



# UNDER EIGHTEEN (18) INTERNATIONAL STUDENT WELFARE POLICY

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:						
1	UOWCA General Manager via UOWCA Deputy General Manager & Director Global Programs	29 November 2024	29 November 2024	29 November 2025						
Policy Custodian:	Student Services Manager		Document No:	UOWC-SS-POL-132						
Purpose:	The purpose of this Policy is to ensure compliance with the <i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018</i> with respect to the provision of accommodation, support and general welfare of international Students on a Student visa under the age of eighteen (18).									
Scope:	UOWGE		UOWCA		UOWD		UOWCHK		UOWMKDU	
	This policy 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 1994 for approving the accommodation, support and general welfare arrangements.  This policy only applies to international Students under the age of eighteen (18) who possess a Confirmation of Appropriate Accommodation and Welfare (CAAW) issued by UOWCA.									
Related Documents:	Academic Integrity and Student Conduct Policy Admissions Policy Assessment of Host Family and Accommodation Inspection Procedure Attendance Policy Course Progression Policy Critical Incident Policy Entry Requirements Table Homestay Policy Leave, Suspension and Cancellation Policy Information Release Form Privacy Policy Sexual Harm Response and Sexual Harassment Prevention Policy Support for Students Policy Under 18 International Homestay Students Travel Application Form Under Eighteen (18) International Student Welfare Procedure									
References and Legislation:	<i>Education Services for Overseas Student Act 2000 (Cth)</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i>									



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## 1. Definitions

<b>Word/Term/Acronym:</b>	<b>Definition:</b>
Agreement for Services	The agreement between UOWCA and UOWC 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.
Employee	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);</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>



## 2. Admission and Guardianship

- 2.1. Prior to a Student arriving, UOWCA must verify and approve all Homestay arrangements for Students who have received a CAAW from UOWCA.
- 2.2. Students on a UOWCA CAAW must comply with the specified welfare and accommodation arrangements. Refer to Under Eighteen (18) International Student Welfare Procedure for more information.
- 2.3. Students on a Student visa who have a legal guardian approved by the Department of Home Affairs, must inform UOWCA.
- 2.4. To enrol an international student under the age of seventeen (17) in a Foundation Program (where the minimum acceptable age is 16) UOWCA must apply for an exemption through TEQSA and detail the arrangements in place to support the Student. Refer to the Admissions Policy for more information.

## 3. Accommodation under UOWCA CAAW

- 3.1. Students must reside in accommodation approved by UOWCA Homestay until the Student turns eighteen (18) years of age.
- 3.2. Regular checks and inspections will be conducted to ensure that the accommodation provided is safe and secure, and conducive to the wellbeing of Students under the age of eighteen (18). Refer to the *Homestay Policy* and the [Under Eighteen \(18\) International Student Welfare Procedure](#) for more information.
- 3.3. Changes to approved accommodation where CAAW was issued:
  1. Students must obtain written consent prior from their legal guardian and submit to UOWCA for approval.
  2. UOWCA is under no obligation to approve any changes to a Student's accommodation arrangement.
  3. If UOWCA terminates a Student's welfare arrangements due to policy breaches as outlined in Section 9 of this Policy, UOWCA is required to promptly notify the Student's legal guardians
- 3.4. Travel Requests:
  1. Students are required to notify UOWCA seven (7) days prior to proposed travel dates with supporting documentation.
  2. UOWCA will notify the Student and Legal guardian of the outcome in writing.
  3. UOWCA reserves the right to refuse all travel requests.

## 4. General Welfare and Support

- 4.1. UOWCA will provide specific orientation sessions for Students under the age of eighteen (18).
- 4.2. A designated staff member or support team will be responsible for overseeing the welfare and wellbeing of Students. This includes but not limited to, regular check ins, counselling services, and assistance with any personal or academic concerns.
- 4.3. Students are provided contact information in cases of emergency situations, critical incidents (sexual, physical or other abuse) including contact numbers of nominated staff members or service providers. Refer to the Sexual Harm Response and Sexual Harassment Prevention Policy and Incident Management Policy for more information.



- 4.4. In cases where UOWCA is notified that a Student has gone missing and cannot be contacted, the Incident Management Policy will apply.
- 4.5. Academic Support:
  1. Tailored academic support services will be available for Students, including but not limited to, additional tutoring, language assistance and counselling to ensure Students successfully integrate into UOWCA. Refer to the *Support for Students Policy* for more information.
  2. A designated staff member or support team will monitor the academic progress and engagement of the Student whilst also identifying 'At Risk' Students early. Refer to the *Course Progression Policy* for more information.
  3. Students are required to attend support meetings with the UOWCA Student Advisors and UOWCA Students Service Manager.
- 4.6. Safety and Security:
  1. UOWCA regularly reviews safety and security protocols.
  2. UOWCA will provide Students with UOW Security phone numbers, SafeZone app and available services on orientation.
  3. Students are not permitted to leave the campus before 3pm.
  4. Students staying overnight with a Relative must be at the residence by 6:30pm.
  5. Students who are undertaking external employment, must only work between the hours of 8:30am to 6:30pm.
  6. Students are not permitted to work after 6:30pm or after hours.
  7. Students must provide UOWCA with information regarding their external employment and employer details.

## 5. Communication and Reporting

- 5.1. UOWCA will communicate and share information with the Student's legal guardian to ensure they are informed including but not limited to the Student's academic progress, attendance, wellbeing and any other significant events. Refer to the *Privacy Policy* and the *Information Release Form* for more information.
- 5.2. UOWCA will not process any changes to a Student's enrolment or approve a leave request without prior written consent from their legal guardian.
- 5.3. UOWCA will report any incidents, concerns or emergencies involving the Student immediately to their legal guardian.
- 5.4. Legal guardians and Students are responsible for ensuring all contact information provided to UOWCA is up to date and current.

## 6. Student Welfare Arrangements Following Suspension or Cancellation

- 6.1. 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 the 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.
- 6.2. 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.
  - 6.3. UOWCA will notify Department of Home Affairs of any change to a Student's accommodation arrangements.
  - 6.4. If UOWCA reports to Department of Home Affairs a change that has not been approved by UOWCA, the Student will be in breach of their Student visa condition and their visa may be cancelled by Department of Home Affairs.

## **7. Transfer to another registered provider**

- 7.1. Staff and Students are to refer to UOWCA's *International Student Transfer Between Providers Policy* for requirements for Students who seek to transfer to another education provider.

## **8. Breach of Policy**

- 8.1. Students who breach in this Policy, will be required to meet with UOWCA's Student Services Manager.
- 8.2. The Student Services Manager will notify the Student's legal guardian of the meeting and the related breaches.

## **9. Change History**

<b>Version</b>	<b>Approved By</b>	<b>Date Effective</b>	<b>Amendment</b>
1	UOWCA Deputy General Manager & Director Global Programs	29/11/2024	New Policy implemented.