



Department of  
Education



CANNING  
COLLEGE

# CARE OF INTERNATIONAL STUDENTS UNDER THE AGE OF 18 POLICY

EFFECTIVE: 16 DECEMBER 2019

VERSION: 1.6

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## 1. POLICY STATEMENT

This policy outlines the provision of accommodation, support and general welfare arrangements for international students who are under the age of 18. This policy details compliance requirements as specified in the Education Services for Overseas Students Act 2000(ESOS), specifically Standards 5 and 6 of the National Code 2018 and; in the standards for Registered Training Organisations 2015 specifically 1.7

- Standard 5 and 6 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018), specifically Standard 5 *Younger Overseas Students* and Standard 6 *Overseas Student Support Services*:
  - The registered provider of overseas students aged under 18 must meet legislative or other regulatory requirements relating to child welfare and protection.
  - The registered provider must assist overseas students to adjust to study and life in Australia and have appropriate orientation programs that help overseas students to access the information and services they require.
- Standards for Registered Training Organisations 2015 (SRTOs 2015), specifically Clause 1.7 Support Learners:
  - The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

## 2. SCOPE

This policy applies to onshore international students who are under the age of 18 and enrolled at Canning College. The purpose of this policy is to outline the steps that must be taken to ensure that the accommodation, support services and welfare arrangements in place for this cohort are appropriate.

## 3. BACKGROUND

Standard 5 of the National Code 2018 concerns the care of younger students, specifically: “Where the registered provider enrolls a student who is under 18 years of age, it must meet the Commonwealth, state regulatory requirements relating to child welfare and protection appropriate to the jurisdiction in which it operates”.

#### 4. DEFINITIONS AND ACRONYMS

AHN	Australian Homestay Network
Airport Pickup Service	Meeting students on arrival in Perth and driving them to their accommodation.
CAAW	Confirmation of Approved Accommodation and Welfare
Home Affairs	Department of Home Affairs
National Code 2018	National Code of Practice for Registration Authorities and Providers
Homestay	Homestay involves living with an approved homestay family and is compulsory for students under 18 years of age who are not accompanied by a parent or have not nominated a blood relative as a guardian with whom they are able to live.
PRISMS	Provider Registration and International Student Management System
RTO	Registered Training Organisation
SRTOs 2015	Standards for Registered Training Organisations 2015
WWCC	Working With Children Clearance

#### 5. POLICY

##### 5.1 Responsibilities

Secondary school students under the age of 18 must choose one of the following options:

- *Option 1:* Students enrolling into a public secondary school or college can nominate a blood relative over the age of 21 to be their Guardian for the duration of their studies. Welfare approval for these students will be made by Home Affairs.
- *Option 2:* Canning College can arrange an approved Homestay placement for students under the age of 18. This will be facilitated by Canning College nominated Homestay contractor and once an appropriate host family has been arranged, Canning College will then issue the Confirmation of Approved Accommodation and Welfare (CAAW) letter for the student.

##### 5.2 Welfare Arrangements Approved by Canning College

Where Canning College takes on responsibility for approving accommodation, support and general welfare arrangements for a student who is under 18 years of age, Canning College is ensuring responsible for:

- nominating the dates for which Canning College accepts responsibility for approving the student's accommodation, support and general welfare arrangements and advising Home Affairs through the Provider Registration and International Students Management System (PRISMS);

- ensuring that any adults involved in providing accommodation and welfare arrangements to the student have Working With Children(WWC) clearances.
- documenting procedures for verifying that the student's accommodation, is appropriate to the student's age and needs:
  - prior to the accommodation being approved; and
  - at least every six months thereafter.
- advising Home Affairs within 24 hours:
  - in the event that the student has changed his or her living arrangements or if the student will be cared for by a parent or nominated relative approved by Home Affairs and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required. This advice will be made via PRISMS on the student's Confirmation of Enrolment (COE); and
  - if the registered provider is no longer able to approve the student's welfare arrangements.
- ensuring students under 18 years of age are given age and culturally appropriate information on:
  - who to contact in an emergency situation including contact numbers of a nominated staff member and/or service provider to the registered provider; and
  - seeking assistance and reporting any incident or allegation involving actual alleged sexual, physical or other abuse.

5.2.1 In the situation where Canning College has issued a CAAW, the student must sign a welfare agreement and comply with the terms of that agreement for the duration of their visa.

If the student does not comply with the terms of their welfare agreement, the Director of International Operations will work with the student, Canning College and the relevant support services such as the school psychologist to address the issues.

If the student continues to breach the agreement, the student's enrolment may be cancelled and they will be required to return to their home country.

5.2.2 Where Canning College suspends or cancels the enrolment of the overseas student, Canning College will continue to approve the welfare arrangements for that student until any of the following applies:

- the student has alternative welfare arrangements approved by another registered provider;
- care of the student by a parent or nominated relative is approved by Home Affairs;
- the student leaves Australia; or
- Canning College has notified Home Affairs that that it is no longer able to approve the student's welfare arrangements or has taken the required action after not being able to contact the student.

5.2.3 If Canning College is unable to contact the student and has concerns for the student's welfare, Canning College will make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state agencies as soon as practicable.

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5.2.4 If Canning College enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, Canning College will:

- negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap; and
- inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternative welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

### **5.3 Accommodation and Airport Pickup Services**

5.3.1 Home stay placements for International students and airport pickup services for students who elect the homestay option is arranged through Australian Homestay Network (AHN).

5.3.2 AHN is required to provide international students with a range of Homestay accommodation options (having considered the age of the student and their cultural background) including, where required, temporary accommodation and short term homestays (approximately 4 weeks). AHN also has access to a range of emergency accommodation options if and when required

5.3.3 Accommodation and airport pickup services are provided on a year round basis that is, 52 weeks; overnight, weekends and on public holidays.

### **5.4. Responsibilities of the Homestay and Airport Pickup Contractor**

5.4.1 The Homestay and Airport Pickup contractor is responsible for:

- managing and facilitating homestay arrangements and airport pickups.
  - ensuring that subcontractors have necessary insurances. Homestay providers are required to have a current home insurance policy that has public liability cover;
  - ensuring that any adults involved in or providing accommodation and welfare arrangements to students have the appropriate police clearances and that proper “screening” of home stay providers is undertaken. This also includes Working with Children checks. Providers must have these clearances and proper matching of students’ needs with the home stay provider such as incorporating cultural needs.
  - ensuring the homestay and airport contractor has and implements documented processes for verifying that the student’s accommodation is appropriate to the student’s age and needs:
    - prior to the accommodation being approved; and
    - at least every six months thereafter.
  - conducting home inspections (at a minimum of once a year) of the homestay providers to ensure the minimum requirements of the accommodation (see Appendix 1) and public transport are met. The home stay contractor must provide records of home inspections to Canning College on request.
  - ensuring that the home stay location to the Canning College must not be more than 45 minutes’ total travel time by public transport (bus or rail);
  - providing a register of all its subcontractors (including homestay providers and airport pickup services providers, if applicable). This register must contain
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names and addresses of all its subcontractors with current police clearances, “Working with Children Checks” and dates of audit inspections and insurances. This register must be kept current and made available to Canning College during audits. In addition, a copy of this must be forwarded to the Director: of International Operations on a yearly basis;

- providing proper receipting for homestay placement and or airport pickup fees payable by an international student. It is not necessary to provide this information to Canning College; however, copies of receipts should be made available to Canning College upon request;
- having a dispute resolution process and or policy in place. The homestay contractor will need to apply and facilitate dispute resolution procedures in a timely and effective manner to achieve suitable outcomes for both parties. The contractor shall be required to provide immediate feedback on any disputes, the process undertaken and the outcomes for both the student and the homestay provider.

## **5.5 Support Services**

### **5.5.1 Orientation**

Canning College ensures that international students are provided with an age and culturally appropriate orientation program and marketing collateral that includes information about student support services, facilities and resources available at the college to help them adjust to study and life in Australia and assist with general or personal circumstances that are adversely affecting their education in Australia including:

- names and contact details of college staff who serve as the official contact points for international students;
  - English language and study assistance programs support available at the college; actions they can take to enhance their personal security and safety;
  - how to seek assistance for and report an incident that significantly impacts their wellbeing, including critical incidents;
  - the International Student Code of Conduct;
  - their rights and responsibilities as a student, including student visa conditions relating to course progress and/or attendance, paid employment and so on;
  - the complaints and appeals process for International students undertaking all courses;
  - the process for providing feedback on the college, their experience as an International student;
  - external support services available to students in Western Australia, including access to any relevant legal services and emergency and health services; and
  - services students can access for information about their employment rights and conditions and how to resolve workplace issues such as through the Ombudsman.
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### 5.5.2 Ongoing support

Canning College will work to ensure that:

- overseas students under the age of 18 will be offered and receive reasonable support to enable them to achieve expected learning outcomes regardless of the overseas student's place or mode of study at no additional cost to the student; and.

## 6. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS

- International Students Admissions and Enrolment Policy
- International Students Transfer Between Registered Providers Policy
- Duty of Care Policy for Minors
- International Student Critical Incident Management Policy

## 7. RELEVANT LEGISLATION

- National Vocational Education and Training Regulator Act 2011
  - Standards for Registered Training Organisations 2015
  - Vocational Education and Training Act 1996
  - Vocational Education and Training (General) Regulations 2009
  - Education Services for Overseas Students Act 2000
  - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code)
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