



# UNDER EIGHTEEN (18) INTERNATIONAL STUDENT WELFARE PROCEDURE

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:
7	Student Services Manager	29 November 2024	29 November 2024	29 November 2026
Policy Custodian:	Student Services Manager	Document No:	PR-UOWC-19.1	
Purpose:	The purpose of this procedure is to demonstrate the process and operationalise UOWCA's compliance with the <i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018</i> , specifically regarding the provision of accommodation, support, and general welfare for International Students on a Student visa under the age of eighteen (18).			
Scope:	<b>UOWGE</b> ✓ <b>UOWCA</b> ✓ <b>UOWD</b> <b>UOWCHK</b> <b>UOWMKDU</b>			
	This procedure applies to staff involved in processes related to the provision of accommodation, support and general welfare of international Students under the age of eighteen (18), including specific processes for those international Students under the age of eighteen (18) for whom UOW College Australia (UOWCA) has agreed to take on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements.  This procedure only applies to International Students under the age of eighteen (18) who possess a Confirmation of Appropriate Accommodation and Welfare (CAAW) issued by UOWCA.  This Policy does not apply to Vocational Diploma of Nursing International students under the age of eighteen (18) as the minimum age for Diploma of Nursing is eighteen (18) years of age.			
Related Documents:	Academic Integrity and Student Conduct Policy Admissions Policy Assessment of Host Family and Accommodation Inspection Procedure Attendance Policy Confirmation of Appropriate Accommodation and Welfare Form Course Progression Policy Critical Incident Policy			



	<p>Entry Requirements Table</p> <p>Homestay Policy</p> <p>Information Release Form</p> <p>Privacy Policy</p> <p>Sexual Harm Response and Sexual Harassment Prevention Policy</p> <p>Support for Students Policy</p> <p>Under 18 International Homestay Students Travel Application Form</p> <p>Under Eighteen (18) International Student Welfare Policy</p>
<p><b>References and Legislation:</b></p>	<p><i>Education Services for Overseas Student Act 2000 (Cth)</i></p> <p><i>Form 157N Nomination of a Student Guardian to your application</i></p> <p><i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018</i></p> <p><i>Working with Children's Check (WWCC)</i></p>



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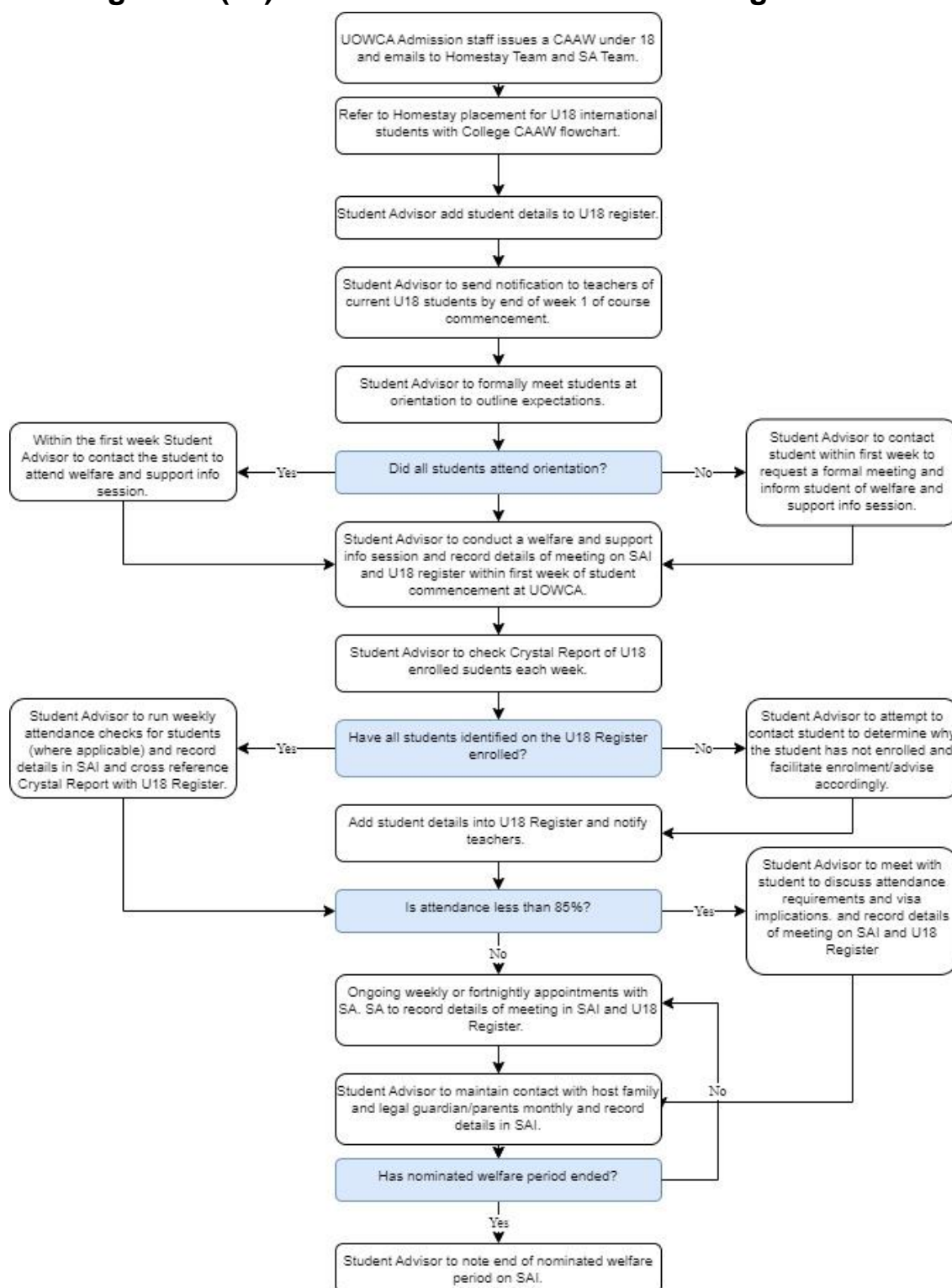


## 1. Definitions

<b>Word/Term/Acronym:</b>	<b>Definition:</b>
Agreement for Services	The agreement between UOWCA and UOWCA Homestay for the provision of homestay accommodation.
CAAW	Confirmation of Appropriate Accommodation and Welfare.
Homestay Unit Delegate	A representative from UOWCA Homestay who arranges homestay accommodation for the Student.
Nominated Welfare Period	The period for which UOWCA has taken on responsibility for approving arrangements for the Student's accommodation, support and general welfare.
PRISMS	Provider Registration and International Student Management System.
Staff	Full-time, fixed term, part-time, sessional and casual Employees of UOW Global Enterprises (UOWGE) and/or UOW College Australia (UOWCA).
Student	Any international person under the age of eighteen (18) who is enrolled in a course or program offered at, or in conjunction with UOWCA. For Vocational, this may be referred to as learner.
Teacher	An Employee who carries out teaching or training responsibilities for UOWCA under the authority of a Head of Program, Course Coordinator or Subject Coordinator.
Relative	Department of Home Affairs refers to a Relative as the following: <ol style="list-style-type: none"><li>1. A grandparent, brother, sister, aunt, uncle, niece or nephew, or a step-grandparent, stepbrother, stepsister, step-aunt, step-uncle, step-niece or step-nephew;</li><li>2. Nominated by a parent of the applicant or a person who has custody of the applicant;</li><li>3. Aged at least twenty-one (21); and</li><li>4. Of good character; and</li><li>5. An Australian citizen, permanent resident or be eligible to remain in Australia until the overseas student's visa expires or the overseas student turns eighteen (18) years of age (whichever happens first).</li></ol>
Supporting Documentary Evidence	<ol style="list-style-type: none"><li>1. Copy of Legal Guardian's Passport;</li><li>2. 100 point Identification (ID) of the Relative; and</li><li>3. Itinerary (including return date).</li></ol>

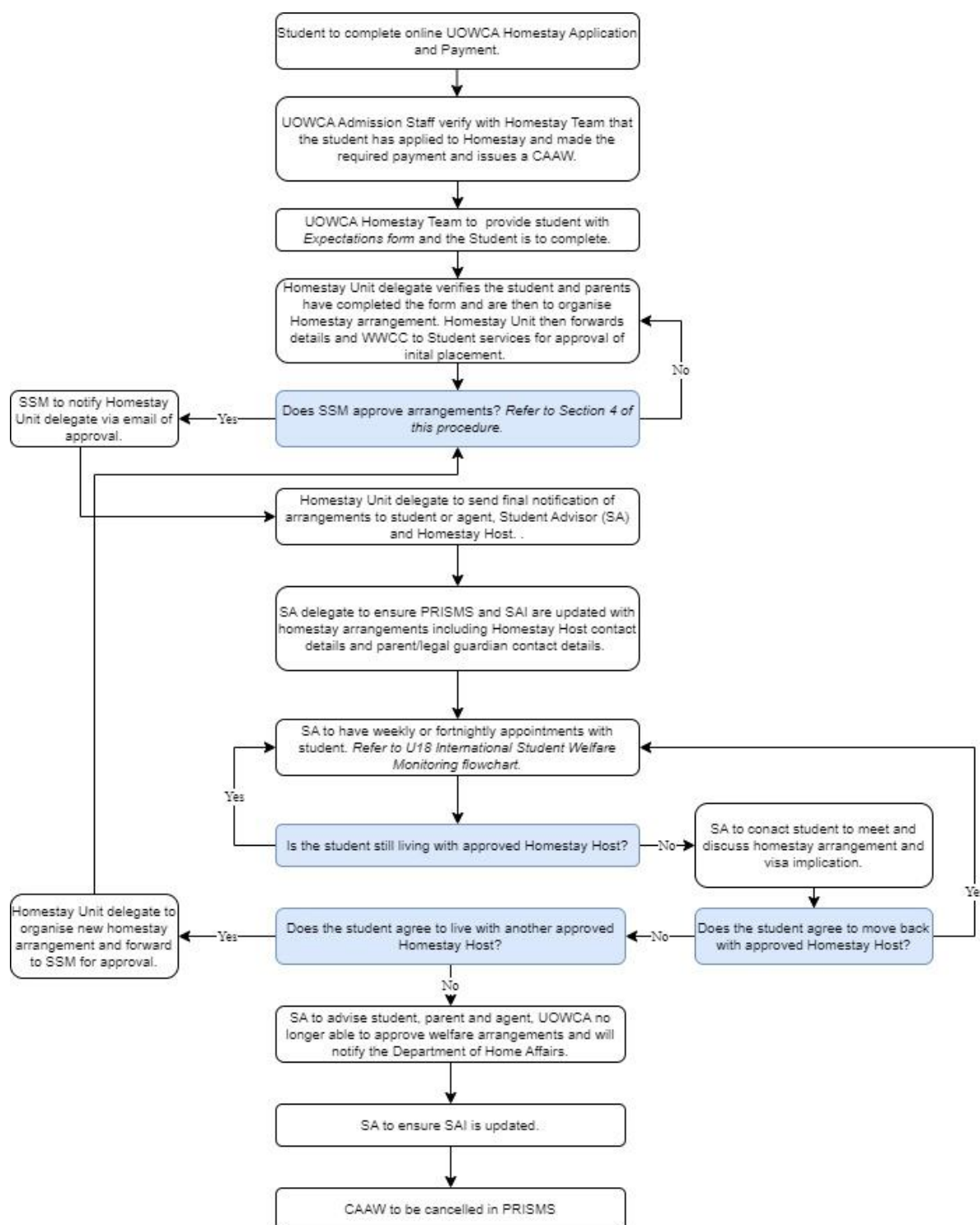


## 2. Under Eighteen (18) International Student Monitoring





### 3. Accommodation for Under Eighteen (18) International Students with UOWCA CAAW





## 4. Roles and Responsibilities

Officer:	Responsibility:
<b>UOWCA Admissions Team</b>	<ol style="list-style-type: none"><li>1. Students under the age of eighteen (18) upon submitting an application to study at UOWCA, UOW College Admission Staff must inform the Student or agent of the following support and welfare arrangements that are required under the Migration Regulations:<ol style="list-style-type: none"><li>a. Whether the Student will be accompanied by a parent or legal guardian and will reside with them in Australia for the duration of their studies or until they turn eighteen (18) years of age, or;</li><li>b. Nominate UOWCA to provide accommodation, support and welfare arrangement for the duration of their studies or until they turn eighteen (18) years of age.</li></ol></li><li>2. UOW College Admission Staff must include the following information in the offer letter:<ol style="list-style-type: none"><li>a. Information on UOWCA Homestay where Students can apply for accommodation and welfare arrangements; and</li><li>b. Guardianship arrangements to be approved by the Department of Home Affairs where the student is required to complete the Department of Home Affairs <i>Form 157N Nomination of a Student Guardian to your application</i>.</li></ol></li><li>3. Where the Student nominates UOWCA to provide accommodation and welfare arrangements, UOWCA Admissions must include the contact details of UOWCA Homestay.</li></ol>
UOWCA Homestay Team	<ol style="list-style-type: none"><li>1. Students under the age of eighteen (18) for whom UOWCA has agreed to take on responsibility for approving the accommodation, support and general welfare, UOWCA will provide approved accommodation through the UOWCA Homestay program.</li><li>2. UOWCA Homestay must verify that the accommodation arranged is appropriate to the Student's age and needs prior to the accommodation being approved and maintain a record of this verification.</li><li>3. UOWCA Homestay must undertake ongoing verification at least every six (6) months that the approved accommodation continues to be appropriate to the Student's age and needs and maintain appropriate records of this verification.</li><li>4. UOWCA Homestay must ensure that the obligations outlined in the Agreement for Services have been met prior to placing an under eighteen (18) year old Student with a Homestay Host.</li><li>5. UOWCA Homestay must ensure that Working With Children Check (WWCC) have been conducted and verified from all individuals over</li></ol>



	<p>the age of eighteen (18) residing at the approved accommodation and appropriate WWCC records are maintained.</p> <p>6. If UOWCA enrolls an under eighteen (18) Student who has welfare arrangements approved by another registered provider, UOWCA Homestay must:</p> <ol style="list-style-type: none"><li>Negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap; and</li><li>Inform the Student of their visa obligation to maintain their current welfare arrangements until the transfer date or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangement takes effect.</li></ol>
Teachers	<p>1. Teachers are to notify Student Advisors each time an under eighteen (18) year old Student is absent from class or any arising issues via email, Webex or phone messages.</p>
Student Advisors	<p>1. Student Advisors must record the names and contact details of the under eighteen (18) Student's Homestay Host, parent(s) or legal guardian(s) in the UOWCA Student Management System (SAI) at the time of Confirmation of Appropriate Accommodation and Welfare (CAAW) letter issue.</p> <p>2. Student Advisors will provide students with the following information at the Under eighteen (18) Welfare and Support Information Session:</p> <ol style="list-style-type: none"><li>Whom to contact in emergency situations, including relevant contact numbers at UOWCA; and</li><li>How to seek assistance and report any incident or allegation involving actual or alleged sexual harassment and assault, physical or other abuse.</li></ol> <p>3. This information will be explained to students verbally and issued in writing.</p> <p>4. Upon the initial meeting with the Student, SA are to schedule a fortnightly appointment where the Student must attend.</p> <p>5. If a Student does not attend an appointment as requested, SA are to contact the Student that day following the specified meeting deadline. SA will attempt to contact Students who do not attend requested meetings via:</p> <ol style="list-style-type: none"><li>Phone calls; or</li><li>SMS.</li></ol> <p>6. If a Student does not respond to phone calls or SMS, contact with the Student will be attempted through, either:</p> <ol style="list-style-type: none"><li>SA to approach Student during class; and/or</li><li>Teacher to send/escort Student to SA during or after class.</li></ol> <p>7. If contact with the Student has not been established on the first day after the specified meeting deadline, the SA or Student Services Manager are to phone</p>





	<p>the Homestay Host on the next day to establish the student's wellbeing. SA or Student Services Manager may request Homestay Host bring the student into UOWCA.</p> <p>8. If contact with the Student has not been established by the end of the second day after the specified meeting deadline and the SA or Student Services Manager has been unable to confirm the Student's wellbeing with the Homestay Host, the <i>Incident Management Policy</i> and procedure are to be implemented.</p> <p>9. The SA must advise the Department of Home Affairs:</p> <ul style="list-style-type: none"><li>a. As soon as practicable if the Student will be cared for by a parent or nominated Relative approved by the Department of Home Affairs and a CAAW is no longer required; and</li><li>b. Within 24 hours if UOWCA Homestay is no longer able to approve the Student's welfare arrangements.</li></ul> <p>10. If UOWCA Homestay is no longer able to approve the welfare arrangements of a Student, the SA must make all reasonable efforts to ensure that the Student's parents or legal guardians are notified immediately.</p>
Student Services Manager- Guidelines for Approval of Arrangements	<p>1. Where it is proposed that a Student be placed with a Homestay Host, the Student Services Manager must have received confirmation from the Homestay Unit delegate that an audit and all Working with Children Checks (WWCC) of the proposed Homestay Host and family have been completed prior to approval being given.</p> <p>2. Where a WWCC has expired, the Student Services Manager may grant provisional approval to the homestay placement subject to the Homestay Host having already recommenced the WWCC process via the relevant authority, and the WWCC being granted prior to the arrival of the Students.</p>



## 5. Suspension or Cancellation of Enrollment

- 5.1. In the case where UOWCA terminates, suspends or cancels the enrolment of a Student to whom it has issued a CAAW Letter, UOWCA will continue to check the suitability of arrangement for that Student until:
1. The Student is accepted by another registered provider and that registered provider takes over responsibility for approving the Student's accommodation, support and general welfare arrangements;
  2. The Student leaves Australia;
  3. Other suitable arrangements are made that satisfy the Migration Regulations; or
  4. The registered provider reports under the *National Code Standard 5.1.d* that it can no longer approve of the arrangements for the Student.
- 5.2. UOWCA will report to the Department of Home Affairs through PRISMS that UOWCA can no longer approve the arrangements. This instance will only occur, where all other attempts to assist the Student to maintain appropriate arrangements have been exhausted.

## 6. Travel Requests

- 6.1. Students are required to submit a *Under 18 International Homestay Students Travel Application Form* seven (7) days prior to proposed travel dates with Supporting Documentary Evidence to the Student Services Manager.
- 6.2. UOWCA will send written notification of approval or refusal to the International Student and Legal Guardian.
- 6.3. UOWCA reserves the right to refuse the travel request.

## 7. Change History

Version	Approved By	Date Effective	Amendment
1	Ian Tobin	14/09/11	Complete review of procedure migrated to new template
2	Felix Lanceley	24/08/12	Section 8: updated to note SA orientation sessions are informal, reduced attendance requirement for students to meet with SA from 90% to 85%, crystal reports run weekly instead of once/cycle.



3	Julie Renwick	01/08/14	Migrated to new template. Updated flowcharts to reflect changes to UniAdvice and College workflows.
4	General Manager	20/05/2015	Merge to new template, including revision of titles, formatting, branding.
5	Student Services Manager	19/04/2018	National code 2018 Standard 5. Amend flow charts and procedures to U18s welfare and support information sessions. Remove the guardianship terminology as UOWC has no legal relationship to U18 student.
6	Student Services Manager	18/07/2022	Convert workflow chart in sections 4 and 5 to the new format. Change initial meetings within 2 weeks to week 1. Add UOWC Admissions to section 6.1.
7	Student Services Manager	18/11/2024	Convert workflow chart in sections 2 and 3.