

Name:	Under 18 Years Student Management and Supervision Procedure
Approved by:	Group Accreditation & Compliance Manager
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SECTION 1 – INTRODUCTION

PURPOSE

The purpose of these procedures is to give effect to the **Under 18 years Student Management and Supervision Policy** (“the Policy”).

SCOPE

These procedures apply to:

- all students (domestic and international) aged under 18 years at their commencement date; and
- all arrangements for the accommodation, support and welfare of such students for which the College has accepted approval responsibility under subclause 1(c) of the policy.

SECTION 2 – PROCEDURE

This procedure

- a. meets the requirements of the Standard of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 5); and the Standards for Higher Education (Standard 2); and
- b. provides for appropriate well-being and safety, accommodation, support and welfare arrangements for students who are under 18 years of age.

1. REPORTING THE COLLEGE'S APPROVAL OR NON-APPROVAL OF ARRANGEMENTS

If the College 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:
 - a. The date on which it will begin taking responsibility; and
 - b. The date on which it will cease to take responsibility; and
- b. Inform the relevant Department of the approval period in writing, using any required pro forma letter, of:
 - a. Approval 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 College no longer approves of such arrangements where it formally did so; or
 - c. Any change to a student's accommodation arrangements.
- c. The College 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.

2. CHECKING THE SUITABILITY OF ARRANGEMENTS

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

- a. The student organises accommodation with a College approved:
 - a. Residential provider; or
 - b. Homestay provider; and
- b. The student organises a welfare provider through a College approved welfare service; and
- c. The student provides the College copies of binding agreements with the accommodation provider and the welfare provider, as required by clause 3 of the policy.

3. APPROVING PROVIDERS

- a. The relevant delegate must not approve or continue to approve an accommodation, support or welfare provider for the purposes of clause 2 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.

4. MONITORING THE SUITABILITY OF ARRANGEMENTS

The College will monitor the suitability of a student's accommodation, support and welfare arrangements by:

- a. For residential and homestay providers:
 - a. Checking the accuracy of the student's accommodation details;
 - b. Checking that the student's accommodation is within one-hour travel time from the campus that they are required to attend;
 - c. Checking the contact details for the accommodation provider;
 - d. Checking that the accommodation provider has had regular communication and liaison with the student's parents, legal guardians or welfare providers; and
 - e. Requesting details of any critical incidents and follow-up action;
- b. For welfare providers, checking:
 - a. The contact details for the welfare provider;
 - b. That the welfare provider met the student within 48 hours of their arrival;
 - c. That the welfare provider sent a report to the student's parent's or legal guardians within 30 days of the student's arrival; and
 - d. That the welfare provider has maintained regular personal contact with the student, including meetings in person.

SECTION 3 – SCHEDULES**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 students to experience the culture and diversity of the region in which they are staying;
- Encourage the sharing under-18 International students' own culture with their peers;
- Provide a structure for under-18 students' orientation, community interaction and network establishment.

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

- a. 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.
- b. Residential providers must advertise and comply with their cancellation policies.
- c. Residential providers must confirm a student's placement in writing to the student and to the College no later than two (2) weeks before the commencement of the students' course.
- d. Residential providers must provide to each student and the College, a current and accurate residential staff directory (i.e. residential manager, residential coordinator, security), including an emergency point of contact.
- e. Residential providers must provide a single point of contact for under-18 students, which must be available 24 hours a day, seven days a week.
- f. 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 toward Under-18 students (and specific to both domestic and 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.
- g. 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.
- h. 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 support staff relevant to both the needs and requirements of domestic and international students, including supporting data and training materials; and
 - e. compliance with Working with Children Check (WWCC) requirements.

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 under-18 students to experience the culture and diversity of the region in which they are staying;
- Encourage the sharing under-18 International students' own culture with their peers;
- Provide a structure for under-18 students' orientation, community interaction and network establishment.

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

- a. 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.
- b. Homestay providers must give a full refund for any cancellations made two (2) or more weeks prior to a student's arrival, less any placement fee.
- c. Homestay providers must not increase the placement fee or the boarding fee for under-18 students for at least twelve (12) months from the date of the student's arrival.
- d. Homestay providers must confirm a student's placement in writing, to the student and to the College no later than two (2) weeks before the commencement of the student's course.
- e. Homestay providers must give student's a 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.
- f. Homestay providers must provide to each student and the College, a current and accurate staff directory, including an emergency point of contact which must be available 24 hours a day, seven (7) days a week.
- g. 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.
- h. Homestay 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 homestay provider;
 - b. Providing a current list of support staff and their responsibilities toward Under-18 students (and specific to both domestic and international students);
 - c. Setting out the responsibilities of the host family and homestay provider;
 - d. Setting out their expectations of students, including house rules and room standards;
 - e. 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.
 - f. A copy of the proposed binding agreement to be signed by the homestay provider, the student and their parent or legal guardian, or welfare provider;
 - g. A copy of the agreement between the homestay provider and all hoist families, outlining relevant policies host obligations.
- i. 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 student's 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 students to the homestay provider;
 - g. Compliance with Working With Children's Check (WWCC) requirements.
- j. 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 College 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 students.

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

A. STUDENT MANAGEMENT

Welfare providers must:

- a. Work with the College to provide 24-hour access to emergency contact details for students and their parents or legal guardians in the event of an emergency;
- b. Ensure that they maintain and are in a position to provide to the College the following records:
 - a. A complete list of all past, current and pending College 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, by phone or by email) and a summary of contact;
 - c. Details of students' current and previous accommodation, including addresses and contact numbers;
 - d. The name and contact details of nominated individual welfare provider for each current student, and their Working With Children's Check (WWCC) approval number or clearance reference;
 - e. Copies of the binding agreements between current students, parents or legal guardians and the welfare provider, including the commencement date and the end date for the welfare arrangement;
 - f. Copies of reports sent to current parents or legal guardians;
 - g. Copies of all correspondence and documents concerning current students;
 - h. Current course details for current students; and
 - i. Where student consent is obtained, photographs of current students;
- c. 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's Check (WWCC) requirements;
 - c. Comply with the minimum standards outlined in this document; and
 - d. Have legally binding contracts clearly stating:
 1. The terms of their engagement;
 2. Services to be performed;
 3. Fees;
 4. Termination conditions;
 5. Confidentiality obligations;
 6. Refund of fees and indemnity arrangements; and
 7. Liability and risk provisions.
- d. Maintain appropriate and compulsory (guaranteed) insurance cover for the provider as determined by the College from time to time and in line with industry expectations.

B. STUDENT WELFARE

Welfare providers must:

- a. Meet all students in person within 48 hours of their arrival;
- b. Maintain regular personal contact with students, including:
 - a. Speaking to students once every week by telephone; and
 - b. Meeting students in person;
- c. Provide 24/7 telephone advice and emergency assistance for students;
- d. Provide additional orientation for students as appropriate. For example:
 - a. Public transport information;
 - b. Outlining support services available to students, outside the College;
 - c. Assisting students to open a bank account, if required;
 - d. Assisting students to purchase SIM card or mobile data plan, if required;
 - e. Assisting students with personal problems or issues, as they arise;
- e. Send a report to each student's parents or legal guardians within 30 days of the student's date of arrival, including:
 - a. An overview of the student's accommodation facility or homestay, including photographs;
 - b. The student's local bank account details (if applicable), 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 College, 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.

C. STUDENT SUPPORT AND ADVOCACY

Welfare providers must:

- a. Liaise with students and their residential provider regarding any student complaints concerning accommodation;
- b. Notify the College of any unresolved grievances concerning students' accommodation;
- c. Represent the student in any discussions with the College, including assisting the student to lodge any complaint to the College;
- d. Sign any documents required to be signed on behalf of the students' parents or legal guardians.

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION**SUPPORTING DOCUMENTATION**

Document name	Document type	Location
Student Code of Conduct	Policy	Internal
Student Handbook	Policy Guide	Internal
U18 International Students Guideline	Policy	Internal
U18 International Students Procedure	Procedure	Internal
National Code 2018	Govt Standards	External
TEQSA Threshold Standards 2015	Regulatory Standards	External

SECTION 5 – CHANGE HISTORY**CHANGE HISTORY**

Version	Approval date	Approved by	Approved by	Change
V1.0	10 November 2018	Group Accreditation & Compliance	Group Manager	Development of policy
		Technology & Design Division	General Manager	
		Greenwich English College	General Manager	