

# Russo Business School Younger Students Policy & Procedures

## Scope & Purpose

This policy and procedure applies to all staff and students of Russo Business School Pty Ltd ABN 34 601 105 319 trading as Russo Business School (RBS) (CRICOS Provider Code – 03441F).

This policy addresses 'Standard 5 – Younger Students' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007', which states:

*'Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, registered providers ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate.'*

Russo Business School takes on the responsibility of approving the accommodation, support and general wellbeing arrangements of international students on a student visa under the age of 18 who are not residing with a parent or guardian (as nominated by the parents). Russo Business School approves appropriate accommodation for such students in Australian Homestay Network (AHN) trained and approved homestay families and has designated staff members whose responsibility is to support and monitor the welfare of students under 18 years of age.

Although the primary purpose of Russo Business School is the delivery of education in the higher education sectors, there will be occasions when students under the age of 18 are accepted into Russo Business School courses.

## Definitions and Abbreviations

**Academic Program Manager** – is an academic staff member appointed by the Executive Dean of the Russo Business School to have oversight of the management, delivery and performance of a course, subjects and reporting responsibilities and obligations in relation to a course and subjects.

**Academic teaching staff** – are staff principally engaged in academic teaching and management roles, including but not limited to lecturers.

**Appeal** – is in response to a decision made on a particular matter. A **complainant** – is a person lodging a complaint.

**Appellant** is a person lodging an appeal.

**Australian Applicant** is an Australian citizen, a permanent resident or the holder of a permanent humanitarian visa.

**Census Date** - the date on which a student's enrolment in a subject is taken to be finalised

**Child/Children** – is a person or persons under the age of 18.

**Commencement Date**:- the date of the course that is listed in the most recent *Letter of Offer* that has been signed by the student and returned by the student.

**Commencing Student** - for the purpose of this policy, a Commencing Student shall be a student admitted for the first time in a particular course and who was not enrolled in another course at Russo Business School in the previous study period.

**Compassionate and or Compelling circumstances** - *Compassionate and compelling circumstances are considered to be beyond the control of a student and have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:*

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, or
- a traumatic experience, which has impacted the student (these cases should be supported by police or psychologists' reports), which could include an involvement in, or witnessing of an accident, or witnessing or being the victim of crime;
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

*Please note that the above are only some examples of what may be considered. Each request will be assessed individually based on the information provided and documentary evidence.*

**Complaint** is a consequence of dissatisfaction with an aspect of a student's studies, student life, the institution or the institution's environment.

**Course** is an appropriate suite and sequence of subjects that meets the requirements and specifications of the relevant level of the Australian Qualifications Framework (2<sup>nd</sup> ed, 2013) and which leads to the conferral of an award. For example, a Bachelor of Business.

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

**Package of Courses** – A Package of Courses is offered to a student for the purpose of arranging one student visa for the full expected duration of their studies, for example where one course is a prerequisite to another of the courses

**Payment Due Date** - the Payment Due Date for a subject is the date on which continuing students must make payment of tuition fees in full.

**Principal Course** – the student's main course of study with the Russo Business School, or that leading to the highest qualification in a student's Package of Courses.

**Student** – for the purpose of this policy a student is to be under 18.

**AHN** – Australian Homestay Network

**AQF** – Australian Qualification Network

**ASTAS** - Australian Student Tuition Assurance Scheme

**COPHE** – Council of Private Higher Education

**CRICOS** – Commonwealth Register of Institutions and Courses for Overseas Students

**ESOS** - Education Services for Overseas Students

**DHA** – Department of Home Affairs

**DET** – Department of Education and Training

## Policy

1. Where a student is under the age of 18, prior to enrolling that student, the Executive Dean, Russo Business School will undertake a risk assessment to determine the profile of the student and whether acceptance into a Russo Business School course is in the student's best interest. Students must be 17 years of age upon commencement at Russo Business School.
2. Upon the student's enrolment into a Russo Business School course, the Executive Dean, Russo Business School will implement systematic arrangements to assess and monitor their welfare and wellbeing and provide regular counselling and/or assistance throughout the student's enrolment. All notes of meetings are to be documented and saved in accordance with internal processes.
3. If the student is not residing in Australia with a parent or guardian, the dates for which Russo Business School will accept responsibility for the student will be nominated in the Under 18 Student Confirmation of Appropriate Accommodation and Welfare (CAAW) letter, generated in the Provider Registration and International Students Management System (PRISMS). Russo Business School's accommodation partner, Australian Homestay Network (AHN) will be contacted to confirm that the under 18 student is to be placed in appropriate homestay in accordance with the Homestay for Overseas Students (under 18) Policy.
4. If the student is to be living in Australia with a parent or guardian, or nominated relative, this will be approved by the Department of Home Affairs and a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter will not be generated in PRISMS.
5. All documentation needs to be signed by a parent or guardian for persons under the age of 18.
6. The designated staff member will be nominated and as per the Russo Business Schools Planned Delegations.
7. Staff must ensure where possible, that students are counselled in a location with other staff and if a situation is deemed to be 'at risk', must have another staff member or the student's preferred representative present.
8. Should a student report concerning behaviour which has occurred at Russo Business School or elsewhere, take action to report the behaviour.

Domestic students do not require AHN provision. Domestic students who complete their Russo Business School studies before they turn 18 will need to ensure compliance with the enrolment provisions and procedures of their next provider (e.g.: University) in relation to underage students.

## Protocols for Activities with Children

The protocols set out below complement the Student Code of Conduct Policy, and provide further guidance to Russo Business School Members on how to behave when they are engaged in activities related to children.

In circumstances where Russo Business School Members activities with children are conducted at another organisation's site or on behalf of another organisation, the codes and policies of that organisation may also apply while those activities are being conducted. The application of the other organisation's codes and policies will operate in conjunction with Russo Business Schools Student Code of Conduct Policy and this Policy which will also apply.

<b>Protocol</b>	<b>Examples</b>
Conduct interactions in the presence of other adults	To help a student feel safe, avoid being alone with students. Ensure that another adult is present, or close by <u>and</u> able to observe interactions when providing one-on-one services to children.
	Wherever possible, conduct interactions in professional spaces and not in a home environment.
	Do not transport unaccompanied students unless parental consent is provided.
Avoid unnecessary physical contact	Do not initiate, encourage or accommodate unnecessary physical contact.
	Deal sensitively with inappropriate physical contact and report it to a supervisor.
	Ensure that any physical contact with a child or vulnerable adult is appropriate <u>and</u> can be explained in terms of the appropriate activity and needs of the child or vulnerable adult.
	Only make contact in an official capacity and as part of duties.
Behave professionally at all times	Avoid discussing personal details.
	Be a positive role model
	Do not show favouritism and treat all students and vulnerable adults equitably and respectfully.
	Any steps taken to manage disruptive or unsafe behaviour should not be humiliating or isolating.
	While in hearing range of students, avoid conversations with other adults on adult or personal subject matter (e.g. relationships, lifestyle, alcohol consumption).
	Ensure that photographing, audio recording or filming via any medium is authorised in writing by the parent or guardian (see the Procedures for guidance in relation to arrangements) and/or child, and is used solely for the purposes for which they have been authorised.
	Ensure that there is no identifying personal information in photographs or film footage of children, e.g. name tags; and avoid images of students in minimal clothing, e.g. swimwear.
	Take steps to encourage the responsible use of personal equipment e.g. mobile devices should not be used to photograph, record or film.
	Do not provide personal contact details and always use the Russo Business School email and telephone for communication.
Use technology appropriately	Do not “friend” or “connect” via social media unless for purposes related to the work and with the consent of the parent or guardian.
	Be aware of issues associated with online safety. A useful resource for this is the website of the Australian Government Office of the Children’s e-Safety Commissioner.
Listen and act	If a student raises a concern, ask open questions, listen patiently, be compassionate and reassure them; and then take appropriate action to address the concern.
	If a child reports concerning behaviour which has occurred at Russo Business School or elsewhere, take action to report the behaviour in accordance with this Policy.
Seek parental consent and assent from the child or vulnerable adult, where appropriate	Seek consent from a parent or guardian of a student where prudent to do so.
	Where appropriate, seek assent written from the student to participate in an activity e.g. a research study.
Planning of University spaces	Select venues and spaces for activities and events which facilitate the personal safety and access of students.
	Ensure that principles of personal safety are a requirement in design briefs for new and refurbished spaces (e.g. visibility into rooms accessed by students).
Planning an activity	Engage in risk planning and management.

