## 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
01-January-2018

## Review Date
01-January-2021

## Procedure Owner
Director, Student and Education Business Services

## Category
Academic Quality and Standards

## Version Number
2.0

## Content Enquiries
policy-education@monash.edu

## Scope
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:
- Admissions
- Campus Community Division
- Monash College

## 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 2018 (NC18) 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**
Parents must determine whether Monash approval for accommodation, support and welfare arrangements is required, via the information for international students under 18.

- If the parent chooses Arrangement 1, Department of Home Affairs approval is needed; or
- If the parent chooses Arrangement 2, Monash University approval is needed.

**Arrangement 1 (Department of Home Affairs approval)**
The parent/legal custodian must complete the appropriate Monash forms and return them to Admissions.

**Arrangement 2 (Monash approval)**
To organise the Monash College U18 Guardianship Service (MCGS) to act as the guardian in Australia, the parent must make appropriate arrangements with the service, complete appropriate Monash forms and return them to Admissions. The parent must also nominate acceptable accommodation arrangements.
Monash University Procedure

Responsibility
Student
Parent/legal custodian

Assessment of application

Arrangement 1
Admissions will:
1. receive application, check paperwork for completeness and follow up if required;
2. enter application information into the student management system and upload all relevant paperwork; and
3. obtain information of the proposed guardian who will be responsible for Department of Home Affairs approved arrangements.

Arrangement 2
Admissions will:
1. receive application, check paperwork for completeness and follow up if required;
2. assess application and make a decision in accordance with Monash guidelines;
3. if application is approved, issue Confirmation of Enrolment (CoE) and Confirmation of Appropriate Accommodation and Welfare (CAAW) forms within 48 hours of the decision;
4. if application does not meet Monash guidelines, advise student of outcome including any available alternative arrangement; and
5. enter application information into the student management system and upload all relevant paperwork.

In deciding whether to approve the accommodation and welfare arrangement, Admissions must ensure that the student is staying in either Monash Residential Services (MRS), Homestay Accommodation Services (HAS) or prescribed external accommodation.

Student transfers
Where a student is transferring from another provider to Monash and has existing welfare arrangements in place, Admissions will assess the application in accordance with Monash guidelines and negotiate a date to transfer the welfare responsibility to Monash.

Responsibility
Admissions

2. Change of Approved Accommodation, Support and Welfare Arrangements

Lodgement of application
Students who are considering changing their accommodation or welfare arrangements must discuss the proposed change with Campus Community Division (International Student Engagement) or Monash College. Arrangements cannot be approved until all the necessary documentation has been provided as outlined in the changing your accommodation and welfare arrangements guidelines.

Only arrangements that are acceptable accommodation and welfare arrangements will be approved in accordance with guidelines.

Responsibility
Student
Campus Community Division (International Student Engagement)
Monash College
Monash University Procedure

Assessment of application

Change from Arrangement 2 (Monash approval) to Arrangement 1 (Department of Home Affairs approval)

Campus Community Division (International Student Engagement) or Monash College will:
1. confirm with the student current accommodation and welfare arrangements;
2. check they match the original arrangements as approved by Admissions;
3. ascertain from the student the nature of the proposed change to welfare arrangements; and
4. review the change according to the Monash guidelines for acceptable welfare arrangements to confirm that the student's plans conform.

Action upon decision

If the application is approved, Campus Community Division (International Student Engagement) or Monash College will:
1. advise the student of the need to complete the Department of Home Affairs 157N form;
2. if/when the change of welfare arrangements is approved by the Department of Home Affairs, the student is to notify Campus Community Division or Monash College;
3. cancel the CAAW within 48 hours of receiving notification of the decision; and
4. record the decision in the student management system and upload relevant paperwork.

If the application is not approved, Campus Community Division (International Student Engagement) or Monash College will:
1. inform the student of their obligation to remain in their current arrangements;
2. advise the student that if Monash becomes aware that they have changed their arrangements without Monash approval, this may lead to cancellation of the CAAW and potential visa cancellation action; and
3. record the decision in the student management system and upload relevant paperwork.

Change from Arrangement 1 (Department of Home Affairs approval) to Arrangement 2 (Monash approval)

Campus Community Division (International Student Engagement) or Monash College will:
1. ascertain from the student the nature of the proposed change to welfare arrangements;
2. review the change according to the Monash guidelines for acceptable welfare arrangements to confirm that the student's plans conform; and
3. 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 (International Student Engagement) or Monash College will:
1. advise the student of the decision;
2. issue the CAAW within 48 hours of the decision; and
3. record the decision in the student management system and upload relevant paperwork.

If the application is not approved Campus Community Division (International Student Engagement) or Monash College will:
1. advise the student of the decision;
2. inform the student of their obligation to remain in their current arrangements; and
3. record the decision in the student management system and upload relevant paperwork.

Change of accommodation
Campus Community Division (International Student Engagement) or Monash College will:
1. ascertain from the student the nature of the proposed change to accommodation, arrangements;
2. review the change according to the Monash guidelines for acceptable accommodation arrangements to confirm that the student’s plans conform; and
3. 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 Monash College will:
1. advise the student of the decision;
2. amend the CAAW to reflect new accommodation arrangements; and
3. record the decision in the student management system and upload relevant paperwork.

If the application is not approved Campus Community Division or Monash College will:
1. advise the student of the decision;
2. inform the student of their obligation to remain in their current arrangements; and
3. record the decision in the student management system and upload relevant paperwork.

Responsibility
Student
Parent/legal custodian
Campus Community Division (International Student Engagement)
Monash College

Withdrawal of approval
In certain situations Monash may withdraw approval of welfare arrangements, Campus Community Division (International Student Engagement) or Monash College will:
1. determine whether Monash approval should be withdrawn;
2. ensure that the student has been warned about welfare concerns before action is taken which may include placing a student on a behaviour plan; and
3. consider any exceptional circumstances that might apply before making the final decision

Action upon decision
If approval is withdrawn, Campus Community Division (International Student Engagement) or Monash College will:
1. advise the student of the decision;
2. advise the parent of the decision;
3. advise the Department of Home Affairs within 24 hours of the decision; and
4. record the decision in the student management system and upload relevant paperwork.

Responsibility
Campus Community Division (International Student Engagement)
Monash College
3. Monitoring Arrangements

Monitoring of Monash College U18 Guardianship Service (MCGS)
Monash University monitors the MCGS by:
1. conducting regular meetings with MCGS and undertake an annual review and, as applicable, receive feedback from students on the performance of MCGS;
2. reviewing and reconciling reports of Monash students in the care of MCGS;
3. checking compliance of MCGS with the obligation, where homestay is provided, to contact the Homestay host at the commencement of the placement and as required thereafter; and
4. requiring MCGS 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 MCGS service who is involved in providing welfare arrangements for Monash students.

Responsibility
Campus Community Division (International Student Engagement)
Monash College
Student and Education Business Services

Monitoring of Accommodation Arrangements

Homestay
Monash monitors the Homestay Accommodation Service (HAS) arrangements by:
1. undertaking an annual review of HAS;
2. checking evidence that MCGS has contacted the Homestay host by phone at least once per study period to discuss and get feedback on the arrangement;
3. receiving and / or compiling reports from students of contacts and taking any appropriate follow up action;
4. where appropriate undertaking occasional home visits to check on the well-being and safety of students;
5. requiring HAS 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 MCGS service who is involved in providing accommodation for Monash students; and
6. keeping records of monitoring activity.

External Accommodation
Monash College monitors the external accommodation providers through an annual review, feedback from students and by following up with the providers and concerns or incidents as they arise.

Monash Residential Services (MRS)
MRS has a documented process for monitoring the appropriateness of the accommodation for under 18 students.

Responsibility
Campus Community Division
Monash College

Monitoring of Students
Monash monitors students by:
1. monitoring feedback from MCGS concerning student contact and concerns;
Monash University Procedure

2. following up reports and information received from MCGS, accommodation providers, HAS, homestay hosts, Monash staff, parents, friends and relatives;
3. contact with and feedback from students;
4. meetings with students; and
5. keeping records of monitoring activity.

Responsibility
Campus Community Division (International Student Engagement)
Monash College

| Responsibility for implementation | Admissions
Campus Community Division (International Student Engagement)
Campus Community Division (Monash Residential Services)
ESOS Advisory Group Under 18 Working Party
Student and Education Business Services (Enrolment Services)
Monash College |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Revised</td>
</tr>
</tbody>
</table>
| Approval Body | Academic Quality and Standards procedure
Name: Coursework and Admissions Programs Committee
Meeting: 8/2017
Date: 24-November-2017
Agenda item: 2.4 |
| Operational procedure
Name: |
| Date: |
| Author: |

Definitions
CAAW: Confirmation of Appropriate Accommodation and Welfare form
CoE: Confirmation of Enrolment
Exceptional circumstances: circumstances that are unusual or out of the ordinary which, with parental support, warrant an accommodation arrangement to be approved
ESOS: Education Services for Overseas Students Act 2000
Guardianship: pastoral support guardianship and student care
Department of Home Affairs: the Australian government department responsible for approval of guardianship and accommodation under arrangement 1
HAS: Homestay Accommodation Service
Homestay: a form of accommodation in which a person lives with a family in their home and gives reimbursement for the homestay service
Monash University Procedure

<table>
<thead>
<tr>
<th>Legislation Mandating Compliance</th>
<th>Education Services for Overseas Students Act 2000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>National Code of Practice for Providers of Education and Training to Overseas Students 2018</td>
</tr>
<tr>
<td>Related Policies</td>
<td>Child Safety Standards Framework</td>
</tr>
<tr>
<td>Related Documents</td>
<td>Agreement between Monash University and Monash College to provide Accommodation and Welfare Services</td>
</tr>
<tr>
<td></td>
<td>Admissions Manual</td>
</tr>
<tr>
<td></td>
<td>Changing arrangements</td>
</tr>
<tr>
<td></td>
<td>Homestay Accommodation Service</td>
</tr>
<tr>
<td></td>
<td>Living with a parent</td>
</tr>
<tr>
<td></td>
<td>Monash approved arrangements</td>
</tr>
<tr>
<td></td>
<td>Monash Residential Service</td>
</tr>
<tr>
<td></td>
<td>Monash Residential Services Under 18 Guidelines</td>
</tr>
<tr>
<td></td>
<td>Monash University Guidelines for Selecting, Screening and Monitoring Third Parties Engaged for Accommodation and Welfare</td>
</tr>
<tr>
<td></td>
<td>Procedures and Guidelines for Critical Incidents involving International Students</td>
</tr>
<tr>
<td></td>
<td>Under 18 Student at Monash</td>
</tr>
<tr>
<td></td>
<td>University age entry requirements</td>
</tr>
<tr>
<td></td>
<td>Working with Children Check Procedure</td>
</tr>
<tr>
<td></td>
<td>Monash College Child Protection and Safety Policy</td>
</tr>
<tr>
<td>Monash University Procedure</td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td></td>
</tr>
<tr>
<td>Monash College Child Protection and Safety Procedure</td>
<td></td>
</tr>
<tr>
<td>Monash College Missing Student Policy</td>
<td></td>
</tr>
<tr>
<td>Monash College Missing Student Procedure</td>
<td></td>
</tr>
</tbody>
</table>