



POLICY: YOUNGER STUDENTS (UNDER 18)

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| POLICY NUMBER: | ADM021 | VERSION: | 7.2 |
| DATE ADOPTED: | 1 January 2013 | DATE LAST REVIEWED: | 25 March 2021 |
| DATE OF NEXT REVIEW: | 25 April 2023 | REVIEW FREQUENCY: | Two years |
| AUTHORISED BY: | Principal Executive Officer | REVIEWED BY: | Principal Executive Officer |
| RESPONSIBLE FOR REVIEW: | Principal Executive Officer, Academic Dean, Operations Manager | | |
| REVIEW PROCESS: | Principal Executive Officer, Academic Dean, Operations Manager | | |
| DOCUMENT MANAGEMENT: | U:/Policies and Procedures | | |
| AIM | This policy deals with the protection and personal safety of international and domestic students under the age of 18. | | |

1. REGULATIONS:

- a. Higher Education Standards Framework 2015: Standards 7.2, 7.3
- b. Standards for RTO's 2015: Standards 1.3, 1.7
- c. National Code of Practice 2018: Standard 5
- d. ELICOS Standards 2018: Standard P2

2. LEGISLATION OR OTHER REQUIREMENTS:

- a. Tertiary Education Quality and Standards Agency Act 2011
- b. The Education Services for Overseas Students (ESOS) Act 2000 (National Code of Practice for Providers of Education and Training to Overseas Students 2018)
- c. ELICOS National Standards 2018
- d. National Vocational Education and Training Regulator Act 2011
- e. Higher Education Support Act 2003

3. OTHER POLICIES:

- a. Enrolment Policy
- b. Critical incident policy

4. FORMS AND OTHER DOCUMENTS:

- a. Under 18 Years of Age – Living Arrangements Form
- b. Under 18 Years of Age – Living Arrangements Checklist
- c. Student at Risk form
- d. Confirmation of Appropriate Accommodation/Welfare Arrangements letter (CAAW Letter)



5. KEY WORDS (META DATA):

Students under the age of 18, younger students.

6. EVIDENCE:

Checklists, living arrangements forms, living arrangements checklists, student at risk forms.

7. POLICY INFORMATION:

IIBT management and staff are committed to the protection and personal safety of international and domestic students under the age of 18 by providing appropriate accommodation, support, and general welfare arrangements while they undertake their studies and/or reside in Australia. As a provider, IIBT must meet Commonwealth, state and territory legislation and other regulatory requirements relating to child welfare and protection.

8. SCOPE:

This policy applies to all international and domestic students under 18.

9. PROCEDURES:

9.1 International students

Students under 18 years of age applying for a student visa will need to provide confirmation of the arrangements that they have in place to assure appropriate accommodation and welfare for themselves. These arrangements must meet the requirements of the Australian Government and the Department of Home Affairs and this includes either:

- a. Living with a parent or approved caregiver; or
- b. Staying in approved homestay arrangement (provided by Australian Homestay Network)

A student under 18 years of age who will be cared for by a parent, custodian or eligible relative over the age of 21 will be required to complete the Living Arrangements form and provide the completed form to Admissions with their acceptance to Offer documentation.

9.2 IIBT's Responsibility

Where IIBT takes on the responsibility for approving the accommodation, support, and general welfare arrangements (other than guardianship) for a student under the age of 18, it must:

- a. Nominate the dates for which it accepts responsibility for approving the student's accommodation, support and general welfare arrangements and inform Immigration.
- b. Ensure that any adults involved in or providing accommodation and welfare arrangements to the student have working with children clearances or equivalent.
- c. Have a documented process for verifying that the student's accommodation is age-appropriate and suited to the student needs. This will be done in conjunction with Australia Homestay Network which provides homestay accommodation to minor students of IIBT, both prior to admission and at least every six months thereafter.



9.3 Information Provided by IIBT

IIBT will ensure that it provides age and culturally appropriate information to students under 18 years of age about:

- a. Who to contact in an emergency, including the contact number of a designated staff member.
- b. Seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical, or other abuse.

IIBT includes in its *Critical Incident Policy* a process for managing emergency situations and when welfare arrangements are disrupted for student under 18 years of age.

IIBT will maintain up to date records of student contact details, including the contact details of students' parent(s), legal guardians or any adult responsible for students' welfare. If IIBT is unable to contact a student and has concerns for his or her welfare, it will make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth state or territory agents.

IIBT will inform Immigration within an appropriate timeframe in cases where:

- c. A Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer needed because a student will be cared for by a parent or relative approved by Immigration – as soon as practicable.
- d. If it is no longer able to approve the student's welfare arrangements – within 24 hours. In this case, IIBT will also make all reasonable efforts to notify the student's parents or legal guardians.
- e. A student has gone missing from the approved accommodation and cannot be contacted. This will be done if the student is not found after a reasonable period and after implementing the IIBT *Critical Incident Policy* and maximum efforts.

9.4 Termination, Suspension or Cancellation of Enrolment

Where IIBT terminates, suspends, or cancels the enrolment of an overseas student, it must continue to approve welfare arrangements for that student until the following applies:

- a. The student has alternative welfare arrangements approved by another registered provider.
- b. Care of the student by a parent or nominated relative is approved by Immigration.
- c. The student leaves Australia
- d. IIBT has notified Immigration that it is no longer able to approve the student's welfare arrangements (Standard 5.3.6) or that it has taken the required action after not being able to contact the student (Standard 5.5)



Where IIBT enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, IIBT will:

- e. Negotiate the transfer date for welfare arrangements with the releasing provider so that there is no gap.
- f. Inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date of have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

IIBT has a documented policy and process for selecting, screening, and monitoring any third parties engaged to organise and assess welfare and accommodation arrangements. The third party in this case is Australian Homestay Network.

9.5 Additional Measures provided by IIBT for all students who are under 18 years of age:

- a. Must attend regular meetings with their designated student support contact person to discuss any concerns or issues with their accommodation and/or academic progress.
- b. Must not make any changes to their accommodation and/or welfare arrangements without the permission of the PEO.

9.6 IIBT Obligations

- c. Ensure lecturers/teachers submit a Student at Risk form when they feel a student under 18 requires intervention.
- d. Liaise with carers and relatives where appropriate in regard to student welfare (by telephone, email, face to face, by post as appropriate)
- e. Liaise with parents and/or guardians in regard to any academic progress issues (by telephone, email, face to face, by post as appropriate)
- f. Provide parents and/or guardians with mid and end of course progress reports which are despatched to the home addresses of parents/guardians.
- g. Ensure 24-hour contact is available to students under 18 years.
- h. Hold regular meetings with students under 18 to discuss and monitor general welfare.
- i. Provide immediate follow-up of absenteeism of students under 18.
- j. Provide students under 18 with additional support in the case of complaints and appeal processes. This may include providing students with simplified or translated documents and forms as required, appointing a support person to assist the student during the process, providing bilingual support as required, involving parents/guardians as required.

10. FACILITIES AND OPERATIONS FOR STUDENTS UNDER 18

IIBT ensures the suitability of facilities and operations for students under 18 by:

- a. Providing a clean and safe venue for study
- b. Ensuring the integrity of relevant staff through background checks
- c. Monitoring the IT environment
- d. Training teachers in suitable management and support of students under 18



- e. Training teachers in the appropriate selection of topics and teaching strategies for mixed age cohorts

11. AGENTS AND PARTNERS:

IIBT is committed to ensuring the safe recruitment, transit, and reception of students under 18 as well as their ongoing well-being and safety by providing agents/partners with the following:

- a. Agent contract - requires agents and partners to be familiar with the National Code 2007 and in particular Standard 5
- b. Compulsory certificates to be undertaken by new agents
- c. Education Agent Training Course
- d. <http://eatc.com/>
- e. ISANA National Code Online Tutorial TEST
- f. <http://www.isana.org.au/national-code-online-tutorial/>
- g. IIBT Prospectus - Student Services section
- h. IIBT Student Handbook provided in native language (available in Mandarin only)
- i. Pre-departure Guide provided in native language
- j. Younger Students (Under 18) Policy
- k. Accommodation information
- l. Under 18 Years student living arrangement form
- m. AHN Briefing document
- n. AHN fee schedule
- o. AHN application form
- p. Airport and transit
- q. Agent training sessions
- r. Bi-annual agent reviews

IIBT communicates in real time with agents/partners, parents, guardians in regard to updated travel arrangements for students under 18 so as to ensure efficient reception on orientation day. Full details about orientation are provided to the above groups in home language.

END OF DOCUMENT
