

Note: This policy is subject to change at any time. Any updates will be posted on our website.

We are Gold Educational Tours (AUST) PTY LTD (ACN 659 076 365) (**GOLD**). Our team arranges International Student Cultural Exchange Programs and we are delighted to have you join our community. This Policy and Procedure for Ongoing Monitoring is part of our Host Agreement and along with the Host Screening Policy, Privacy Policy, Placement Policy, Critical Incident Policy and Procedure, makes up GOLD's terms and conditions.

This document outlines the policy and procedures for ongoing monitoring of our international students' (Guests).

It is important to note here that GOLD only assign bi-lingual staff to the task of Guest monitoring.

During orientation, all Guests are advised that if they have any concerns, or experience any problems while living in the homestay to reach out to someone in one of these ways:

- Contact GOLD through our 24 hours, 7 days a week emergency contact mobile number found in the information pack
- Speak with the GOLD School Coordinator at school (for groups only)
- Speak with a teacher at the hosting school

For Guests travelling in a group, on arrival they will meet the GOLD School Coordinator. The GOLD School Coordinator will remain with the group for the duration of their stay and will monitor the welfare of Guests accordingly. Guests travelling in a group will have a chaperone (this could be a teacher or a representative from the agency from the native country). This chaperone is our conduit to the Guest's parents, who will be contacted directly if necessary.

For Guests travelling independently, on arrival, they will meet a designator driver who has been trained in welcoming GOLD Guests. The Guest will be handed an information pack including emergency contact numbers. A GOLD staff member will personally make contact with the Guest within 24 hours of their arrival for a welfare check. These welfare checks are carried out weekly thereafter for the first month (4 weeks). For Guests on exchange programs that are longer than 4 weeks, welfare checks will continue once a term thereafter. Welfare checks are reported back to the agency's representative, or in absence of this, the parent/guardian of the Guest directly.