

Under 18 student Admission and Welfare Procedure

Policy Owner	Principal Executive Officer		
Document Management	Marketing and Administration		
Date Approved	July 2017		
File Name	SMP14 Under 18 Policy and Procedure (Admission, Welfare and Accommodation)	Version	1.1
Last update	15/12/2018		
Revision Date	14/12/2019		

Purpose

International students under 18 years must have appropriate accommodation and welfare arrangements in place before they can obtain a student visa and commence Sydney City College of Management studies. These procedures provide the steps an international student's parents/guardian and the College are to take to protect the personal safety and social well-being of the student where the College is to accept responsibility for the student's accommodation and welfare while they are under 18 years. The procedures have been developed to comply with Standard 5 of the Code. The procedures apply to international students who will be under 18 years of age at the date they commence their course at the college and who intend to study on a student visa. The procedures are to be read in conjunction with relevant SCCM policies.

Procedure

Under the Admission_policy, the college may admit an international student who will be under the age of 18 years when they commence their course and who intends to study on a student visa, where the student:

- a. meets other admission requirements;
- b. is of at least 17 years of age; and
- c. will live in Australia until they turn 18 either:
 - i. with their parent or legal custodian;
 - ii. with a suitable relative whom the parent or legal custodian nominates; or
 - iii. under an accommodation and welfare arrangement the college approves.

© Sydney City College of Management Pty Ltd	RTO: 45203	CRICOS: 03620C	Date	Revision date	Version	Page 1 of 8
File Name: SMP_Policy and Procedure Under 18 (admission, Welfare and accommodation)			Dec 2018	Dec 2019	1.1	
Responsibility						

Sydney City College of Management will only approve accommodation and welfare arrangements that comply with the requirements for protecting the personal safety and social well-being of students specified in Standard 5 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Offer of admission

At the time of issuing an offer to an under 18 international applicants, International Admissions will also issue an International Students Accommodation and Welfare Agreement and Details, which provides the steps the applicant needs to take to obtain a student visa and appropriate accommodation and welfare arrangements, and the contact details of approved homestay providers.

When accepting an offer of admission, the applicant's parents/legal guardian must inform the SCCM of the applicant's accommodation and welfare arrangements by signing and lodging the International Students Accommodation and Welfare Agreement, nominating that either:

- a. the student will reside with the parent/legal guardian;
- b. the student will reside with a suitable relative as approved by the [Department of Immigration and Border Protection](#); or
- c. a homestay place has been arranged for the student with an approved homestay provider, and requesting the SCCM approve the arrangement.

If the parents/guardian nominate a relative or family friend with whom they wish their child to reside while in Australia but who is not a suitable relative, that person must first register with an approved homestay provider and provide accommodation through that homestay provider.

Accommodation agreement

Where the parent/guardian has arranged a homestay place with an approved homestay provider, the parent/guardian is to enter into a SCCM-approved agreement with the homestay provider which sets out the accommodation arrangements to be provided to the student for the duration of the agreement. The agreement must:

- a. begin no later than the commencement date shown on the student's Confirmation of Enrolment; and
- b. remain in place:
 - i. for the duration of the student's enrolment plus seven days; or
 - ii. until the student turns 18 years of age;

whichever occurs sooner.

© Sydney City College of Management Pty Ltd	RTO: 45203	CRICOS: 03620C	Date	Revision date	Version	Page 2 of 8
File Name: SMP_ Policy and Procedure Under 18 (admission, Welfare and accommodation)			Dec 2018	Dec 2019	1.1	
Responsibility						

- The parent/guardian is to provide a copy of the accommodation agreement to the Sydney City College of management(SCCM) and must be approved by SCCM Welfare Officer before a Confirmation of Enrolment can be issued.

Welfare arrangement

- SCCM will, through the Student Welfare Service, provide for the welfare of students whose parents/guardian enter into an accommodation agreement with an approved homestay provider. The RTO will notify the parents/guardian of the arrangements in the International Students Accommodation and Welfare Agreement.
- SCCM will require homestay providers to ensure homestay hosts provide reasonable welfare assistance and advice to the students they host.

Confirmation of Appropriate Accommodation and Welfare

When SCCM receives a copy of a SCCM-approved agreement that a parent/guardian of an under 18 international students has entered into with an approved homestay provider:

- International Admissions will issue the Confirmation of Enrolment and a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter to the applicant's parents/guardian under the authority of the SCCM's Principal Executive Officer;
- International Admissions will inform the Manager, Student Welfare Service of the student's accommodation arrangements;
- the Manager, Student Welfare Service, or nominee, will:
 - complete an under 18 support plans and notify the relevant School there is a support plan in place for the student; and
 - allocate a case manager to the student.

The CAAW letter the SCCM issues will be for:

- the minimum period of the Confirmation of Enrolment plus seven days or until the student turns 18 years of age, whichever occurs sooner;
- a longer period as the SCCM nominates, for example the Saturday before the Orientation for the student's course.

An offshore international student who is the subject of an accommodation and welfare arrangement must not travel to Australia before they have been issued with a student visa.

© Sydney City College of Management Pty Ltd	RTO: 45203	CRICOS: 03620C	Date	Revision date	Version	Page 3 of 8
File Name: SMP_ Policy and Procedure Under 18 (admission, Welfare and accommodation)			Dec 2018	Dec 2019	1.1	
Responsibility						

Conditions of accommodation and welfare arrangements

A student who is the subject of an accommodation and welfare arrangement with the SCCM must:

- a. live in the SCCM-approved accommodation for the duration of the CAAW letter or until it is cancelled or changed by the SCCM;
 - b. act responsibly, including being aware of their responsibilities under Australian law, not participate in illicit activities, and not partake in risk-taking behavior;
 - c. attend scheduled meetings with their SCCM Welfare Officer;
 - d. follow the instructions of their SCCM Welfare Officer; and
 - e. obtain their parent/guardian's prior written approval to stay away from the approved accommodation.
- Where the student has their parent/guardian's written approval to stay away from the approved homestay accommodation, the homestay provider will inform the Manager, Student Welfare Service or the student's case manager in advance of the relevant period.
 - The SCCM may cancel the accommodation and welfare arrangements of any student who breaches any of these conditions, by cancelling the student's CAAW letter. Before cancelling a CAAW letter, the SCCM will provide the student with an opportunity to show cause as to why the CAAW letter should not be cancelled.
 - Where the SCCM cancels a CAAW letter:
 - a. the SCCM will cancel the student's enrolment if no alternative suitable arrangements have been put in place for the student's accommodation and welfare;
 - b. the student's parents/guardian should contact the Department of Immigration and Border Protection (DIBP) as to the impact on the student's visa.

Changes to accommodation and welfare arrangements

If a student and their parents/guardian wish to put in place accommodation and welfare arrangements that are different from those the SCCM has approved:

- a. the parents/guardian must first consult the Manager, Student Welfare Service about the proposed alternative arrangements and provide evidence that the arrangements will satisfy the requirements of the ESOS National Code for international students under 18 years;
- b. where the Manager, Student Welfare Service is satisfied the alternative arrangements will satisfy the requirements of the ESOS National Code:

© Sydney City College of Management Pty Ltd	RTO: 45203	CRICOS: 03620C	Date	Revision date	Version	Page 4 of 8
File Name: SMP_ Policy and Procedure Under 18 (admission, Welfare and accommodation)			Dec 2018	Dec 2019	1.1	
Responsibility						

- i. if the student will no longer have a homestay place with an approved homestay provider, the Manager, Student Welfare Service will notify the ESOS Compliance Officer who will cancel the CAAW letter; or
 - ii. if the student is to transfer to another approved homestay provider, the parents/guardian must enter into an agreement with the new homestay provider and provide a copy of the agreement to the Manager, Student Welfare Service who will then issue a new CAAW letter; and
 - iii. the Manager, Student Welfare Service will inform the relevant School and the student's case manager of the new arrangements.
- The Student Welfare Service has the sole discretion to approve any changes to the accommodation and welfare arrangements for students under the age of 18.
 - The Manager, Student Welfare Service or their nominee will notify DIBP as soon as possible through PRISMS where the SCCM approves a change to the accommodation and welfare arrangements for an under 18 year old student.

Monitoring accommodation and welfare arrangements

The student's case manager will monitor the suitability of a student's accommodation and welfare arrangements by:

- a. arranging face to face meetings with the student at least fortnightly to discuss any welfare, accommodation or study related matters for which the student may require assistance;
 - b. arranging electronic or face to face meetings more frequently if it is in the student's welfare or academic interest;
 - c. directing the student to access other support services the SCCM provides or medical, legal or other services provided outside the SCCM, where necessary; and
 - d. maintaining regular contact with the homestay provider to ensure the student's needs are being met.
- The relevant School/s will notify Student Welfare Service of any matter of which the School/s becomes aware that affects the student's accommodation or welfare arrangements.
 - Where a student resides with a suitable relative as approved by DIBP, the SCCM is not obliged to monitor the arrangements, but will contact DIBP if they become aware the student is not being looked after appropriately.

© Sydney City College of Management Pty Ltd	RTO: 45203	CRICOS: 03620C	Date	Revision date	Version	Page 5 of 8
File Name: SMP_ Policy and Procedure Under 18 (admission, Welfare and accommodation)			Dec 2018	Dec 2019	1.1	
Responsibility						

Changes to enrolment

If a student transfers to another education provider before the end of the date on the CAAW letter:

- a. the SCCM will continue to monitor the suitability of arrangements for the student and will report to DIBP under the ESOS National Code Standard 5.1 if it can no longer approve the student's accommodation and welfare arrangements;
 - b. the parents/guardian will arrange suitable accommodation and welfare support in relation to the course at the new education provider, and inform the Manager, Student Welfare Service; and
 - c. the SCCM will cancel the student's CAAW letter if the new arrangements satisfy visa requirements for under 18 international students.
- If the SCCM cancels or suspends a student's enrolment, the SCCM will continue to check the suitability of the student's accommodation and welfare arrangements until:
 - a. the student is accepted by another registered education provider who is willing to take on responsibility for approving the accommodation and welfare arrangements;
 - b. the student leaves Australia;
 - c. the parent/guardian makes other suitable arrangements;
 - d. the student turns 18 years; or
 - e. events have occurred that make it impossible for the SCCM to continue to check the arrangements for the student.
 - The student's parents/guardian must inform the SCCM if the student leaves Australia for any period while the CAAW letter is in place.
 - If the student appeals his/her cancellation or suspension of enrolment by the SCCM, the terms and conditions of the CAAW letter remain in place until such time as all internal and external appeals have been exhausted, other suitable arrangements are made that satisfy the DIBP, or the SCCM reports to DIBP that it can no longer approve the student's accommodation and welfare arrangements.
 - The SCCM will report to DIBP that it can no longer approve the accommodation and welfare arrangements for a student only once all other attempts to assist the student to maintain appropriate arrangements have been exhausted.

© Sydney City College of Management Pty Ltd	RTO: 45203	CRICOS: 03620C	Date	Revision date	Version	Page 6 of 8
File Name: SMP_ Policy and Procedure Under 18 (admission, Welfare and accommodation)			Dec 2018	Dec 2019	1.1	
Responsibility						

Fees

A student's parents/guardian must pay all fees and charges associated with homestay accommodation, airport pickup, and travel between the homestay and the SCCM, directly to the contracted homestay provider.

Approval of homestay providers

- SCCM may approve a homestay provider providing accommodation services to international students who are under 18 years on behalf of the SCCM where the provider agrees to:
 - a. enter into a written agreement with the SCCM, in the form approved by the SCCM; and
 - b. enter into a written agreement with each student's parents/guardian to provide accommodation arrangements while the students are under 18 years, in the form approved by the SCCM.
- The SCCM may request the homestay provider to provide to the SCCM copies of any accreditation requirements, standards or code of conduct that apply to the provider.
- SCCM may withdraw the approval of a homestay provider where continuing with the arrangement is not in the best interests of the SCCM and/or its students, or where the provider has not complied with the agreement the SCCM has with the provider. Before the SCCM such approval, the SCCM will ensure there are appropriate accommodation and welfare arrangements in place for students whose parents/guardians have entered into agreements with the provider.
- The withdrawal of approval of a homestay provider will be undertaken in accordance with any requirements set out in the written agreement the SCCM has entered with the provider.

Critical incident management

- If a student goes missing from their approved accommodation or otherwise suffers a critical incident, the SCCM will implement its crisis management procedures. If a missing student has not been found after a reasonable period, the SCCM will report the student's breach of visa condition to DIBP.

Record keeping

The SCCM will maintain accommodation and welfare records relating to international students who are less than 18 years in accordance with its Records and Archives Management Policy.

© Sydney City College of Management Pty Ltd	RTO: 45203	CRICOS: 03620C	Date	Revision date	Version	Page 7 of 8
File Name: SMP_ Policy and Procedure Under 18 (admission, Welfare and accommodation)			Dec 2018	Dec 2019	1.1	
Responsibility						

Privacy

The SCCM's position and procedures in relation to protecting a student's personal and health information are set out in its Privacy Policy and Privacy Management Plan.

Implementation and Risk Management

The SCCM will identify, manage and monitor its risks in relation to the provision of accommodation and welfare arrangements for international students who are less than 18 years in accordance with its Risk Management Policy.

© Sydney City College of Management Pty Ltd	RTO: 45203	CRICOS: 03620C	Date	Revision date	Version	Page 8 of 8
File Name: SMP_ Policy and Procedure Under 18 (admission, Welfare and accommodation)			Dec 2018	Dec 2019	1.1	
Responsibility						