



Under 18 Student Policy	
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Approver	Chief Executive Officer
Responsible Officer	Group Executive, Education Group
Contact Officer	Manager, Student Life
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Policy Approval

Approver	Responsible Officer	Policy Officer
Rob Forage	Marc Weedon-Newstead	Emma Drummond
Date: 19/03/2019	Date: 19/03/2019	Date: 19/03/2019



1 Background

UNSW Global has obligations under the *Education Services for Overseas Students Act 2000* (Cth) (the “**ESOS Act**”), which regulates the delivery of education and training courses to overseas students who come to Australia to study on a student visa. One of the functions of the ESOS Act is to set up a National Code, which provides standards for all registered providers including UNSW Global.

Standard 5 of the National Code requires that, where students under the age of eighteen (18) are not being cared for in Australia by a parent or suitable nominated relative, registered providers must ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate.

2 Purpose

This policy outlines how UNSW Global will ensure the suitability of accommodation, support and general welfare arrangements for under eighteen (18) overseas students.

3 Scope

This policy applies to:

- (a) Under 18 Students;
- (b) UNSW Global staff involved in the promotion, recruitment, admissions, support, academic delivery, management or administration of Under 18 Students; and
- (c) UNSW Global business partners who are responsible for the provision of support, accommodation and welfare arrangements for Under 18 Students.

This policy does not apply to UNSW Global’s interactions with students on other kinds of visas such as AusAID students, Tourist Visa holders, Dependents (including a spouse or a dependent child of the student visa holder) or Exchange Students.

4 Definitions

CAAW Letter means the confirmation of appropriate accommodation and welfare letter, under which UNSW Global approves the accommodation and general welfare arrangements for Under 18 Students.

Critical Incident means a tragic or traumatic event or situation (within or outside Australia), or the threat of such, which affects, or has the potential to affect a student, his/her family members and/or other persons including staff and friends, in a traumatic way, including extreme stress, fear or injury. Student critical incidents include any situation deemed to be a ‘critical incident’ under the provisions of the National Code. Student critical incidents can include, but are not limited to:

- (a) serious injury or serious threat of these (may include serious injury or health problem which prevents the student continuing with or completing the course);
- (b) death of a student;
- (c) attempted suicide;



- (d) missing student;
- (e) mental health episode requiring hospitalisation;
- (f) natural disaster located away from UNSW Global;
- (g) student arrested or detained;
- (h) assault, including sexual assault, domestic violence or robbery, severe verbal or psychological aggression;
- (i) drug or alcohol abuse; and/or
- (j) Other serious events.

DHA means the Department of Home Affairs.

eCoE means the electronic confirmation of enrolment.

ESOS Act means the *Education Services for Overseas Students Act 2000* (Cth).

National Code means the *National Code of Practice for Providers of Education and Training to Overseas Students* established under the ESOS Act.

PRISMS means the Provider Registration and International Student Management System.

Under 18 Student means an overseas student enrolled at UNSW Global who is under eighteen (18) years of age and who holds a student visa.

5 Policy Statement

UNSW Global is committed to ensuring that Under 18 Students have appropriate accommodation, support and general welfare arrangements in place for the period that Under 18 Students will be studying at UNSW Global.

6 Under 18 Student Matters

6.1 Contact details regarding Under 18 students

Applying for CAAW: admissions@unswglobal.unsw.edu.au

General enquiries including accommodation: under18@unswglobal.unsw.edu.au Seeking assistance: student.support@unswglobal.unsw.edu.au

Complaints: complaintsandconduct@unswglobal.unsw.edu.au

6.2 Contact Details for Assistance

In the event of a Critical incident, Under 18 students can contact the following people:

Type of Incident	Hours of Operation	Contact Person/Entity	Contact Details
All Critical Incidents	9:00am – 5:00pm Monday to Friday	Student Services Officers Student Services Counter at 223 Anzac Parade, Kensington	Phone: (02) 9385 0555 Email: student.support@unswglobal.unsw.edu.au
	9:00am – 5:00pm Monday to Friday	Student Services Counter, Randwick Campus	



Type of Incident	Hours of Operation	Contact Person/Entity	Contact Details
All Critical Incidents that occur on UNSW Campus	24 hours a day 7 days a week	Campus Security UNSW Security Services	For emergencies phone: (02) 9385 6666 For general enquiries phone: (02) 9385 6000
Off-Campus Emergencies	24 hours a day 7 days a week	Emergency Services Fire, Police and Ambulance	Phone: 000
Off-Campus Non-emergencies. For example, if you are the victim of a crime and minor traffic crashes.	24 hours a day 7 days a week	NSW Police	Phone: 131 444
Counselling, mental health and other health incidents	8.15am - 6.00pm Monday to Thursday	For general health case call the University Health Service	Phone: (02) 9385 5425 Email: unihealth@unsw.edu.au
	8.15am - 5.15pm Friday		
	24 hours a day 7 days a week	For mental health case call the Mental Health Line	Phone: 1800 011 511
	24 hours a day 7 days a week	For crisis support and suicide prevention call Lifeline	Phone: 13 11 14
	9.00am - 5.00pm Monday to Friday	UNSW Global will refer students to the UNSW Counselling and Psychological Services (CAPS) if appropriate	Phone: (02) 9385 5418 Email: counselling@unsw.edu.au
On-campus security	24 hours a day 7 days a week	Students are advised to download the UNSW security app. The app includes the following: <ul style="list-style-type: none"> • Emergency contacts • Request a security escort • Track the night security bus • A flashlight and alarm • Security tips 	Download the app: 'StaySafe@UNSW'



6.3 Parental Consent and Information Sharing

Under 18 Students should be aware that, until such time as an Under 18 Student turns eighteen (18), UNSW Global:

- (a) will share information with their parent or legal guardian including, without limitation, information about the Under 18 Student's welfare, attendance, academic results and progress, accommodation arrangements, non-compliance with any curfew and any other matter which may affect an Under 18 Student's enrolment; and
- (b) will not process any changes to an Under 18 Student's enrolment or approve a leave request, without the prior written consent of their parent or legal guardian.

6.4 Under 18 Student Obligations

All Under 18 Students agree that they will:

- (a) attend an Under 18 Students Orientation Session, see paragraph 6.6(a);
- (b) check their registered student email address regularly for any correspondence from UNSW Global;
- (c) attend all scheduled Under 18 Student monitoring meetings with Student Advisers, see paragraph 6.6(b); and
- (d) keep UNSW Global informed of their current contact details and the contact details for their parents or legal guardians (updates are to be provided via the student portal).

6.5 UNSW Global Approvals

All under 18 Students agree that they will obtain approval from UNSW Global via a Student Adviser if they wish to:

- (a) make any changes to their enrolment (change of course, withdrawing from the course, transferring to another provider);
- (b) change their approved accommodation arrangements, also see paragraph 7.4.

6.6 Transfer to another registered provider

Under 18 Students who wish transfer to another registered provider prior to completion of the first six (6) months of their principal course must seek approval to transfer and obtain a release letter in accordance with the UNSW Global's *Transfer Between Registered Providers Policy*.

6.7 Monitoring and Supervision

- (a) *Orientation session*
UNSW Global will provide a specific orientation session for Under 18 Students where Under 18 Students will be provided with information regarding the approval of welfare arrangements and the help available to adjust their new academic and living environment.



(b) *Meetings and appointments*

UNSW Global will monitor the care arrangements of Under 18 Students through scheduled meetings. These meetings will occur on a regular basis or otherwise by prior appointment. Under 18 Students are encouraged to discuss any concerns they may have about their accommodation, academic progress and any other issues that may affect their wellbeing, via directly speaking to Student Services or emailing under18@unswglobal.unsw.edu.au.

Accommodation and welfare arrangements are reviewed as necessary following interviews with Under 18 Students. If Under 18 Students are having issues with their accommodation arrangements UNSW Global will assist Under 18 Students in resolving these issues.

(c) *Leave request*

UNSW Global requires Under 18 Students to obtain approval from Student Services for any period of time during which they are not in Australia by completing the Under 18s Temporary Leave Departure Form.

(d) *Missing students*

In the case where UNSW Global is notified that an Under 18 Student has gone missing and cannot be contacted, the UNSW Global's [Critical Incident Management Policy](#) will apply.

7 Accommodation for Under 18 Students

Overseas student visa condition 8532 requires that students who are under 18 years of age may stay with a parent or suitable relative or, if this is not possible, they may stay in accommodation approved by their education provider.

7.1 Residing with an approved guardian or relative

Under 18 Students may reside in Australia with a parent, legal guardian or other suitable relative, as approved by the DHA, subject to:

- (a) the parent or suitable relative taking responsibility for the welfare arrangements of the Under 18 Student; and
- (b) the Under 18 Student providing a signed letter from the parent or suitable relative confirming the arrangement as part of their UNSW Global Acceptance of Agreement.

To be approved by DHA, the relative must be:

- (c) a grandparent, brother, sister, aunt, uncle, niece or nephew, or a step-grandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or step-nephew;
- (d) nominated by a parent of the applicant or a parent who has custody of the applicant;
- (e) aged at least 21; and
- (f) of good character.



7.2 UNSW Global approved accommodation where CAAW Letter issued

Students who request and are issued with a CAAW Letter must reside in accommodation approved by UNSW Global until such time as the Under 18 Student turns 18 years of age. UNSW Global will only approve the following types of accommodation:

- (a) approved homestay accommodation;
- (b) accommodation at UniLodge@UNSW or if Unilodge@UNSW is full another approved Unilodge property; or
- (c) any other accommodation approved by UNSW Global, in its sole discretion.

All applications for a CAAW letter must be submitted no later than 4 weeks before your commencement. To apply for a CAAW Letter, Under 18 Students must complete the CAAW Letter Request Form, pay the required deposit and return the completed form to Admissions at admissions@unswglobal.unsw.edu.au. All CAAW Letters will be issued in PRISMS when generating the student's eCoE. The signed CAAW Letter will be sent to the Under 18 Student and their parents together with the eCoE.

7.3 Student's Obligations where CAAW Letter issued

Under 18 Students who are issued with CAAW Letter must:

- (a) upon arrival in Sydney go directly to their approved accommodation;
- (b) reside in the accommodation approved by UNSW Global until such time as the Under 18 Student turns eighteen (18);
- (c) abide by a 10.00pm curfew at all times, that is, they will return to their approved accommodation by no later than 10.00pm each night;
- (d) obtain approval from UNSW Global via a Student Adviser if they wish to:
 - i. change their approved accommodation arrangements, see paragraph 7.4 below;
 - ii. travel back home during school break or travel within Australia (only allowed in special circumstances). All requests to travel during school break must be submitted no later than fourteen (14) days prior to the intended date of travel.

7.4 Changes to approved accommodation where CAAW Letter issued

- (a) All Under 18 Students issued with a CAAW Letter must obtain approval from UNSW Global if they wish to make changes to their approved accommodation arrangements.
- (b) To obtain UNSW Global's approval to change their accommodation arrangement, Under 18 Students must apply to Student Services by completing the Under 18s Change of Accommodation Form **before** implementing any changes. Requests to change accommodation arrangements must be submitted no later than fourteen (14) days prior to the intended date of change.
- (c) UNSW Global is under no obligation to approve any changes to an Under 18 Student's accommodation arrangements.



- (d) UNSW Global will, as soon as practicable, notify DHA of any change in an Under 18 Student's accommodation arrangements.
- (e) If UNSW Global reports a change that has been approved by UNSW Global no further action will be taken.
- (f) If UNSW Global reports to DHA a change that has **not** been approved by UNSW Global the Under 18 Student will be in breach of student visa condition 8532 and their visa may be cancelled by DHA.

7.5 Breach of Student Obligations

If you are in breach any of the obligations included in paragraphs 7.3 and 7.4, it may result in an allegation of non-academic misconduct as specified in the UNSW Global's [Student Misconduct Policy](#). If your breach is related to accommodation arrangement, UNSW Global is required to report to DHA on the breach.

7.6 Termination, Suspension or Cancellation of Enrolment where CAAW Letter issued

In the case where UNSW Global terminates, suspends or cancels the enrolment of an Under 18 Student to whom it has issued a CAAW Letter, UNSW Global will continue to check the suitability of care arrangements for students until confirmation is received that:

- (a) the Under 18 Student has been accepted by another registered provider who is taking over the accommodation, support and general welfare arrangements; or
- (b) the student is leaving Australia; or
- (c) other suitable arrangements are made.

If none of the above can be satisfied, UNSW Global will report to DHA through PRISMS that UNSW Global can no longer approve the arrangements for the Under 18 Student. This will only be done where all other attempts to assist the Under 18 Student to maintain appropriate arrangements have been exhausted.

8 Legal and Policy Framework

This policy complies with and implements the ESOS Act and Standard 5 of the National Code

8.1 Responsibilities

- (a) *Approver*

The Chief Executive Officer is responsible for the approval of this policy.

- (b) *Responsible Officer*

The Group Executive, Education Group is responsible for the implementation, dissemination and review of this policy.

- (c) *Contact Officer*

The Manager, Student Life is responsible for the day to day implementation of this policy and is the first point of contact for all enquiries that relate to this policy.

- (d) *Policy and Compliance Officer*



The Policy and Compliance Officer is responsible for the administration and publishing of this policy.

(e) *Staff, Supervisors and Executives*

UNSW Global staff, supervisors and executives are responsible for assisting in the implementation of and adherence to this policy.

8.2 Review

This policy is due for review three (3) years from its date of implementation or in case of legislative or regulatory changes.

9 Linked Documentation

- (a) CAAW Letter Request Form
- (b) Under 18s Change of Accommodation Form
- (c) Under 18s Temporary leave Departure Form

10 Related Policies and Procedures

- (a) Critical Incident Management Policy
- (b) Transfer Between Registered Providers Policy
- (c) Student Misconduct Policy

11 Version History

Version Control	Date Effective	Approved By	Amendment Notes
2	1 January 2018	E Drummond	Reflects changes made to the company letterhead and UNSW brand
3	19 March 2019	E Drummond	Add in paragraph 6.2