

UNDER 18 STUDENTS

1.0 Purpose

1.1 The purpose of this policy and procedure is to ensure

- appropriate accommodation, support and welfare arrangements for international students who are under 18 years of age; and to make sure the student is being well cared for by checking and monitoring the suitability of the arrangements on a regular basis.
- meets the requirements of Part D, Standard 5 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (<https://internationaleducation.gov.au/RegulatoryInformation/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD5.aspx>).

2.0 Scope

2.1 This procedure applies to Marketing, Admissions and Student Services Staff who are dealing with a student under the age of 18 who:

- a) resides in Australia with a parent/legal custodian or a suitable relative nominated by the parent/legal custodian who is aged at least 21; or
- b) requests the College to provide accommodation, support and general welfare arrangements for one of the following:
 - Until he/she turns 18 years of age,
 - the entire length of the student's visa if the student is only studying at the College; or
 - A period of time related to the student's studies at the College if the student has a student visa to cover multiple courses at multiple providers.

3.0 Definitions

3.1 UNDER 18 STUDENTS – Current or future student of Sydney Metro College (SMC) who is under 18 years of age.

4.0 Responsibilities

4.1 Marketing Officer/ Marketing and Admissions Officer (MAO) – At point of application for enrolment into the College and realising that the student is under 18 years of age, checks Under 18 student's

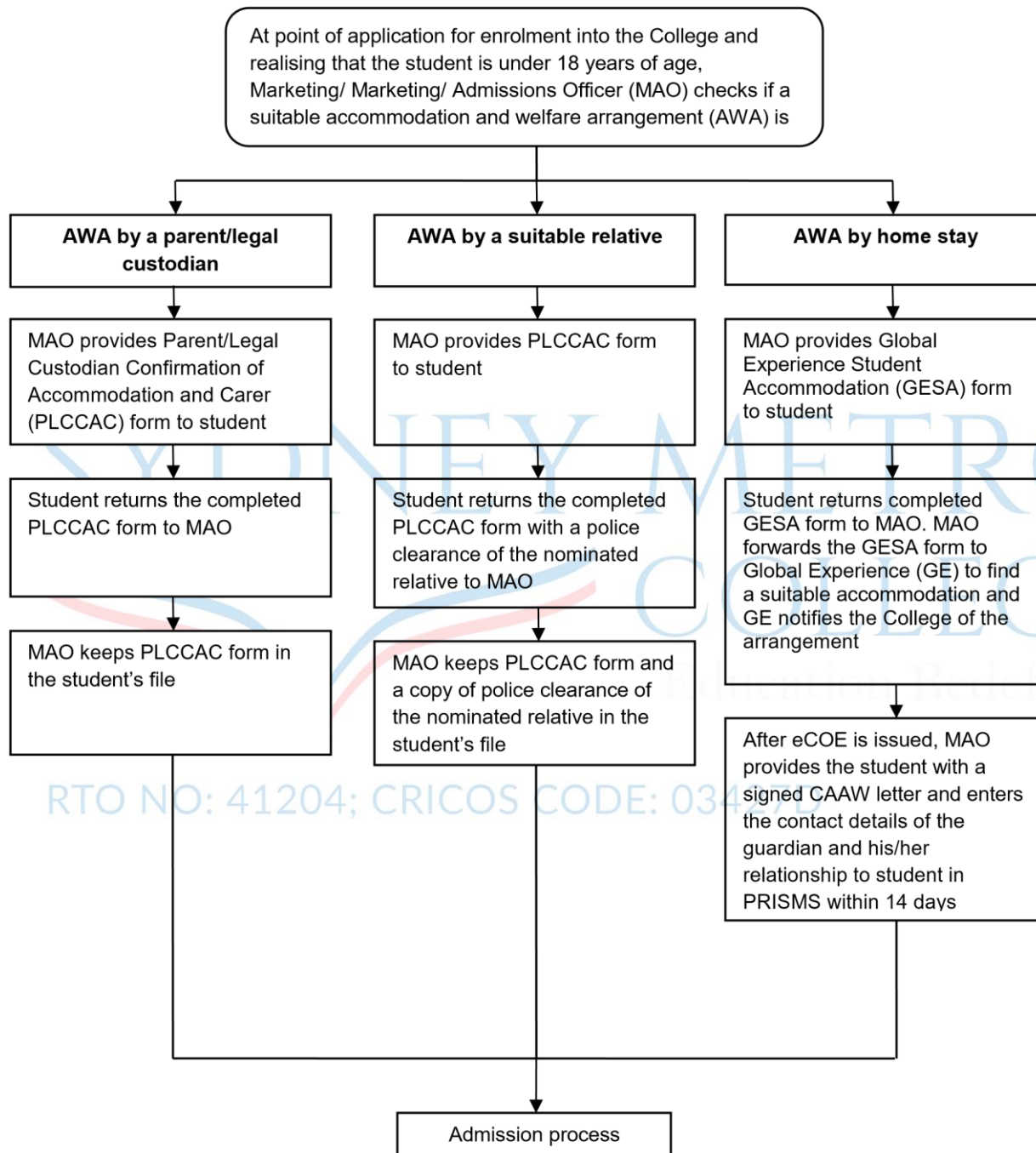
accommodation and welfare arrangement (AWA) and liaises with the student, parent/legal custodian, or accommodation agency to organise suitable AWA for the student. Provides relevant forms/letters to student and reports the initial AWA to Department of Home Affairs (DHA) (<https://www.homeaffairs.gov.au/0>) through PRISMS.

4.2 Student Services – Conducts ongoing monitoring of student’s AWA and liaises with accommodation agency to resolve any issues identified. Reports changes in AWA to Department of Home affairs through PRISMS.

4.3 The Academic Coordinator– The Academic Coordinator will ensure that the placements of under 18 students in a class of mixed-age cohorts are appropriate to the enrolment of younger students. The Academic Coordinator will ensure that under 18 students must attend morning classes only since evening classes may pose safety risks if students travel home after class.

5.0 Procedure

5.1 Procedure Flow Chart – Checking and Arranging AWA



5.2 Flow Chart Details – Checking and Arranging AWA

At point of application for enrolment into the College and realising that the student is under 18 years

of age, Marketing/ Marketing/ Admissions Officer (MAO) checks if a suitable AWA is in place for the student.

5.2.1 AWA by a parent/legal custodian

5.2.1.1 MAO provides Parent/Legal Custodian Confirmation of Accommodation and Carer (PLCCAC) form to student.

5.2.1.2 Student returns PLCCAC form (completed by parent/legal custodian) to MAO.

5.2.1.3 MAO keeps PLCCAC form in the student's file.

5.2.1.4 Admission process continues.

5.2.2 AWA by a suitable relative (nominated by student's parent/legal custodian)

5.2.2.1 MAO provides PLCCAC form to student.

5.2.2.2 Student returns PLCCAC form (completed by parent/legal custodian) with a police clearance of the nominated relative to MAO.

• The Department of Home Affairs (<https://www.homeaffairs.gov.au/trav/stud/more/welfarearrangements-under18>) has a list of relatives they consider appropriate carers. They must be one of the following:

- Brother, sister, step-brother, step-sister, step-parent, grandparent, step-grandparent, aunt, uncle, step-aunt, stepuncle, niece, nephew, step-niece or step-nephew.

• They must also:

- Be aged over 21
- Be eligible to remain in Australia until their visa expires or the student turns 18 (whichever happens first)
- Show that they are of good character, by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16.

5.2.2.3 MAO keeps PLCCAC form and a copy of police clearance of the nominated suitable relative in the student's file.

5.2.2.4 Admission process continues.

5.2.3 AWA by home stay (arranged by accommodation agency and approved by the College)

5.2.3.1 MAO provides Global Experience Student Accommodation (GESA) form to student.

5.2.3.2 Student returns completed GESA form to MAO and MAO forwards the GESA form to Global Experience (GE) to find a suitable accommodation. GE notifies the College of the AWA arrangement, including the contact details and any other necessary information regarding the guardian.

5.2.3.3 After eCOE is issued, MAO provides the student with a signed Confirmation of Appropriate Accommodation and Welfare (CAAW) letter confirming the beginning and end dates that the College accepts responsibility. MAO also enters the contact details of the guardian and his/her relationship to the student in PRISMS within 14 days of accepting student.

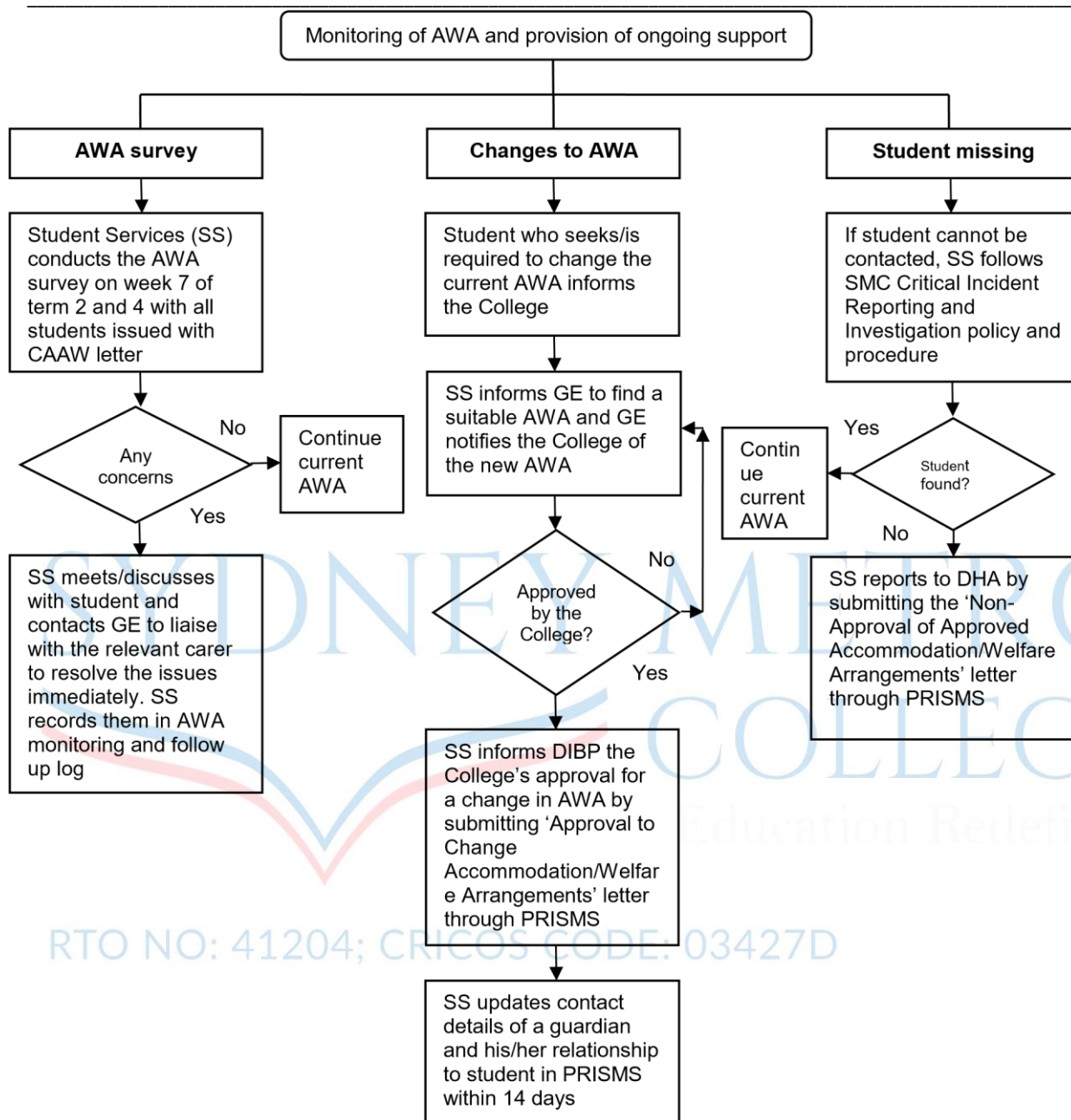
- The duration of the College's responsibility routinely commences 7 days prior to the COE start date and ends either:
 - 7 days after the COE end date;
 - When student turns 18 years of age;
 - When student leaves Australia; or
- When the College no longer approves of the welfare arrangement.

5.2.3.4 Admission process continues.

5.3 Process Flow Chart – Monitoring of AWA and provision of ongoing support



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5.4 Flow Chart Details - Monitoring of AWA and provision of ongoing support

5.4.1 AWA Survey

5.4.1.1 On week 7 of term 2 and 4, Student Services (SS) conducts an AWA Survey to ensure the students issued with a CAAW letter are in appropriate care for their age and situation (Refer to Survey and Reporting Mandatory Data to Regulatory Body Procedure on how to conduct the AWA survey).

5.4.1.2 If any issues/concerns are identified, SS meets/discusses with the student and contacts GE to liaise with the relevant carer to resolve the issues/concerns identified immediately. SS records them in AWA Monitoring and Follow up Log.

5.4.2 Changes to AWA

5.4.2.1 If a student subsequently seeks or is required to change the current AWA made, the student must inform the College.

5.4.2.2 SS informs GE to find a suitable AWA and GE notifies the College of the new AWA, including the contact details and any other necessary information regarding the guardian.

5.4.2.3 Once new AWA is approved by the College, SS informs DHA of a change in AWA which the College supports/approves by using the 'Approval to Change Accommodation/Welfare Arrangements' letter in PRISMS.

- To advise DHA of non-approval of arrangements, SS uses the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter in PRISMS.

5.4.2.4 SS updates contact details of a guardian and his/her relationship to student in PRISMS within 14 days.

5.4.3 Student missing

5.4.3.1 If a student has gone missing from the approved accommodation and cannot be contacted, SS follows SMC Critical Incident Reporting and Investigation Policy and Procedure.

5.4.3.2 If, after a reasonable period, the student has not been found, SS should report the student's breach of visa condition to DHA by submitting the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter through PRISMS.

5.5 Key requirements

- The Department of Home Affairs (DHA) must be satisfied that appropriate welfare arrangements are in place for under-18 students before a visa is granted.
- A parent, a nominated suitable relative or an education provider must be responsible for the welfare of younger international students while in Australia.
- If a parent or suitable nominated relative takes responsibility for the welfare arrangements of the student, National Code Standard 5 does not apply and providers do not need to complete a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.
- Should neither a parent nor a suitable relative be in Australia to directly provide for the welfare of a student, and the education provider accepts the student, the provider must approve suitable accommodation and welfare arrangements.
- Where the College terminates, suspends or cancels the enrolment of the student, the College must continue to check the suitability of arrangements for that student until:
 - The student is accepted by another provider and that provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
 - The student leaves Australia;
 - Other suitable arrangements are made that satisfy the Migration Regulations; or
 - The College reports that it can no longer approve of the arrangements for the student.

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6.0 References

6.1 Under 18 Students Policy

6.2 Student entry requirements, selection, enrollment and orientation policy

6.3 Critical Incident Policy

6.6 Stakeholder Feedback Policy

7.0 Appendices

7.1 Parent/Legal Custodian Confirmation of Accommodation and Carer Form

7.2 Global Experience Student Accommodation Form

7.3 Accommodation and Welfare Arrangements Survey Form

7.4 Accommodation and Welfare Arrangement Monitoring and Follow Up Log

7.5 Confirmation of Appropriate Accommodation and Welfare Letter (PRISMS)

7.6 Approval to Change Accommodation/Welfare Arrangements Letter (PRISMS)

7.7 Non-Approval of Appropriate Accommodation/Welfare Arrangements Letter (PRISMS)



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