



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

**POLICY 28 WELFARE ARRANGEMENTS FOR UNDER 18 YEAR OF AGE
INTERNATIONAL STUDENTS**

337-339 La Trobe Street, Melbourne VIC 3000

DOCUMENT CONTROL

Department	Management	Author(s)	Gbca	
Quality Controlled Policy No. & Title	Policy 28 Welfare Arrangements For Under 18 Year Of Age International Students	Approved	Compliance Manager	
Version	1.0	Authorised	Managing Director	
Standards	ESOS Standard 5 (NC)	Distribution	Internal	All staff
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REVISION RECORD

Date	Version	Revision description
6 Feb 2017	1.0	Original version

1.0 Purpose

- 1.1 Australian Government regulations (ESOS National Code – Standard 5) and Student Visa conditions require that any student under the age of 18 must have approved accommodation and welfare arrangements in place.
- 1.2 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 arrangements for themselves. These arrangements must meet the requirements of the Australian Government Department of Immigration and Border Protection and this includes either:
 - a. Living with a parent of legal custodian; or
 - b. Living with a relative over 21 years of age who is nominated by a parent or legal guardian; or
 - c. Living under a welfare arrangement that has been approved by an Australian education provider.
- 1.3 The purpose of this policy and procedure is to set out the intent and provisions of the Global Business College of Australia (GBCA) in order to comply with the ESOS National Code Standard 5:

2.0 Scope

This policy and procedure apply to all international students who are under 18 years of age enrolled at GBCA.

3.0 Responsibility

- 3.1 The Compliance Manager is responsible for administering this policy and procedure.
- 3.2 The Student Administration Officer is responsible for the implementation of this procedure.

4.0 Definitions

- 4.1 Confirmation of Appropriate Accommodation and Welfare Arrangement (CAAW) letter: a pre-forma letter generated on the Provider Registration and International Student Management System (PRISM).
- 4.2 Confirmation of Enrolment (CoE): a CoE is a document that confirms student's enrolment as an international student at GBCA. It also shows the start and end date of the enrolled course.

5.0 Requirements

- 5.1 GBCA requires international students who are under 18 years of age to demonstrate that they will:
 - Live with a parent of legal custodian; or
 - Live with a relative over 21 years of age who is nominated by a parent or legal guardian; or
 - Live under a welfare arrangement that has been approved by an GBCA.Until such time that they turn 18 years of age.
- 5.2 DIBP requires a relative to be aged over 21 years of age, be of good character and be eligible to remain in Australia until the applicant's visa expires or they turn 18. A relative is defined by DIBP as a brother, sister, stepbrother, stepsister, step-parent, grandparent, step-grandparent, aunt, uncle, step-aunt, step-uncle, niece, nephew, step-niece or step-nephew. (Definition extracted from [form 157](#), DIBP website Feb 6, 2017)
- 5.3 Under the terms of the National Code Part D Standard 5, GBCA is required to:
 - a) Nominate the dates for which responsibility is accepted for approving the student's accommodation, support and general welfare arrangements;
 - b) Advise DIBP in writing of the approval using the specified PRISMS pro forma letter;

- c) Have documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements;
 - d) Advise DIBP of any change in these living arrangements; and e) continue welfare responsibility where a student's enrolment is terminated, suspended, or cancelled, until:
 - the student is accepted by another registered provider who takes responsibility for the accommodation, support and student welfare;
 - the student leaves Australia;
 - the provider appropriately reports it can no longer approve arrangements for the student; or
 - alternative arrangements are made in accordance with Australian Migration Regulations.
- 5.4 GBCA nominates the start and end dates of welfare responsibility by completing and signing the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter generated from PRISMS. The student visa start and end dates will correspond with the dates in this letter, except if the student turns 18 during studies, when the standard visa end date will apply. The student cannot arrive in Australia before the nominated start date of the CAAW.
- 5.5 GBCA engages a welfare provider and a homestay accommodation providers to assist in arranging suitable homestay accommodation and the oversight and provision of the welfare and support of international students under 18 years of age who are not living with a parent/legal guardian or approved relative. Responsibility for the student's welfare remains with GBCA.
- 5.6 GBCA will accept responsibility for the accommodation, support and welfare of international students under 18 years of age commencing their programs under the following welfare provisions:
- the student is at least 17 years of age;
 - the student's parent/legal custodian has agreed in writing to the GBCA accepting responsibility for their son or daughter's welfare by completing and signing the GBCA Under 18 Student Agreement;
 - the student's parent/legal custodian has agreed in writing to the approved welfare provider providing ongoing welfare support to the student until their son or daughter turns 18 years of age;
 - the student must live in the GBCA approved homestay accommodation until the end of their welfare dates and not change that accommodation unless written agreement is obtained from the parent/legal guardian and GBCA;
 - the student must be met upon first arrival at the Melbourne Tullamarine International airport by a GBCA approved representative or the GBCA approved homestay provider;
 - the student must attend orientation, and meet with a GBCA Student Support Officer in the first week after their arrival in Australia;
 - students who expect to arrive late must send to GBCA the completed SA043 Student deferral, Suspension cancellation application form and obtain permission from the Manager, Student Administration. On arrival, the student must make contact with the GBCA Student Support Officer.
 - the student must meet with a GBCA Student Support Officer to discuss academic progress every two weeks and at the end of each study term, or upon turning 18, whichever comes first.
 - the student will not stay overnight from the approved homestay address without written approval from the student's parent or legal custodian and the representative from GBCA.

6.0 Method

6.1 Identification of students under 18 years of age:

- 6.1.1. An applicant is identified as under 18 years of age during the admissions process.
- 6.1.2. An offer of admission will be conditional upon submission of a completed and signed GBCA International Student Under 18 Agreement signed by the student and their parent(s)/legal guardian(s).
- 6.1.3. If the student will be cared for by a relative, as defined by DIBP, GBCA will require satisfactory evidence of the relationship (e.g. birth and/or marriage certificate).
- 6.1.4. If the applicant and their parent/legal guardian request GBCA to provide accommodation, support and welfare arrangements, GBCA will provide the student details to the welfare and accommodation providers. GBCA requires students under 18 years of age to make arrangement for the welfare service and homestay accommodation service until the student turns 18 years of age, or finishes their program, whichever is the earliest.
- 6.1.5. Once the admission officer has received confirmation from the welfare provider and homestay provider that the student has registered for both services, the GBCA Student Admission Officer will issue the CoE and CAAW. The nominate start date on the CAAW will be 3 days prior to the course orientation date and the end date will be the date the student turns 18, or the end date of the CoE plus seven days. The GBCA Student Admission Officer will send the details of the student to the Welfare Support Officer.
- 6.2 Pre-arrival:
- 6.2.1. The GBCA Welfare Support Officer will send an introductory letter to the student and liaise with the airport pick up service provider, the welfare arrangement provider and/or the homestay accommodation provider to coordinate the arrival of the student.
- 6.2.2. The GBCA Welfare Support Officer will regularly liaise with the welfare provider and/or homestay accommodation providers to confirm the pending arrival of any international students under 18 years of age and to check and update the details of those students.
- 6.3 Arrival and orientation
- 6.3.1. The student must attend orientation, and meet with a GBCA Student Support Officer in the first week after their arrival in Australia;
- 6.3.2. At the first meeting with the student, the GBCA Student Support Officer and/or the Welfare Support Officer will:
- Update the student's contact and address
 - Go through the orientation content with the student
 - Check that the student is comfortable with the current welfare and accommodation arrangements (and follow up with the welfare provider if any problems are found)
 - Remind the student to save the GBCA 24/7 mobile number.
- 6.3.3. If the Welfare Support Officer has received confirmation of a student's arrival in Australia but has not been contacted by the student or if the student misses their initial meeting, the Welfare Support Officer will implement one or more of the following:
- Contact the welfare provider and homestay provider to establish the last student contact.
 - Contact the homestay host
 - Contact the student
 - Report to the Student Administration Manager

- Report to local police
- Follow the Critical Incident Policy and Procedure (as required)

6.4 Monitoring of students during studies

6.4.1. GBCA Welfare Support Officer will regularly check with the welfare provider to ensure that is maintaining regular contact with student.

6.4.2. Where it is identified by the Welfare Support Officer that a student is missing meetings with the service and/or the welfare provider, the Welfare Support Officer will contact the student to follow up and discuss any problems that the student may face

6.4.3. Where it is found that the welfare provider is not maintaining the required contact with the student, the Manager, Student Administration will report this in writing to the welfare provider's director for investigation and action where required.

6.4.4. When an international student under the age of 18 is found to be "at-risk" of breaching his or her student visa conditions, The Student Administration Manager will arrange a counselling meeting with the student. The Student Administration Manager may implement an intervention strategy, depending on the nature of the risk.

6.4.5. Where a student continues to breach conditions of their student visa or the accommodation, support, and general welfare arrangements of GBCA, the case will be referred to the Compliance Manager for consideration of cancellation of the CAAW.

6.4.6. International students under the age of 18 must stay in homestay accommodation approved by GBCA.

6.4.7. Students may not at any time or for any period stay anywhere other than the agreed accommodation except with the prior written approval of GBCA and the parent/legal guardian.

6.4.8. Students seeking a permanent accommodation change must first discuss with the GBCA Welfare Support Officer, who will in turn liaise with the Welfare support provider and/or the homestay accommodation provider. If the change is approved and facilitated, the Student Administration Manager will be informed by the GBCA Welfare Support Officer of the change of accommodation and will advise DIBP of the approved change to arrangements. This is done through the 'Approval to Change Accommodation/Welfare Arrangements' letter. Similarly, where the accommodation change is not approved, but the student refuses to maintain care arrangements which the provider has approved, Student Administration Manager will advise DIBP of non-approval of the arrangements through the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter.

6.4.9. Where a student is reported to have stayed at accommodation not approved by GBCA, GBCA may report the student for breach of their welfare arrangements. In particular, if the student has moved permanently to alternative accommodation without GBCA's approval, Standard 5.1.d of the National Code Part D requires that GBCA advises DIBP immediately.

6.4.10. Critical incidents and possible critical incidents involving international students under the age of 18 are to be dealt with under the GBCA Critical Incident policy procedures (Policy 9).

6.5 Transferring to another provider

All applications for transfer to another provider by international students will be considered under GBCA Student Transfer Policy and Procedure (Policy 18). In addition to the requirements of the policy 18, GBCA Student Administration Officer must verify that the student has welfare arrangements in place

with the new provider and the new welfare provider to provide a letter of support from the student's parent/legal guardian.

6.6 Termination of CAAW and/or Enrolment

6.6.1. Where GBCA finds that a student has breached the CAAW, the GBCA Student Administration Manager may cancel the CAAW and inform DIBP (through PRISMS). Students will be informed of the cancellation of the CAAW in writing by the Student Management team. Accordingly, unless the student can arrange alternative living arrangements that are acceptable to GBCA (i.e. student will live with a parent or legal custodian or with a relative aged over 21 nominated by the parent or legal guardian) GBCA will be required to cancel or suspend the student's enrolment. In such cases, the student (if eligible) may reapply for admission when he or she turns 18.

6.6.2. Where an enrolment is terminated, suspended or cancelled, GBCA will continue to be responsible for the student's welfare arrangements until:

- The student presents evidence of a transfer to another education provider and that provider submits to GBCA evidence of change of course/provider and evidence that that provider has taken responsibility for the accommodation, welfare and support arrangements for the student; or
- The student leaves Australia; or
- GBCA reports to DIBP that it can no longer approve the arrangements for the student through the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter.

Form SA051 GBCA International Student Under 18 Agreement

Form SA052 GBCA Welcome letter to international students under 18