



UNDER 18 INTERNATIONAL STUDENTS PROCEDURES 2016

Issued by: Deputy Vice-Chancellor (Registrar)
Dated: 8 June 2016
Last amended: 24 March 2019 (administrative amendments only)
14 August 2019
Signature:
Name: Professor Tyrone Carlin

1 Purpose and application

- (1) These procedures are to give effect to the *Under 18 International Students Policy 2016* ("the policy").
- (2) These procedures apply to:
 - (a) the University;
 - (b) Taylors College, in respect of the University of Sydney Foundation Program;
 - (c) any entity operating under the University's CRICOS Provider Code 00026A;
 - (d) International students who are under 18 years of age at their commencement date; and
 - (e) all arrangements for the accommodation, support and welfare of such students for which the University has accepted approval responsibility under subclause 7(1)(c) of the policy.

2 Commencement

These procedures commence on 1 July 2016.

3 Interpretation

- (1) Words and phrases used in these procedures and not otherwise defined in this document have the meanings they have in the policy.
- (2) In these procedures:

PRISMS means the Department's Provider Registration and International Student Management System

4 Reporting the University's approval or non-approval of arrangements

- (1) If the University accepts responsibility for approving a student's accommodation, support and welfare arrangements and for monitoring any changes to them, the relevant delegate must:
 - (a) nominate the approval period, including:
 - (i) the date on which it will begin taking responsibility; and
 - (ii) the date on which it will cease to take responsibility; and
 - (b) inform the Department of the approval period in writing, using the required PRISMS pro-forma letter.
- (2) The relevant delegate must advise the Department in writing, using the required PRISMS pro forma letter, of:
 - (a) approval of arrangements for a student's accommodation, support and welfare;
 - (b) non-approval of arrangements for a student's accommodation, support and welfare; including a decision that the University no longer approves of such arrangements when it formerly did so; or
 - (c) any change to a student's accommodation arrangements.
- (3) The University will only report to the Department that it can no longer approve the arrangements for a student's accommodation, support and welfare if all reasonable attempts to assist the student to maintain appropriate arrangements have failed.

Note: If the University is no longer able to approve the welfare arrangements of a student, the University must make all reasonable efforts to ensure that the student's parents or legal guardians are notified immediately, and notify the Department within 24 hours. See clause 12 of the policy.

5 Checking the suitability of arrangements

The relevant delegate must not approve arrangements for a student's accommodation, support and welfare for the purposes of paragraph 7(1)(c) of the policy unless:

- (a) the student organises accommodation with a University approved:
 - (i) residential provider; or
 - (ii) homestay provider; and
- (b) the student organises a welfare provider through a University approved welfare service;
- (c) the student provides to the University copies of binding agreements with the accommodation provider and the welfare provider, as required by clause 9 of the policy; and
- (d) the University has directly or indirectly verified that the accommodation is appropriate to the student's age and needs.

6 Approving providers

The relevant delegate must not approve or continue to approve an accommodation, support or welfare provider for the purposes of clause 5 of these procedures unless satisfied that:

- (a) for residential accommodation providers, the provider meets the minimum standards set out in **Schedule 1**;
- (b) for homestay providers, the provider meets the minimum standards set out in **Schedule 2**;
- (c) for welfare providers, the provider meets the minimum standards set out in **Schedule 3**.

7 Monitoring the suitability of arrangements

- (1) The University will monitor the suitability of a students' accommodation, support and welfare arrangements by:
 - (a) for residential and homestay providers:
 - (i) checking the accuracy of the student's accommodation details;
 - (ii) checking that the student's accommodation is within one hour travel time from the campus they are required to attend;
 - (iii) checking the contact details for the accommodation provider;
 - (iv) checking that the accommodation provider has had regular communication and liaison with the student's parents, legal guardians or welfare providers;
 - (v) requesting details of any critical incidents and follow-up action; and
 - (vi) prior to the student's arrival, and at least once every six months thereafter, directly or indirectly verifying that the accommodation is appropriate to the student's age and needs;
 - (b) for welfare providers, checking:
 - (i) the contact details for the welfare provider;
 - (ii) that the welfare provider met the student within 48 hours of their arrival;
 - (iii) that the welfare provider sent a report to the student's parent's or legal guardians within 30 days of the student's arrival;
 - (iv) that the welfare provider has maintained regular personal contact with the student, including meetings in person;
 - (v) that the welfare provider has confirmed that the student's accommodation is appropriate to the student's age and needs, within 48 hours after the student's arrival, and at least once every six months thereafter.

Schedule 1 Minimum Standards for Residential Providers

The purpose of these minimum standards is to ensure that residential providers:

- provide appropriate support and accommodation in an approved residential environment;
- assist under-18 international students to experience the culture of the region in which they are studying;
- encourage the sharing of under-18 international students' own culture with their peers;
- provide a structure for under-18 international students' orientation, community interaction and network establishment.

Residential accommodation providers must meet the following minimum standards to be eligible for approval by the University.

- (1) Residential providers must advertise and expressly inform students of all fees (including placement fees and boarding fees) for each calendar year by 30 September of the preceding year.
- (2) Residential providers must advertise and comply with their cancellation policies.
- (3) Residential providers must confirm a student's placement in writing to the student and to the University no later than two weeks before the commencement of the student's course.
- (4) Residential providers must provide to each student and the University, a current and accurate residential staff directory (i.e. residential manager, residential coordinator, security), including an emergency point of contact.
- (5) Residential providers must provide a single point of contact for under-18 international students, which must be available 24 hours a day, seven days a week.
- (6) Residential providers must ensure that students are picked up and dropped off on arrival and departure days.
- (7) Residential providers must provide to each student age and culturally appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.
- (8) Residential providers must ensure that:
 - (a) the University has access to the student's accommodation prior to the student's arrival; and
 - (b) a student's welfare provider has access to the student's accommodation within 48 hours after the student's arrival and at least once every six months thereafter;to verify that the accommodation is appropriate to the student's age and needs.
- (9) Residential providers must have, and make available on the internet, policies or procedures:
 - (a) explaining the fee structure and refund policy for all payments made to the residential provider;
 - (b) providing a current list of support staff and their responsibilities towards under-18 international students;



- (c) setting out their expectations of students, including campus rules and room standards;
- (d) describing their student complaint handling process, including:
 - (i) provision to arrange for an alternative room, where the student's existing room is unsuitable, due to a dispute or otherwise; and
 - (ii) avenues for complaint escalation.
- (10) Residential providers must make available on the internet a copy of the proposed binding agreement to be signed by the residential provider, the student and their parent or legal guardian, or welfare provider.
- (11) Residential providers must provide evidence of:
 - (a) a documented and comprehensive approach to student orientation;
 - (b) regular communication and liaison with students' parents, legal guardians or welfare providers;
 - (c) a 24/7 Emergency and Critical incident and phone support strategy, including procedures for follow-up action required in the event of a critical incident;
 - (d) ongoing training for under-18 international student support staff, including supporting data and training materials; and
 - (e) compliance with Working with Children Check (WCC) requirements.
- (12) Within two working days of any request by the University, residential providers must provide:
 - (a) copies of each binding agreement between the relevant student, parents or legal guardians and the residential provider, including the commencement date and end date for the residential arrangement. Such agreements must be dated, signed by all parties and include the residential provider contact details;
Note: The commencement date must be no more than 14 and no less than 7 days prior to the student's arrival. The end date must not be before the student turns 18. See clause 8(3) of the policy.
 - (b) a complete list of all past, current and pending University students under the care of the residential provider;
 - (c) information regarding student complaints.
- (13) Residential providers must maintain appropriate and compulsory (guaranteed) insurance cover for the residential provider and students, as determined by the University from time to time and in line with industry expectations.

Schedule 2 Minimum Standards for Homestay Providers

The purpose of these minimum standards is to ensure that homestay providers:

- provide appropriate support and accommodation in an approved homestay environment;
- assist students to experience the culture of the region in which they are studying;
- encourage the sharing of the students' own culture with their homestay hosts;
- provide a structure for student orientation, community interaction and network establishment.

Homestay providers must meet the following minimum standards to be eligible for approval by the University.

- (1) Homestay providers must advertise and expressly inform students of all fees (including placement fees and boarding fees) for each calendar year by 30 September of the preceding year.
- (2) Homestay providers must give a full refund for any cancellation made two or more weeks prior to a student's arrival, less any placement fee.
- (3) Homestay providers must not increase the placement fee or the boarding fee for under-18 international students for at least 12 months from the date of the student's arrival.
- (4) Homestay providers must confirm a student's placement in writing, to the student and to the University no later than two weeks before the commencement of the student's course.
- (5) Homestay providers must give students' personalised host information, detailing the host families' background and interests, and providing contact details, in sufficient time to allow students to make alternative arrangements where hosts are considered unsuitable.
- (6) Homestay providers must provide to each student and the University, a current and accurate staff directory, including an emergency point of contact which must be available 24 hours a day, seven days a week.
- (7) Homestay providers must provide to each student age and culturally appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.
- (8) Homestay providers must confirm prior to a student's arrival that the accommodation is appropriate to the student's age and needs, in the form or manner required by the University.
- (9) Homestay providers must ensure that a student's welfare provider has access to the student's accommodation within 48 hours after the student's arrival, and at least once every six months thereafter, to verify that the accommodation is appropriate to the student's age and needs.
- (10) Homestay providers must have an online portal that supplies individual logins for agents, hosts, students and institutions where appropriate 'real time' data and reports relating to current placements, arrivals and history can be accessed and monitored at any time.
- (11) Homestay providers must have, and make available on the internet:
 - (a) policies or procedures explaining the fee structure and refund policy for all payments made to the homestay provider;



- (b) policies or procedures setting out the responsibilities of the host family and homestay provider;
 - (c) policies or procedures setting out homestay providers' expectations of students;
 - (d) policies and procedures describing their complaint handling process, including:
 - (i) provision to arrange for an alternative placement, where the student's existing placement is unsuitable; and
 - (ii) avenues for complaint escalation in the event of an emergency.
 - (e) a copy of the proposed binding agreement to be signed by the homestay provider, the student and his or her parent or legal guardian, or welfare provider;
 - (f) a copy of the agreement between the homestay provider and all host families, outlining relevant policies and host obligations.
- (12) Homestay providers must provide evidence of:
- (a) documented and compulsory training for host families, including supporting data and training materials;
 - (b) completion of such training by the student's host family;
 - (c) regular communication and liaison with the students' parents, legal guardians or welfare providers;
 - (d) a documented and comprehensive approach to student orientation;
 - (e) a 24/7 Emergency and Critical incident phone support strategy, including procedures for follow-up action required in the event of a critical incident;
 - (f) an ongoing strategy for the management and accountability of all payments made on behalf of the student to the homestay provider;
 - (g) compliance with Working with Children Check (WCC) requirements.
- (13) Within two working days of any request by the University, homestay providers must provide:
- (a) copies of each binding agreement between the relevant student, parents or legal guardians and the homestay provider, including the commencement date and end date for the homestay arrangement. Such agreements must be dated, signed by all parties and include the homestay provider contact details;
Note: The commencement date must be no more than 14 and no less than 7 days prior to the student's arrival. The end date must not be before the student turns 18. See clause 8(3) of the policy.
 - (b) a complete list of all past, current and/or pending University students under the care of the homestay provider;
 - (c) information regarding student complaints.
- (14) Homestay providers must:
- (a) place under-18 international students with host families who are within one hour travel time from the campus the student will be required to attend;
 - (b) facilitate a welfare check visit from a welfare provider representative within seven days, but preferably within four days, from the date of the student's arrival;



- (c) provide a single point of contact for under-18 international students;
 - (d) ensure that students are picked up and dropped off on arrival and departure days.
- (15) Homestay providers must maintain, or ensure homestay hosts maintain, appropriate and compulsory (guaranteed) insurance cover for the provider and homestay hosts and students as determined by the University from time to time and in line with industry expectations.

Schedule 3 Minimum Standards for Welfare Providers

The purpose of these minimum standards is to ensure that welfare providers provide high level welfare and guardianship services for under-18 international students.

Welfare providers must meet the following minimum standards to be eligible for approval by the University.

1 STUDENT MANAGEMENT

Welfare providers must:

- (1) have a 24/7 emergency and critical incident and phone support strategy, including procedures for follow-up action required in the event of a critical incident;
- (2) provide a single point of contact for under-18 international students and their parents or legal guardians, which, in the event of an emergency, must be available 24/7. ;
- (3) verify that each student's accommodation is appropriate to the student's age and needs, within 48 hours after the student's arrival, and at least once every six months thereafter;
- (4) have a transparent complaint handling process and, if requested by the University, provide information regarding student complaints;
- (5) within two working days of any request by the University, provide copies of each binding agreement between the relevant student, parents or legal guardians and the welfare provider, including the commencement date and end date for the welfare arrangement. Such agreements must be dated, signed by all parties and include the welfare provider contact details;

Note: The commencement date must be no more than 14 and no less than 7 days prior to the student's arrival. The end date must not be before the student turns 18. See clause 8(3) of the policy.

- (6) ensure that they maintain and are in a position to provide to the University the following records:
 - (a) a complete list of all past, current and/or pending University students under the care of the welfare provider;
 - (b) a list of the dates of all contact between the welfare provider and current students, including the method of contact (in person or by phone) and a summary of the contact;
 - (c) details of students' current and previous accommodation, including addresses and contact numbers;
 - (d) verification that each student's accommodation is appropriate to the student's age and needs, within 48 hours after the student's arrival, and at least once every six months thereafter;
 - (e) the name and contact details of the nominated individual welfare provider for each current student, and his or her Working with Children Check (WCC) number or clearance reference;
 - (f) copies of reports sent to current parents;
 - (g) copies of all correspondence and documents concerning current students;
 - (h) current course details for current students;



- (i) where student consent is obtained, photographs of current students; and
 - (j) verification that a student has left Australia, following the termination, suspension or cancellation of their enrolment.
- (7) ensure that all sub-contractors that perform the role of individual welfare provider on behalf of the welfare provider:
- (a) are physically located in reasonable proximity to the student's residential address;
 - (b) comply with Working with Children Check (WCC) requirements;
 - (c) comply with the Minimum Standards outlined in this document; and
 - (d) have legally binding contracts clearly stating:
 - (i) the terms of their engagement;
 - (ii) services to be performed;
 - (iii) fees;
 - (iv) termination conditions;
 - (v) confidentiality obligations;
 - (vi) refund of fees and indemnity arrangements; and
 - (vii) liability and risk provisions.
- (8) maintain appropriate and compulsory (guaranteed) insurance cover for the provider as determined by the University from time to time and in line with industry expectations.

2 STUDENT WELFARE

Welfare providers must:

- (1) explain the fee structure and refund policy for all payments made to the welfare provider;
- (2) meet all students in person within 48 hours of their arrival;
- (3) maintain regular personal contact with all students, including:
 - (a) speaking to students once every week by telephone; and
 - (b) meeting students in person;
- (4) provide 24/7 telephone advice and emergency assistance for students;
- (5) provide to each student age and culturally appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse;
- (6) provide additional orientation for students, as appropriate. For example:
 - (a) public transport information;
 - (b) outlining support services available to students, outside the University;
 - (c) assisting students to open a local bank account, if required;
 - (d) assisting students to purchase a SIM card or mobile data plan, if required;
 - (e) assisting students with personal problems or issues, as they arise;



- (7) send a report to each student's parents or legal guardians within 30 days of the date of student's arrival, including:
- (a) an overview of the student's accommodation facility or homestay, including photographs;
 - (b) the student's local bank account details, and how to transfer funds directly from the parent or legal guardian to the student;
 - (c) the student's local mobile phone number;
 - (d) information on the general welfare of the student, including studies, transport to and from the University, and how the student is settling in;
 - (e) the welfare provider's full name and contact details, including the full office address and contact details; and
 - (f) a 24 hour emergency number for parents or legal guardians to call in the event of an emergency.

3 STUDENT SUPPORT AND ADVOCACY

Welfare providers must:

- (a) liaise with students and their residential or homestay provider regarding any student complaints concerning accommodation;
- (b) notify the University of any unresolved grievances concerning students' accommodation;
- (c) represent the student in any discussions with the University, including assisting the student to lodge any complaint to the University;
- (d) sign any documents required to be signed on behalf of students' parents or legal guardians.



NOTES

Under 18 International Students Procedures 2016

Date adopted: 8 June 2016

Date commenced: 1 July 2016

Date amended: 24 March 2019
14 August 2019

Administrator: Executive Director, Student Administrative Services

Review date: 1 July 2021

Related documents:

Education Services for Overseas Student Act 2000 (Cth)

*National Code of Practice for Providers of Education and
Training to Overseas Students 2018*

Under 18 International Students Policy 2016

AMENDMENT HISTORY

| Provision | Amendment | Commencing |
|---------------------------------|---|-------------------|
| Notes | Remove Deputy Vice-Chancellor (Registrar) as administrator and replace with Executive Director, Student Administration Services | 24 March 2019 |
| 1(1) | Administrative amendment | 14 August 2019 |
| 1(2)(a); 1(2)(b); 1(2)(c) | New subclauses inserted and renumbered | 14 August 2019 |
| 3 | Definition of PRISMS amended (administrative amendment) | 14 August 2019 |
| 4(3) | New subclause created and new Note inserted | 14 August 2019 |
| 5(a); 5(b); 5(c); 5(d) | New numbering of subclauses and 5(d) inserted | 14 August 2019 |
| 7(a)(v); 7(a)(vi) | New subclause inserted at (vi), administrative amendments | 14 August 2019 |
| 7(1)(b)(v) | New subclause inserted | 14 August 2019 |



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|-------------------|---|----------------|
| Schedule 1 | New clauses (6); (7); (8) inserted and new numbering at (9); (10) and (11) added. | 14 August 2019 |
| Schedule 1 | New clause (12) inserted | 14 August 2019 |
| Schedule 1 | Numbering amended to include (13) | 14 August 2019 |
| Schedule 2 | New clauses (7); (8) and (9) inserted | 14 August 2019 |
| Schedule 2 | Numbering amended to include (10); (11); (12); and (14) and (15) | 14 August 2019 |
| Schedule 2 | New clause (13) inserted | 14 August 2019 |
| Schedule 3 (1) | Subclauses 1 to 5 inserted. Subclause (6) created and new (d) inserted. Subclause (6)(e) amended administratively. Old (6)(e) deleted. 6(i) and 6(j) amended and inserted. Administrative amendments to (7) (iv); (v) made. (8) inserted. | 14 August 2019 |
| Schedule 3(2) | Subclause (1) inserted and (2); (3) renumbered. Numbering at (4), (6) and (7) inserted and new (5) inserted. | 14 August 2019 |
| Notes | Administrative amendments | 14 August 2019 |