

## International Students Under 18 Procedure

### 1 Purpose

To provide information to students and staff about College procedures to ensure the care, welfare and support of younger international students who are under 18 years of age.

### 2 Scope

The Procedure applies to:

- (a) all international students who are under 18 when they commence their studies;
- (b) prospective students who will be under 18 when they commence their studies; and
- (c) all staff at UNSW College.

### 3 Accommodation and welfare arrangements

#### 3.1 Application

- (a) At the time of application, or at least four (4) weeks prior to commencing studies (whichever is earlier), all international students under 18 nominate whether:
  - i. they will be living in Australia with a parent;
  - ii. they will be living in Australia with a relative aged over 21 (requires DHA approval); or
  - iii. they require a Confirmation of Appropriate Accommodation and Welfare (CAAW) arrangement from the College (see [CAAW Form](#)).
- (b) If a CAAW arrangement is nominated, the student must provide proof that they have booked and paid one of the College's approved residence or homestay providers (see [CAAW Form](#)).

#### 3.2 CAAW letter

- (a) When the Admissions team receives confirmation of the student's booking from the approved residence or homestay provider, it will issue a CAAW letter with the student's Confirmation of Enrolment (CoE). The CAAW letter sets out the dates (welfare period) for which the College accepts responsibility for the accommodation and welfare arrangements of the student.
- (b) The welfare period on the CAAW letter for packaged and non-packaged programs will begin 14 days before the start of the program and end when the student turns 18, or 7 days after the end date of the CoE, whichever is the earlier.
- (c) Students are not permitted to arrive in Australia before the start date of the CAAW arrangement. Students must book an airport transfer with the College-approved transfer company, go directly to their residence or homestay upon arrival and comply with a 10pm daily curfew during their stay.

- (d) For students on a package which includes a UNSW program, the College will be responsible for the CAAW arrangement in any gap between programs until the start date of the UNSW CAAW arrangement or until the student turns 18.
- (e) If a student's enrolment is suspended or cancelled, even if the appeal period for that action has ended, the CAAW arrangement will continue until:
  - i. the student's parent or a guardian approved by DHA takes over their care;
  - ii. the student transfers to another registered provider's CAAW arrangement;
  - iii. the student turns 18;
  - iv. the student leaves Australia;
  - v. the College cannot contact the student (in which case the [Critical Incident Policy](#) and [Critical Incident Procedure](#) will apply); or
  - vi. the College is no longer able to approve the CAAW arrangement (in which case it must inform the student's parent or legal guardian immediately and DHA via PRISMS within 24 hours).

#### **4 Changes to CAAW arrangement**

- (a) All under 18 students issued with a CAAW letter must obtain approval from the College if they wish to make changes to their approved accommodation arrangements.
- (b) The College will provide guidance to the student on how they might resolve their accommodation issues. If the College approves a change, it will:
  - i. assist the student to complete a Request to Change Accommodation Form;
  - ii. inform the student's parent or legal guardian; and
  - iii. notify DHA as soon as practicable.
- (c) If the College does not approve the change and the student proceeds with it, the student is at risk of breaching of their student visa and should obtain their own advice. In this instance, the College will advise DHA.

#### **5 Student transfers to another registered provider**

- (a) Under 18 students who wish to transfer to another provider before the end date on the College CAAW letter must, with their parent or legal guardian:
  - i. arrange a suitable accommodation and welfare arrangement in consultation with the new provider; and
  - ii. inform a College Student Support Adviser in writing.
- (b) The Student Support Adviser will:
  - i. negotiate the transfer date for the accommodation and welfare arrangement with the new provider, to ensure there is no gap in support;
  - ii. inform the student of their obligation to maintain their current CAAW arrangement until the date the new arrangement begins; and

- iii. cancel the CAAW letter issued by the College.
- (c) For under 18 students who transfer to the College from another provider, the College will ensure there is no gap in accommodation and welfare arrangements and inform the student that they need to maintain an approved arrangement until the College's arrangement takes effect.

## **6 Monitoring welfare arrangements**

### **6.1 Orientation Session**

The College will provide a specific orientation session for under 18 students where they will be provided information regarding the approval of accommodation and welfare arrangements and the help available to adjust to their new academic and living environment.

### **6.2 Meetings and appointment**

The College will monitor the accommodation and welfare arrangements of under 18 students through scheduled meetings. These meetings will occur on a regular basis or otherwise by prior appointment. Under 18 students are encouraged to discuss any concerns they may have about their accommodation, academic progress, or any other issues that may affect their wellbeing, by speaking to a Student Support Adviser or emailing [studentsupport@unswcollege.edu.au](mailto:studentsupport@unswcollege.edu.au).

### **6.3 Holidays and absences**

The College requires under 18 students to obtain approval from Student Support for any period during which they are not in their approved accommodation, including when leaving Australia for holidays. Parent or legal guardian consent is also required (see [Under 18 Temporary Leave Departure Form](#)).

### **6.4 Missing students**

In the case where the College is notified that a student has gone missing and cannot be contacted, the [Critical Incident Policy](#) will apply.

### **6.5 Contact with Student Support**

Under 18 students should check their College email regularly for important updates and notify the College promptly about any change in contact details for themselves, their parents or guardians.

## **7 Accommodation through a third-party provider**

- (a) The College is party to agreements with a range of accommodation and homestay providers based on the College's standard form contract. Under these agreements, these providers have a range of obligations, including to:
  - i. provide accommodation services in a diligent, ethical and professional manner;
  - ii. permit the College to inspect its premises on reasonable notice;
  - iii. take all reasonable precautions to minimise health and safety risks;

- iv. ensure premises are staffed appropriately to provide appropriate supervision;
  - v. monitor access to the premises and provide security staff and infrastructure;
  - vi. enforce students' daily curfew and keep records of non-compliance; and
  - vii. notify the College of any circumstances giving rise to concerns about the health, safety or wellbeing of an under 18 student.
- (d) The Student Support team will seek advice from the Legal & Compliance team when negotiating accommodation or homestay provider agreements with new providers or amending agreements with existing providers.

## 8 Roles and responsibilities

Role	Responsibility
Admissions staff	Ensure all procedures for international students under 18 are complete prior to issuing a CoE and, if required, the CAAW letter.
Accommodation team	Where a CAAW is required, an Accommodation Officer will arrange the student's accommodation.
Student Support team	Supervise CAAW arrangements and meet and correspond regularly with under 18 students to ensure their welfare needs are being met.
Teachers	Monitor student absences and inform Student Support about missing students.
Academic Heads /Academic Services	Monitor under 18 students' academic progress and notify Admissions and Student Support teams of unsatisfactory progress
Legal & Compliance	Advise Student Support in negotiations of Accommodation Provider Agreements and Homestay Provider Agreements

## 9 Definitions

Definitions and Acronyms	
Confirmation of Appropriate Accommodation and Welfare or CAAW	Statement signed by the College and sent to prospective students to accompany their application for a student visa to study in Australia.
Confirmation of Enrolment or CoE	A document registered with DHA to confirm a student's acceptance into a particular program for a specific duration.
Department of Home Affairs or DHA	Australian Government department with responsibilities for national security, law enforcement, border control, immigration, refugees, citizenship, transport, security and multicultural affairs.
International student	A student who is not a citizen or permanent resident of Australia or holder of a humanitarian visa, or citizens of New Zealand who are not eligible to be a Commonwealth supported student.

Provider Registration and International Student Management System or PRISMS	The database system used for the purpose of receiving and storing information about international students with respect to the Education Services of Overseas Students Act 2000 (Cth).
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Related Policy Documents and Supporting Documents	
Legislation	<ul style="list-style-type: none"> <li>• <a href="#">ESOS National Code</a></li> </ul>
Policy	<ul style="list-style-type: none"> <li>• <a href="#">Critical Incident Policy</a></li> <li>• <a href="#">Recognised Prior Learning and Credit Transfer Policy</a></li> <li>• <a href="#">Attendance Monitoring Policy</a></li> </ul>
Procedures	<ul style="list-style-type: none"> <li>• <a href="#">Recognised Prior Learning and Credit Transfer Procedure</a></li> <li>• <a href="#">Student Misconduct Procedure</a></li> </ul>
Local protocols	<ul style="list-style-type: none"> <li>• <a href="#">Under 18 Students Care Arrangement Form</a></li> <li>• <a href="#">Guardianship Letter</a></li> <li>• <a href="#">Orientation Form</a></li> <li>• <a href="#">Under 18 Students Interview Form</a></li> <li>• <a href="#">Under 18 CAAW Letter Request Form</a></li> <li>• <a href="#">Under 18 Request to Change Accommodation Form</a></li> <li>• <a href="#">Under 18 Temporary Leave Departure Form</a></li> <li>• <a href="#">Under 18 Nominated Homestay Guidelines</a></li> <li>• <a href="#">Approved Accommodation Providers</a></li> <li>• <a href="#">Temporary Stay with a Parent or Relative Consent Form</a></li> <li>• <a href="#">Under 18 Holiday Request Assessment Guidelines</a></li> <li>• <a href="#">U18 Students Transition to UNSW Form</a></li> </ul>
Precedents	<ul style="list-style-type: none"> <li>• <a href="#">Accommodation Provider Agreement</a></li> <li>• <a href="#">Homestay Provider Agreement</a></li> </ul>

## Policy Governance

International Students Under 18 Procedure	
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Responsible Officer	Head of Student Experience
Contact Officer	Head of Student Experience
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## Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1	Executive Director, Students – Jacqueline Clements	15 August 2023	17 August 2023	N/A

Please visit our website to ensure that you have the latest version of this Procedure. Policies and procedures are available at: [unswcollege.edu.au/about/policies](https://unswcollege.edu.au/about/policies)