



Student Services and Wellbeing Under 18 Supervision Program Policy and Procedures

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TRIM document	Not applicable
Description	This policy describes the conditions under which the University will accept responsibility for the welfare and support of international students under 18 years of age, the monitoring and reporting processing associated with these arrangements and the service provision of the university's Under 18 Supervision Program.

Related documents

[National Code of Practice 2017 Standard 5](https://www.legislation.gov.au/Details/F2017L01182) <https://www.legislation.gov.au/Details/F2017L01182>

[Migration Regulations 1994](#)

[Department of Home Affairs Student under 18 years of age](#)

QUT Policy

- [QUT Grievance Policy](#)
- [QUT Student Misconduct Management](#)
- [QUT Handbook](#)
- [QUT International Fee and Refund Policy](#)

QUT Admissions and Compliance (International, Under 18)

- QUT Letter of Offer and Acceptance of Offer for Under 18
- QUT Under 18 Guardianship Form
- QUT International Student Transfer Policy and Procedure
- [QUT Admission of International students](#)

QUT College Policy

- Students Under the Age of 18 Years
- QUT College Attendance

QUT Student Services Procedures

- [Under 18 Supervision Program](#)
- Under 18's Supervision Program Activity Permission Form
- Critical Incident Management Policy and Procedure
- Under 18's Risk Management Strategy

[QUT Accommodation Service](#)

[\[Legislative Requirements\]](#) [\[Welfare Provision\]](#) [\[Procedure\]](#) [\[Withdrawal of University Approval and Appeals Process\]](#) [\[Admission of international students\]](#) [\[fees\]](#)

1. LEGISLATIVE REQUIREMENTS

- 1.1 Australian Migration Regulations require international student visa applicants to have suitable arrangements for accommodation, support and welfare if under 18 years of age (student visa condition 8532).
- 1.2 The Department of Home Affairs (Home Affairs) will not approve a student visa unless one of the following arrangements have been made for the student:
 - a) lives in Australia with their parent or legal custodian,
 - b) lives in Australia with a relative over 21 years of age who is nominated by their parent or legal custodian, or
 - c) lives in Australia under a welfare arrangement approved by the education provider.
- 1.3 Home Affairs 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 Home Affairs as a brother, sister, stepbrother, stepsister, step-parent, grandparent, step-grandparent, aunt, uncle, step-aunt, step-uncle, niece, nephew, step-niece, step-nephew or spouse. Changes to these definitions will be detailed on the Home Affairs website <https://www.homeaffairs.gov.au/>
- 1.4 The National Code of Practice Part D Standard 5 - Younger Students, sets the framework for provider obligations where responsibility is accepted for the accommodation, support and welfare of international students under 18 years of age.
- 1.5 The provider is required to:
 - a) Nominate the dates for which responsibility is accepted for approving the student's accommodation, support and general welfare arrangements;
 - b) have documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements;
 - c) advise Home Affairs of any change in these living arrangements; and
 - d) continue welfare responsibility where a student's enrolment is terminated, suspended, or cancelled, until
 - the student is accepted by another 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.
- 1.6 The provider 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.
- 1.7 Where a student has a package arrangement of offers with multiple providers, each provider must complete the CAAW with nominated start and end dates. Any gap in welfare arrangements will result in the student visa only being granted for the period of continuous care arrangements. Students under 18 cannot remain in Australia unless the student is able to provide confirmation of acceptable welfare arrangements as stated in 1.2 above.

2. WELFARE PROVISION

- 2.1 QUT will accept responsibility for the accommodation, support and welfare of international students commencing their programs under the following conditions:
- a) the student is at least 17 years of age. Student under 17 years will be consider at the discretion of the director;
 - b) the student's parent/legal custodian has agreed in writing to the University accepting responsibility for their son or daughter's welfare by completing and signing the university's Under 18 agreement;
 - c) the student is registered and participates in the QUT's Under 18 Supervision Program;
 - d) the student must live in QUT approved accommodation until 18 years of age and not change that accommodation unless written agreement is obtained from the parent/legal guardian and the University. Special circumstances an Under 18 student maybe permitted to stay in a QUT approved accommodation provider. The student must abide by the welfare arrangement out line by the U18SP.;
 - e) the student must be met on arrival at the Brisbane airport by the approved University representative;
 - f) the student must attend orientation related to their course and/or program;
 - g) the student will not stay overnight away from the approved accommodation address without written approval from the student's parent or legal custodian and the University.
 - h) the student must have approval from the parent/s or legal custodian and complete the U18SP Activity Permission Slip for activities outside their curriculum;
 - i) the student cannot transfer between university approved accommodation providers without written agreement from the parent/legal guardian.
 - j) the student must act responsibly and not partake in risk-taking behaviour.
- 2.2 QUT accommodation service is responsible for the University approved accommodation provider application, vetting and selection process, provision of appropriate documentation and training for providers housing under 18 students, and advising the Under 18 Supervision Program on the arrival details of all under 18 students. QUT accommodation service is the liaison point for all accommodation providers.
- 2.3 QUT Student Services and Wellbeing is responsible for the Under 18's Supervision Program providing welfare support to students.
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3. PROCEDURE

3.1 Identification

An applicant is identified as under 18 years of age during the admissions process. An offer of admission will be conditional upon submission of a completed and signed Under 18 Guardianship Form signed by the student and their parent(s)/legal guardian(s).

3.2 Acceptance and Nominated Welfare Dates

If the applicant and their parent/legal guardian request the University to provide accommodation, support and welfare arrangements, the applicant must provide QUT with evidence of booking QUT approved accommodation and registered in the Under 18 Supervision Program until the student turns 18 years of age, or finishes their program/s, whichever is the earliest.

Upon student submission of this complete documentation to the University, the University will provide the student with a signed CAAW letter and CoE to include with their student visa application.

The nominated start date on the CAAW will normally be seven (7) days to the start date of teaching for the semester of admission. The end date on the CAAW will be the date the student turns 18 years of age, or the end date of the CoE plus seven days, whichever is the earliest.

3.3 Monitoring

QUT accommodation service will advise the Director, Student Services and Wellbeing, and other relevant offices of the University of the accommodation provider's contact details and student arrival details.

The student must attend the Under 18's Supervision Program orientation and other relevant programs related to the student's course. The student is required to make contact with the U18SP within 1 week of arrival and every two weeks thereafter, unless it is deemed that more regular contacts are required.

These contacts must occur until:

- the student turns 18 years of age, or
- the student leaves Australia, or
- another provider accepts responsibility for accommodation, support or welfare, or
- the student's parent/relative/legal custodian accepts responsibility in accordance with Home Affairs regulations, or
- the University ceases provision of welfare support as advised to Home Affairs.

3.4 Transfer Provider Institution

An under 18 student seeking to transfer to another CRICOS registered provider must complete the Letter of Release Request Form and obtain parental/legal custodian approval and the approval of the other institution provider if they are taking responsibility for the student's accommodation, welfare and support arrangements. If the student is sponsored, the sponsor must also provide their written approval.

3.5 Unapproved Overnight Accommodation

Under 18 students who wish to stay overnight at an address other than their approved University accommodation, must submit an Activity Permission form to the U18SP office which has been signed by their parent/legal guardian approving such accommodation. Any requests must undergo U18SP checks (eg. Blue card). The Director, Student Services and Wellbeing or nominated officer, must approve the Activity Permission form.

3.6 Critical Incidents

In the event of medical emergencies or extreme behavioural issues, including students who go missing from approved accommodation and cannot be contacted, the Student Services and Wellbeing Critical Incident Management Policy and Procedure must be implemented. If, after a reasonable period of time since filing a missing person report with the police, the student has not been found, the University must complete a Non Approval of Appropriate Accommodation/ Welfare Arrangements letter on PRISMS.

3.7 Student Leaves Australia

If an under 18 student intends to leave Australia, the student must provide flight details to the U18SP representative, their parent/legal guardian and accommodation provider. The student must make travel arrangements to the airport and inform the U18SP representative of these arrangements.

4. WITHDRAWAL OF UNIVERSITY APPROVAL AND APPEALS PROCESS

- 4.1 All reasonable efforts will be made by the University to assist under 18 students with difficulties impacting their welfare arrangements.
- 4.2 University approval for accommodation, welfare and support will be withdrawn where the University deems one or more of the following grounds have been met:

- a) a student refuses to observe reasonable standards of behaviour as outlined in QUT's MOPP - Chapter E Student services and administration – Code of Conduct, U18's Supervision Program requirements and QUT Accommodation Policy.
 - b) the student refuses to maintain QUT accommodation arrangements.
 - c) the student stays overnight at an address other than the approved accommodation address, without parental/legal guardian and University approval.
 - d) the student's enrolment is cancelled by the University.
- 4.3 The student will be notified in writing of the grounds for intended withdrawal of university supported welfare arrangements by the Director, Student Services. A copy will be forwarded to the student's parent/legal custodian.
- 4.4 The student has a right to appeal to the Director, Student Services, the decision to withdraw University approval for accommodation, welfare and support within 10 working days of written notification. Grievance resolution procedures for student related grievances are outlined in QUT's MOPP - Section E/9.2
- 4.5 A written outcome of the appeal will be forwarded to the student within 10 working days.
- 4.6 If the appeal outcome is unsuccessful, or an appeal is not received within the time duration specified in 4.4, the student's parent/legal custodian will be notified that the University is withdrawing approval for accommodation, support and welfare arrangements. Alternative welfare arrangements for the student in accordance with 1.2 above will be requested.
- 4.7 Where the ground for University withdrawal of support is due to the student refusing to maintain QUT accommodation arrangements, the University will complete the Non-Approval of Appropriate Accommodation/ Welfare Arrangements letter on PRISMS. Provision of this letter signifies a breach of student visa condition 8532 and is likely to result in visa cancellation.
- 4.8 Where the parent/legal custodian or alternative provider has provided written confirmation that they will be accepting responsibility for the student, the PRISMS Approval to Change Accommodation/Welfare Arrangements letter will be completed.

5. ADMISSION OF INTERNATIONAL STUDENTS

- 5.1 As outlined in QUT's MOPP, the University will not accept international students who would be under the age of 17 at the time they commence their studies.
- http://www.mopp.qut.edu.au/E/E_04_01.jsp#E_04_01.05.mdoc

6. FEES

- 6.1 Students registered in QUT's Under 18 Supervision Program will be required to pay
- a) A non-refundable, once only processing fee of \$110.00 per application
 - b) A program fee charged at \$6.60 per day, per application
 - c) Minimum charge for program fee is 3 days prior to turning 18 years of age or as agreed by the Director, Student Services and Wellbeing. The processing fee of \$110.00 for the U18SP application is still applicable.
- 6.2 In the event that a student is withdrawn from the Under 18 Supervision Program, a refund will only be allocated for the remaining days (must be more than 7 days) that have been paid in advance.
- 6.3 Student's must pay any outstanding fees owed to QUT before receiving their academic transcript