school, host family, student, third-party partner organisation, parents/guardians, and pre-approved by all parties prior to the change being actioned.
- Approval must be granted by the relevant state/territory registration authority prior to the student transferring to the new host school.

INTERSTATE TRANSFER

Policy

AIIU does not support interstate transfers. Alternative arrangements for students requiring a change of host family and/or host school are always made within the same state or territory.

The only circumstances allowing an interstate transfer are:

- A change of state or territory is required for the student's wellbeing and safety.
- No suitable host family can be sourced within the same state or territory.

If an interstate transfer is absolutely necessary, a TAFE International WA Transfer Form must be completed, to advise of an interstate transfer from Western Australia or request an Acceptance Advice for Secondary Exchange Students (AASES) form for a student transferring into Western Australia.

Procedures

AIIU sources a new host family in another state or territory allowing the placement of students (reciprocal balance must be checked prior to starting the search for a new host family).

Screening and selection processes need to be successfully completed, and provisional school acceptance obtained.

AIIU liaises with the third-part partner organisation and seeks pre-approval from the parents/carers on the interstate transfer. Only restricted information on the new host family can be provided at the time for privacy reasons.

AIIU submits the request for the interstate transfer to the regulating authority of the state or territory of the initial placement and the interstate regulating authority, including:

- The exceptional circumstances supporting the request for the interstate transfer;
- Complete information on the provisional placement secured by AIIU for the student;
- The written approval from the parents/carers on the provisional interstate transfer.

Upon approval from all parties, AIIU confirms the new placement to all parties, organises the interstate transfer for the student and applies for a new AASES form with the interstate regulating authority.

Reciprocity reports are adjusted accordingly by AIIU with the regulating authority of each state or territory.

REVIEW OF POLICY

This policy will be reviewed:

- Annually
- As part of continuous improvement

Policy last reviewed	February 2026
Approved by	General Manager
Consultation/Noting	AIIU Management Team
Next scheduled review date	February 2027