



Queensford College is the trading name of Malekhu Investments Pty Ltd
ABN 17129064437 | RTO 31736 | CRICOS 03010G
www.queensford.edu.au

Under 18 Policy and Procedure

BRISBANE (Head Office)
Level 2, 359 Queen Street
Brisbane QLD 4000 Australia
+61 7 3221 1626
info@queensford.edu.au

PARAMATTA
Level 3, 1 Fitzwilliam Street
Parramatta NSW 2150 Australia
+61 2 8640 0040
sydneywest@queensford.edu.au

ADELAIDE
Level 11, 90 King William
Street
Adelaide SA 5000 Australia
+61 8 8410 4605
sa@queensford.edu.au

Version Control

Date	Version	Changes made	Author
18 Oct 2018	V2.0_GD	Released for comment	Gay Doyle

Table of Contents

1. Scope	3
2. Policy	3
3. Procedure	4
3.1. Prior to enrolment	4
3.2. Staying with parents/legal guardian/DHA approved relative:	4
3.3. Staying with an approved carer	5
3.4. Support and monitoring of U18s upon commencement	5
3.5. Students transferring between carers.	6
3.6. Transfer between providers	6
3.7. Monitoring the Arrangements Homestay and Welfare Providers	6

1. Scope

This document outlines Queensford College's Policy and Procedures in relation to ensuring that all international students under 18 years of age, who are not being cared for in Australia by a parent or Department of Home Affairs (DHA) approved relative, have appropriate living and welfare arrangements while they are in Australia as per the ESOS Act 2000 and the National Code 2018.

2. Policy

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

Where Queensford College has taken on responsibility for approving the accommodation, support and general welfare arrangements for a student who is under 18 years of age, the College will ensure:

- DHA are advised via PRISMS, of the approval and the nominated dates for which Queensford College accepts responsibility for approving the student's accommodation, support and general welfare arrangements;
- Documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements are undertaken;
- Advice is provided to DHA, via PRISMS, as soon as possible in the event a student under the age of 18 has changed his or her living arrangements or Queensford College no longer approves of the arrangements for the student.

In the event that Queensford College suspends or cancels the enrolment of the student or is no longer able to approve the student's welfare arrangements, the College will continue to maintain responsibility for the welfare arrangements for that student until such time as:

- The student is accepted by another registered provider and that registered provider assumes responsibility for approving the student's accommodation, support and general welfare arrangements;
- The student leaves Australia;
- The student turns 18;
- DHA provides approval for the care of the student by a parent or nominated relative

Should Queensford College become concerned for the student's welfare due to being unable to contact or locate a student, in line with the National Code 2018, Standard 5.5, the College will contact the police, DHA and other applicable agencies as soon as possible, along with making every effort to notify the student's parents or legal guardians immediately.

Should Queensford College accept the enrolment of a student under the age of 18 years who is transferring from another provider, and where the releasing provider holds responsibility for the welfare arrangements for the student, Queensford College will:

- Determine the transfer date of welfare arrangements with the releasing provider to ensure the continuity of care of the student;
- Advise the student that they must continue to adhere to their visa conditions and abide by their current welfare arrangements until the date of their transfer or approval of alternative welfare arrangements. The student will also be advised that if there is any delay in the approval of alternate welfare arrangements, they will be required to return to their home country until the new arrangements have been approved and put in place.

3. Procedure

Prior to Queensford College accepting a student under the age of 18, the student and their parent/legal guardian must complete and sign the International Student Application form and lodge this together with proof of relationship documentation.

3.1. Prior to enrolment

If the student will be under 18 when he/she is in Australia, the parents must do one of the following:

1. Nominate themselves/legal guardian or a relative over 21 years as a student guardian. This person must have a visa to remain in Australia for the duration of student visa or until the student turns 18, and provide evidence that the nominated person/s will accompany the student.

Note: DHA approved relatives include:

- Brother or sister; or Step brother or sister;
- Step parent;
- Grandparent; or Step Grandparent;
- Aunt or Uncle; or Step Aunt or Uncle;
- Niece or Nephew; or Step Niece or Nephew; and
- Must be over the age of 21, be eligible to remain in Australia until their visa expires or the student turns 18 and shows that they are of good character

2. Nominate Queensford College to coordinate student welfare arrangements with an approved carer.

3.2. Staying with parents/legal guardian/DHA approved relative:

If the student is staying with their parents, legal guardian or a DHA approved relative, no further action is required by Queensford College. Queensford College will not be required to accept responsibility for the student's welfare, the welfare will be the sole responsibility of the parent, legal guardian or DHA approved relative.

The student will be required to provide a Guardianship Letter to Queensford College, to prove appropriate guardianship arrangements are in place, should their guardian differ from the abovementioned carers during the period they are studying in Australia. Again, in this instance Queensford College will not assume responsibility for the student's welfare.

3.3. Staying with an approved carer

- If the student's parents/legal guardian choose to nominate Queensford College as guardian for the student, they must complete a Confirmation of Appropriate Accommodation and Welfare (CAAW) form appointing Queensford College as guardian, and submit this together with the International Student Application Form. Queensford College will then provide the student's personal details to its approved homestay provider, who will then contact the parents/student in order to arrange and complete their homestay arrangements.
- Once the student's parents have finalised the homestay and welfare arrangements, they must forward the signed contract to Queensford College. The College will review, and once approved, will issue a Confirmation of Enrolment along with a Confirmation of Appropriate Accommodation and Welfare Letter generated from PRISMS. (Queensford College uses the services of Australian Homestay Network (AHN) as the preferred Homestay Provider and International Student Alliance (ISA) Guardian and Welfare Services for the provision of professional welfare in the support of students under 18 years of age.) All forms will be securely stored under the student's account on the College's student management system, Dynamics.
- Students may elect to use their own guardian and/or homestay provider however, Queensford College will only issue a CAAW letter if it approves the arrangements. If the guardianship provider is different to the homestay provider, the student will be required to provide Queensford College with a guardianship letter. Queensford College will not approve arrangements for an under 18 student's accommodations, support or welfare unless it has approved the provider.

3.4. Support and monitoring of U18s upon commencement

Queensford College has implemented procedures to support and monitor students under 18 years of age. These include:

- Monitoring course progress and implementing supports as per Intervention Strategy Agreement procedures
- Monitoring attendance, including awareness of trainers and student services as to the identity of students under 18 years of age. Trainers will alert student services in a timely manner should the student be absent from class or not return from breaks. Student services, will attempt to contact the student, their care provider/guardian and welfare support provider in turn until contact has been made. Provision for U18s has also been made within Queensford's Critical Incident Policy.
- Monitoring accommodation arrangements (this includes speaking personally with the student and monitoring homestay and welfare providers directly – detailed below)
- Provision of access to welfare-related support services to assist with issues that may arise during their study. Information regarding these services is included in the Student Handbook provided to students during orientation.
- Providing students with contact details for nominated staff members (at each campus) who the student can contact in an emergency, at any time.

3.5. Students transferring between carers.

The AHN Carer's Agreement ceases if and when the student moves from a carer's home. As part of the transfer process, the approved provider will process and arrange the transfer of students should a student move from one carer to another. Queensford College will forward a letter detailing the new carer particulars and a copy of the variation to the student's parents to approve. Queensford must receive written approval from the student's parents or legal guardian prior to the transfer. Student Services will update PRISMS with the student's new homestay address and contact details.

3.6. Transfer between providers

In the case of an overseas student under 18 years of age requesting a transfer to another provider, additional considerations undertaken by Queensford College prior to granting a release, will also include:

- The student has provided written confirmation from his/her parents or legal guardian which clearly states support of the transfer; or
- Where the overseas student is not being cared for in Australia by a parent or suitable nominated relative, Queensford College has received confirmation from the receiving provider that it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with Standard 5 (Younger overseas students).

Additional requirements for enrolling overseas students U 18, transferring to Queensford College from another CRICOS Provider include:

- The student has provided written confirmation from his/her parents or legal guardian which clearly states support of the transfer; and
- In the event that the student is not being cared for in Australia by a parent or suitable nominated relative, Queensford College will accept responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with the National Code and Queensford College's Younger Overseas Student policy

3.7. Monitoring the Arrangements Homestay and Welfare Providers

Queensford College uses services of Australian Homestay Network (AHN). The College uses the services of ISA Guardian and Welfare Services in the provision of professional welfare services to support students under 18 years of age.

Queensford College has partnered with AHN and ISA Guardian and Welfare Services after thorough:

- Research on available service providers
- Positive feedback on from AHN and ISA social media pages
- Feedback from other providers (e.g. Ozford) who utilise their services

Queensford College monitors AHN Homestay Services through:

- Gathering feedback from students who had been staying with AHN Homestay families.
- Seeking regular feedback from ISA.
- Ensure accommodation suitability checks are performed and will request confirmation of contact details for the student, their legal guardian or parent, and/or the adult responsible for his or her welfare every six months from the date the accommodation was first approved.