

International Students Welfare and Accommodation Policy

Contents

1. Purpose and Objectives	2
2. Definitions, Terms, Acronyms	2
3. Policy Scope/Coverage	2
4. Policy statement.....	2
5. Guidelines/Procedure/Process.....	6
6. Roles and Responsibilities	6
7. Review	6

1. Purpose and Objectives

Canterbury College ensures that it meets the Commonwealth and state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to Queensland for any overseas student enrolled who is under 18 years of age. This includes requirements under:

- The Working with Children (Risk Management and Screening) Act 2000 (Qld)
- The Child Protection Act 1999 (Qld)
- The Education (Non-State Schools Accreditation) Regulations 2017 (Qld)

2. Definitions, Terms, Acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
Parent/Legal guardian	The parent(s) or guardian(s) of the international student (or intending international student) who signed the letter confirming the international student's offer of placement at Canterbury College.
PRISMS	The Provider Registration and International Student Management System.
Student	A student enrolled at Canterbury College or the parent(s)/legal guardian of a student where that student is under 18 years of age.
CAAW	Confirmation of Appropriate Accommodation and Welfare

3. Policy Scope/Coverage

This policy applies to the College's employees, international students enrolled from Prep to Year 12 and their parent(s)/legal guardian(s).

4. Policy statement

4.1 Care for younger students under 18 years

Canterbury College is a CRICOS registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations Canterbury College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age and culturally appropriate information on:

- 4.1.1 Who to contact in emergency situations, including contact number/s of a nominated staff member, and
- 4.1.2 How to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

Canterbury College has documented procedures relating to child welfare and safety, and will implement these procedures in the event that there are any concerns for welfare of a student under 18 years of age.

4.2 Accommodation and care options for overseas students under 18 years

Canterbury College approves the following accommodation and care options for overseas students:

- 4.2.1 The student will live with a parent/ legal guardian or relative approved by the Department of Home Affairs (Immigration and Citizenship).

In this case:

- 4.2.1.1 Canterbury College does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs (Immigration and Citizenship) at the time of visa application for approval of these arrangements. The Department of Home Affairs (Immigration and Citizenship) must also approve any further change of welfare arrangements.
- 4.2.1.2 If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student Guardian Visa (Subclass 590), all obligations and conditions of this visa must be met, including:
- a. Not leaving Australia without the nominated student unless there are compassionate and compelling circumstances and Canterbury College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - b. Advising the Department of Home Affairs (Immigration and Citizenship) of any change of address, passport or other changes of circumstances.
- 4.2.1.3 Canterbury College requires holders of Student Guardian Visas to:
- c. Maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia;
 - d. Immediately advise Canterbury College of any change to address or contact details;
 - e. Immediately advise Canterbury College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.
- 4.2.1.4 If there is a valid reason for travelling overseas, and Canterbury College is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, Canterbury College will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Home Affairs (Immigration and Citizenship) via PRISMS.
- 4.2.1.5 If there is not a valid reason for travelling overseas, or if Canterbury College is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the student will need to travel overseas with the

holder of the student guardian visa. In this case, Canterbury College will advise if compulsory attendance requirements will or will not be affected by the student's absence.

4.2.2 The student will live in school approved accommodation and welfare arrangements and Canterbury College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

4.2.2.1 Accommodation options that may be approved by Canterbury College for full fee paying 500 visa subclass students under 18 years of age include:

- f. Homestay Program operated by Canterbury College;
- g. Private accommodation and care arrangements requested by the parent / legal guardian but approved by Canterbury College which meet all requirements under relevant state and commonwealth legislation.

4.2.2.2 Canterbury College will maintain approval of accommodation and care arrangements until:

- h. The student completes the course and departs Australia;
- i. The student turns 18 years of age;
- j. Any appeals processes in relation to Canterbury College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance);
- k. The student has alternative welfare arrangements approved by another registered provider;
- l. A parent or nominated relative approved by the Department of Home Affairs (Immigration and Citizenship) assumes care of the student;
- m. Canterbury College has notified the Department of Home Affairs (Immigration and Citizenship) that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

4.2.2.3 Any accommodation, welfare and other support arrangements for the student must be approved by Canterbury College, including arrangements provided by third parties.

4.2.2.4 Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

4.2.2.5 Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>).

4.2.2.6 Any changes to approved arrangements must also be approved by Canterbury College.

4.2.2.7 If a student cannot be located and Canterbury College has concerns for their welfare, Canterbury College will contact the student's parents/legal guardian and notify the police and any other relevant authorities.

- 4.2.2.8 If a student for whom Canterbury College has issued a CAAW refuses to maintain approved arrangements, Canterbury College will report this to the Department of Home Affairs (Immigration and Citizenship) and advise the student to contact the Department of Home Affairs (Immigration and Citizenship) to ensure visa implications are understood. (See Department of Home Affairs (Immigration and Citizenship) office locations at: <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations>).
- 4.2.2.9 In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 7 calendar days to assume care of this student until the situation has been resolved to Canterbury College's satisfaction.
- 4.2.2.10 If a parent/legal guardian wishes to assume welfare responsibility, the parent/legal guardian must notify Canterbury College as soon as practicable of their intentions and must provide Canterbury College with written evidence of a Guardian Visa grant.
- 4.2.3 For school vacation periods, students under 18 years of age for whom Canterbury College has issued a CAAW will:
- 4.2.3.1 Return home to parents / legal guardians; or
- 4.2.3.2 Continue to live in/is placed in Homestay arranged and approved by the College; or
- 4.2.3.3 Apply for approval to spend the vacation with relatives or a friend's family; or
- 4.2.3.4 Apply to attend a supervised excursion, camp etc
- 4.2.3.5 All requirements set by the College must be met in order to attain school approval.
- 4.2.4 Homestay/private accommodation arrangements at Canterbury College
- 4.2.4.1 The Homestay/private accommodation arrangements operated by Canterbury College meet Queensland legislative requirements for child protection as well as Standard 5 of 2018 National Codes of Practice for Providers of Education and Training to Overseas Students.

These include:

- a. Continuous dates for approved welfare arrangements;
- b. Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering:
 - Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age-appropriate care and facilities for the duration of the student's enrolment at the school.
 - Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services.
 - Orientation program for families new to provision of homestay services.
 - Compliant homestay risk management strategy, reviewed annually, undertaken by school/operator of the homestay

program.

- Blue cards as required for adults living in the homestay/private arrangement, other than overseas students, or who otherwise have regular contact with the student.

5. Guidelines/Procedure/Process

The procedures and processes are outlined in the Policy Statement.

6. Roles and Responsibilities

Canterbury College

- Provide clear guidelines regarding the process for managing the welfare and accommodation of international students which align with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

7. Review

This policy and its associated procedures, quick reference guides and protocols will be reviewed every two years. Canterbury College, however, reserves the right to review this policy at any time.

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Related Policies/Procedures:	<ul style="list-style-type: none"> International Students Complaints and Appeals Policy International Students Monitoring Course Progress and Attendance Policy International Students Deferment, Suspension and Cancellation Policy International Students Refund Policy International Students Transfer Policy International Students Entry Requirements Policy International Students Fee Policy
Acknowledgements:	<ul style="list-style-type: none"> ISQ School Handbook for CRICOS Registration National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Australian Government – Education Services for Overseas Students (ESOS) Framework Department of Home Affairs (Immigration and Citizenship)