

Monash University Procedure

Procedure Title	ESOS Student Under Age 18 Procedures - approval of accommodation, support and general welfare arrangements
Parent Policy	ESOS Student Under Age 18 Policy - accommodation, support and general welfare arrangements
Date Effective	15-July-2015
Review Date	15-July-2018
Procedure Owner	Director, Education Business Services
Category	Academic Quality and Standards
Version Number	1.0
Content Enquiries	Education Policy Unit
Scope	<ul style="list-style-type: none"> • International students under 18 years of age who hold a student visa • Organisational units and groups with responsibility for provision of support and approval of accommodation and welfare arrangements for students who hold a student visa: <ul style="list-style-type: none"> ○ Admissions ○ Campus Community Division ○ Monash College Pty Ltd
Purpose	To ensure that the University fully complies with the Education Services for Overseas Students Act 2000 and the requirements of Standard 5 of the National Code of Practice 2007 (NC07) for checking the suitability of international students' accommodation, support and general welfare.
PROCEDURE STATEMENT	

1. INITIAL APPROVAL OF ACCOMMODATION, SUPPORT AND WELFARE ARRANGEMENTS

Lodgement of Application

Students must determine whether Monash approval for accommodation, support and welfare arrangements is required, via the [Accommodation and welfare guidelines for student visa holders under 18 years of age](#).

- If a student chooses Arrangement 1, DIBP approval is needed
- If a student chooses Arrangement 2 or 3, Monash approval is needed.

Arrangement 1 (Department of Immigration and Border Protection) approval

Monash University Procedure

The student must complete appropriate Monash forms and return them to Admissions who will issue an electronic Confirmation of Enrolment (eCoE) which the student uses to apply for a student visa.

Arrangement 2 (Caregiver service)

To organise a Monash approved Caregiver to act as their carer in Australia, the student must contact and make appropriate arrangements with a Monash University approved Caregiver Service, complete appropriate Monash forms and return them to Admissions. If satisfied with the arrangement, Admissions will issue an eCoE and Confirmation of Appropriate Accommodation and Welfare form (CAAW) which the student uses to apply for a student visa.

Arrangement 3 (Family Friend)

To organise a Family Friend to act as their carer in Australia, the student must complete and return the appropriate Monash forms to Admissions. The Family Friend must undergo a pre assessment interview and provide evidence of Working with Children check. If satisfied with the arrangement, Admissions will issue a eCoE and CAAW which the student uses to apply for a student visa.

Responsibility

Student

Assessment of application

Arrangement 1

Admissions will:

- receive application, check paperwork for completeness and follow up if required
- enter application information into Callista
- upload all relevant paperwork to Callista, including CAAW.

Arrangement 2 and 3

Admissions will:

- receive application, check paperwork for completeness and follow up if required
- assess application and make a decision in accordance with Monash guidelines
- if application is approved, issue eCoE and CAAW forms within 48 hours of the decision
- if application does not meet Monash guidelines, advise student of outcome including any available alternative arrangement
- enter application information into Callista and upload to Callista all relevant paperwork including CAAW.

In deciding whether to approve the accommodation and welfare arrangement, Admissions must ensure that the student is staying in either prescribed on-campus or off campus accommodation or Homestay. Monash's preferred Homestay provider is [Homestay Accommodation Services](#) (HAS) operated by Monash College Pty Ltd (MCPL).

Responsibility

Admissions

2. CHANGE OF APPROVAL OF ACCOMMODATION, SUPPORT AND WELFARE ARRANGEMENTS

Lodgement of application

Monash University Procedure

Students who are considering changing their accommodation or welfare arrangements must discuss the proposed change with Campus Community Division or MCPL. Arrangements cannot be approved until all the necessary documentation has been provided as outlined in the Changing your accommodation and welfare arrangements [checklist](#).

Only arrangements that are '[Acceptable Accommodation and Welfare Arrangements](#)' will be approved.

Responsibility

Student

Assessment of application

Decision process

For a change of Monash approved arrangement (Arrangement 2 or 3) to an alternative Monash approved arrangement, Campus Community Division or MCPL will:

- confirm with the student current accommodation and welfare arrangements
- check they match the original arrangements as approved by Admissions
- ascertain from the student the nature of the proposed change – accommodation, welfare or both
- review the change according to the Monash guidelines for acceptable accommodation and welfare arrangements to confirm that the student's plans conform
- consider any exceptional circumstances that might apply after receiving written request from the student.

Action upon decision

If the application is approved, Campus Community Division or MCPL will:

- update the CAAW within 48 hours of the decision
- record the decision in Callista
- upload relevant paperwork including CAAW to Callista.

If the application is not approved Campus Community Division or MCPL will:

- advise the student of the decision, and
- inform the student of their obligation to remain in their current arrangements, and
- advise the student that if Monash becomes aware that they have changed their arrangements without Monash approval this may lead to CAAW and visa cancellation
- record the decision in Callista and upload relevant paperwork to Callista.

Responsibility

Campus and Community Division

MCPL

Change from Arrangement 1 (DIBP approval) to Arrangement 2 or 3 (Monash approval)

1. Where a student seeks to change arrangements from DIBP approval to Monash approval, the student must first discuss the proposed change with Campus Community Division or MCPL. Campus Community Division or MCPL will then decide whether to approve the new arrangement based on the Monash [Guidelines for acceptable accommodation and welfare arrangements](#).

Monash University Procedure

2. If Monash approves the change in welfare arrangements, Monash will issue the CAAW and advise the student to complete the DIBP [Student Welfare Declaration form](#) and submit it to DIBP.

Responsibility

Student
Campus and Community Division
MCPL

Change from Arrangement 2 or 3 (Monash approval) to Arrangement 1 (DIBP approval)

1. Where a student seeks to change arrangements from a Monash approval arrangement to DIBP approval, the student must first discuss the proposed change with Campus Community Division or MCPL.
2. If/when the change of welfare arrangements is approved by DIBP, the student is to notify Campus Community Division or MCPL. If the approved arrangement is not maintained, Campus Community Division or MCPL will:
 - report that welfare arrangements are no longer approved by cancelling the CAAW within 48 hours of student notification and key details into Callista
 - upload relevant paperwork to Callista

Responsibility

Student
Campus Community Division
MCPL

3. MONITORING OF ARRANGEMENTS

Monitoring of Monash approved Caregiver services

Monash monitors approved Monash Caregiver services by:

- conducting regular meeting with Caregivers and an annual Caregiver review as applicable, surveying students to receive feedback on the performance of Caregivers
- reviewing and reconciling Caregiver reports of Monash students in their care
- monitoring compliance of Caregivers with obligation, where Homestay is provided, to visit the accommodation or where the accommodation is arranged by a Homestay business, have the arrangements approved by that business. The accommodation must meet the minimum standards as outlined in the Caregiver agreement.
- requiring Caregivers to provide Monash annually with evidence of a Working with Children check which is current and valid for the duration of the agreement for every employee of the Caregiver service who has responsibility for Monash students.

Monitoring of Family Friends

Monash monitors approved Family Friends arrangements by:

- as applicable, conducting periodic surveys of students
- contacting the Family Friend by phone at least once per study period to discuss and review the arrangement
- receiving and or compiling reports of this monitoring and taking any appropriate follow up action

Monash University Procedure

- conducting informal meetings with students at Monash; at a minimum once per study period
- where appropriate liaise with academic staff, i.e. lecturers, tutors
- where appropriate undertake occasional home visits to check on the well being and safety of students.

Records, using the approved form, will be kept of monitoring activity.

Responsibility

Campus Community Division
MCPL

Monitoring of Homestay Arrangements

Monash monitors Homestay arrangements by:

- undertaking an annual review of HAS
- requiring Caregivers to meet the Homestay host and contact them by phone at least once per study period to discuss and review the arrangement
- receiving and or compiling reports of contacts and taking any appropriate follow up action
- where appropriate undertaking occasional home visits to check on the well-being and safety of students.

Records, using the approved form, will be kept of monitoring activity.

Responsibility

Campus Community Division

Monitoring of Students

Monash monitors students by:

- monitoring Caregivers and accommodation arrangements
- following up reports and information received from caregivers, accommodation providers, Homestay Hosts, Monash staff, parents, friends and relatives
- contact with and feedback from students
- as appropriate, check of student compliance with Student Obligations

Records, using the approved form, will be kept of monitoring activity.

Responsibility

Campus Community Division
MCPL

Responsibility for implementation	Admissions Campus Community Division ESOS Advisory Group Under 18 Working Party Enrolment Services
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Monash University Procedure

	Student and Education Business Services Monash College Pty Ltd
Status	Revised
Approval Body	Name: Academic Board Meeting: 04-2015 Date: 08-May-2015 Agenda item: 11.2
Definitions	
Legislation Mandating Compliance	
Related Policies	
Related Documents	