

Younger Overseas Students Policy & Procedure

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Purpose and Scope

Hawthorn-Melbourne is committed to abiding by and implementing a Younger Overseas Students Policy in accordance with the National Code 2018. As such, this policy should be read in conjunction with the ELICOS National Code 2018 National Code.

This policy and procedure supports the intent of Standard 5 of the National Code and outlines the circumstances under which Hawthorn Learning Pty. Ltd. trading as Hawthorn-Melbourne will ensure it meets its obligations.

Hawthorn-Melbourne enrolls a large number of students who are under the age of 18 into its English for High School (EfHS) Program and other English courses. Hawthorn-Melbourne takes responsibility for the care, welfare, support and wellbeing of all of its younger students.

This policy provides guidance on the procedures for arranging and approving accommodation, support and general welfare arrangements for students who are under 18, on a student visa and who are not being cared for by a parent or suitable relative in Australia.

This policy and related procedures apply to all overseas students under the age of 18 who are enrolled in, or intending to enrol in, courses delivered by Hawthorn-Melbourne (CRICOS Provider Code 002931G) who are on a student visa and are not being cared for by a parent or suitable relative in Australia and who Hawthorn-Melbourne has elected to take responsibility for.

This policy and related procedures apply to all Hawthorn-Melbourne staff.

Definitions

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DHA	Department of Home Affairs
EfHS	English for High School
ESOS Act 2000	The Education Services for Overseas Students Act 2000.
National Code 2018	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2018.
MSS	Manager Student Services
SSOs	Student Services Officers
SMS	Student Management System

Policy & Procedure

1. Compliance with relevant legislation and regulatory requirements relating to Child Protection in Victoria

(NC Standard ref 5.1)

This policy complies with;

- Education Services for Overseas Students Act 2000 [ESOS Act 2000](#)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 [National Code](#)
- English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018 – [Standard P2 Needs of Younger Students.](#)
- Child Safe Standards, Victoria [Child Safe Standards Victoria](#)

Hawthorn-Melbourne meets the regulatory requirements of the legislative frameworks contained in the relevant codes and acts through adopting and adhering to policies and procedures that direct its approach around the guidance, care and welfare of overseas students under the age of 18.

Hawthorn-Melbourne's policies, procedures and forms pertaining to younger students' care and welfare include but are not limited to;

1. H-M Conditions of Enrolment
2. H-M Accommodation and Welfare Arrangements for Students Under 18 years of age
 - a. Section 1. Accommodation and Welfare Nomination form
 - b. Section 2. Parent Contact Details form
 - c. Section 3. Declarations Relating to Accommodation, Medical Treatment and Indemnity form
 - d. Section 4A. - Living with a Parent or Suitable Relative Approved by Department of Home Affairs (DHA) form
 - e. Section 4B. - Living in a Homestay Arranged and Approved by Hawthorn-Melbourne form
 - f. Section 4C. - Living with a family friend/relative as the homestay and approved by Hawthorn-Melbourne form
3. H-M Homestay Host Registration Policy
4. H-M Homestay Policies 2017
5. H-M Homestay Host Agreement (contract)
6. Student Accommodation Services (SAS) Hosting Partnership Agreement
7. H-M Homestay Guidelines for Hosts
8. H-M Guide to Hosting Younger Students
9. H-M Homestay Guidelines for Students
10. H-M Homestay responsibilities for students Under18
11. H-M Child Safety Policy
12. H-M Student Attendance Policy and Procedure
13. H-M Procedure for Monitoring Under 18 student absences
14. H-M Course Break Declaration form

15. H-M Completion of Studies Declaration form
16. H-M Code of Conduct
17. H-M Complaints and Appeals Policy and Procedure
18. H-M Transfer Between Registered Providers – Student & Staff Guidelines
19. Hawthorn-Melbourne Critical Incident Policy and related procedures and forms
20. H-M Student non-arrival procedure
21. H-M Form: Accommodation Carer – Under 14_Non-Student visa
22. H-M Form: Accommodation Carer – Under 14_Australian Passport

2. The provision of age and culturally appropriate information

(NC Standard ref 5.2)

Students must be 14 years of age or more, to be accepted to study at Hawthorn-Melbourne. Occasionally, younger students aged 12–13 years of age, are accepted but only in the following circumstances:

- The student is already living in Australia with a parent/legal guardian and will continue to do so for the duration of the enrolment at Hawthorn-Melbourne
- The student and parent/legal guardian have been interviewed by the English for High School Coordinator and the student's maturity and level of English competency are considered adequate
- The parent/legal guardian confirms that they will organise safe transport to and from school each day
- The student does not hold a student visa
- The necessary declarations are fully completed

**Refer: Accommodation Carer – Under 14_Non Student visa;
Accommodation Carer Forms – Australian Passport**

3. Contacts in emergency situations

(NC Standard ref 5.2.1)

Hawthorn-Melbourne provides age and culturally appropriate information to its younger students regarding who to contact in emergency situations. Information is provided at Orientation, which occurs on the first day of each new course, on campus. During Orientation, students meet key staff, observe power point presentations and participate in a campus tour which notes the location of key staff members' offices. Students are provided with an age and culturally appropriate student handbook that lists information about who to contact in an emergency situation.

Key contacts in emergency situations are listed as follows:

Within business hours 8.30am-5.00pm Monday-Friday

- Principal (03) 9815 4010,
- Manager Student Services (03) 9815 4034,
- Director of Studies (03) 9815 4082,

- Director of Studies (Bridging Program) (03) 9815 4042,
- Coordinator English for High School (03) 9815 4084,
- Senior Teacher Student Liaison (03) 9815 4013,
- 000 for emergencies requiring the Police, Ambulance & Fire Brigade.

Outside business hours

- 000 for emergencies requiring the Police, Ambulance & Fire Brigade.
- 1800Navitas for emergencies. This service is backed up by a senior staff member from NAVITAS who can provide additional assistance and may, at their discretion, involve the Principal Hawthorn-Melbourne or Student Accommodation Services (SAS) - a homestay agency that assists with emergency accommodation for Under 18s.
- Homestay hosts also provide assistance to their students in the event of an emergency.
- 1800 814 781 Allianz Global Assistance for 24-hour information on insurance coverage in medical emergencies.

External service provider support lines

- Kids Help Line 1800 551 800 (free call 24 hours a day) - Counselling, information and referrals for young people,
- Lifeline 13 11 14 - Suicide prevention,
- OSHC Doctor on demand – 1800 864 344 or via the Doctor on demand App. Video and phone consultations with a Doctor,
- Nurse on Call 1300 606 034,
- Youth Law Tel. (03) 9611 2412,
- Fair Work Ombudsman 13 13 94.

4. Assistance with reporting incidents or allegations of abuse

(NC Standard ref 5.2.2)

Hawthorn-Melbourne has:

- Zero tolerance for child abuse.
- Legal and moral obligations to contact authorities when staff have reasonable concerns about a child's safety, or reasonably believe that a child has been abused or harmed;
- Policies and procedures in place to achieve its commitments to providing a safe and nurturing environment for children in homestay and on campus.
- Stringent recruitment practices for staff and homestay hosts;

All allegations of abuse and safety concerns will be treated seriously and consistently within our policy framework.

4.1 Advice and assistance for students

Students are informed at Orientation that psychological, sexual and physical abuse are never acceptable and should be reported immediately. Students are assured that their complaints will be taken seriously and assistance will be provided to ensure their ongoing safety and welfare.

All reports of alleged or actual abuse are referred to senior staff to be thoroughly and sensitively investigated, resolved and reported to authorities, as required, under Commonwealth and State legislation.

Students who experience or allege any form of abuse including the threat of abuse are asked to inform one of the following staff members;

- Principal (03) 9815 4010, Room 1107
- Manager Student Services (03) 9815 4034, Room 1413
- Director of Studies (03) 9815 4082
- Director of Studies (Bridging Program) (03) 9815 4042
- Coordinator English for High School (03) 9815 4084, Room G260
- Senior Teacher Student Liaison (03) 9815 4013, Room 1121
- Class teachers (no listed contact numbers) or Accommodation staff (03) 9815 4033.

4.2 Counselling

Hawthorn-Melbourne employs a formally qualified counsellor and psychotherapist with relevant experience counselling students in an intercultural context. Counselling is available to students who experience or allege abuse. Records associated with reports of abuse are maintained in confidential files.

Where necessary, assistance with interpretation is made available to students with lower levels of English or those struggling with communicating their concerns.

Referral to appropriate medical, legal and other support services is also provided at no cost to students.

4.3 Mandatory reporting in Victoria

Child protection is a shared responsibility between Hawthorn-Melbourne's staff, students and homestay hosts. Every Hawthorn-Melbourne staff member and host is responsible for the care and protection of children within our joint care, including reporting information about suspected child abuse.

Hawthorn-Melbourne acknowledges the [Victorian State Mandatory Reporting Obligations](#) and associated legislation.

Under Victorian legislation, types of child abuse include:

- physical abuse
- sexual abuse
- emotional abuse
- neglect
- medical neglect
- family violence
- human trafficking (including forced marriage)
- sexual exploitation (including pornography and prostitution).

Mandatory reporters must make a report to the Department of Health and Human Services (DHHS - Child Protection) as soon as practicable if, in the course of practising their profession or carrying out their duties, they form a reasonable belief that a child or young person is in need of protection, as a result of physical injury or sexual abuse, and the child's parents are unable or unwilling to protect the child from that abuse.

There are Four Critical Actions that Hawthorn-Melbourne staff members are required to carry out if they form a reasonable belief that a child is a victim of child abuse, see: [The Four Critical Actions: Responding to Incidents, Disclosures and Suspicions of Child Abuse](#). Any staff member or host who fails to comply with these reporting obligations may be committing a criminal offence.

5. Nomination of dates for which Hawthorn-Melbourne accepts responsibility for approving the younger overseas student's accommodation, support and general welfare arrangements

(NC Standard ref 5.3.1)

Hawthorn-Melbourne will accept responsibility for students on a student visa who are under 18 from 7 days prior to the commencement of their course at Hawthorn-Melbourne and for up to 7 days after the completion of their course (COE plus 7 days), or when the student turns 18, whichever is earlier.

The nominated dates are specified in a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter which is sent to parents/legal guardians and/or agents together with the Confirmation of Enrolment (eCoE). These same forms are lodged with DHA at the time of the visa application.

Students must not arrive in Australia before the nominated period of responsibility unless accompanied by a parent or legal guardian who assumes responsibility for the student up until the nominated period of responsibility commences.

6. Ensure any adults involved in or providing accommodation and welfare arrangements to students have appropriate working with children clearances or equivalent

(NC Standard ref 5.3.2)

- Hawthorn-Melbourne's professional staff are required to have clean and current [Working with Children Checks Victoria](#).
- Hawthorn-Melbourne's teachers may hold [Working with Children Checks Victoria](#) or [Victorian Institute of Teaching \(VIT\)](#) registration - an equivalent level of clearance.
- Hosts working with younger students are required to submit clean [Working with Children Checks Victoria](#) and [Police Name Checks Victoria](#) as part of the Host registration procedure.
- Details of Hosts' [Working with Children Checks Victoria](#) and [Police Name Checks Victoria](#) are entered into the Student Management System, eBecas, at the time a host is registered as per the H-M Homestay Host Registration policy.

7. Documented processes for verifying accommodation is appropriate to the student's age and needs

(NC Standard 5.3.3)

Hawthorn-Melbourne's Accommodation team works closely with younger students' families/legal guardians and agents, in advance of their arrival, to gain an understanding of their needs and preferences in order to provide appropriate homestay accommodation.

Prior to accommodation being allocated and approved, an Accommodation Request form and a Homestay Request form are completed by the student and returned to Student Services Officers (SSOs) to ascertain the following.

The student's:

- Age
- Gender
- Hobbies and interests
- Previous studies
- Medical conditions
- Special needs
- Languages spoken
- Level of English
- Composition of family of origin
- Urban, regional or rural background
- Personality traits

Additionally, the student's preferences for;

- quiet or busy home
- young children, teenagers, no children
- other students
- pets (cats and dogs)
- smoking/non-smoking
- single room or sharing

Hawthorn-Melbourne maintains a detailed host database with similar categories to those above within the host's profile. This information assists staff with making informed placement decisions that take into account student maturity, needs and preferences. Through regular phone contact with hosts and close monitoring of student homestay evaluations, SSOs are able to gain a richer understanding of which hosts amongst the available host pool are more likely to suit individual student profiles.

8. Verifying homestay accommodation remains appropriate every six months

(NC Standard ref 5.3.3.2)

SSOs are in regular telephone contact with each of Hawthorn-Melbourne's active hosts when placing students, updating host details, inquiring about host availability, checking on course break arrangements, or checking on student welfare and the progress of the hosting relationship.

Revisits are arranged whenever hosts move houses, make changes to the layout of their existing properties or when an inquiry is received that requires a home visit. Revisits may also occur when SSOs or hosts request them, following breaks from or disruptions to, hosting and following complaints or concerns being raised by students, parents or agents.

In the interval between home visits, hosts are encouraged to telephone or email the SSOs in the Accommodation Office, the Manager Student Services or the Coordinator English for High School program with any concerns they may have about students in their care. Regular communications allow staff to keep closely monitor active hosts and resolve misunderstandings and intercultural issues within the hosting relationships as they arise.

Students have access to SSOs in the Accommodation Office between 9am-5pm Monday to Friday to discuss any concerns that they may have with regard to homestay. Students also have on-campus access to Counselling and other advice during business hours.

9. Critical incidents and processes for managing emergency situations when the welfare arrangements of students under 18 are disrupted

(NC Standard 5.3.4)

Examples of critical incidents may include but are not limited to: a student going missing from their approved accommodation; the death of, or serious injury of, a student; a student being the victim of serious crime, or the student being the victim of physical, sexual or psychological abuse. If a student who is under 18, is involved in a critical incident, Hawthorn-Melbourne will implement Hawthorn-Melbourne's Critical Incident Policy for overseas students.

If a student is missing from Hawthorn-Melbourne or the approved homestay accommodation and cannot be found after 24 hours despite implementation of the H-M Critical Incident Policy, Hawthorn-Melbourne will report to DHA through its Student Integrity Unit and enter related information into PRISMS.

In the event that the hosting relationship with a student who is under 18 and on Hawthorn's CAAW, is disrupted due to an emergency or critical incident (health, mental health, environmental, abuse, crime or another problem) students and hosts are instructed to contact the SSOs in the Accommodation Office without delay so immediate assistance can be provided.

SSOs will endeavour to organise emergency accommodation that provides for safety and welfare of an Under 18 student, either until the situation can be resolved, or until an alternative homestay placement can be made.

When a disruption to welfare arrangements occurs outside business hours, hosts and/or students are asked to call the 1800Navitas emergency phone line for advice and assistance. Possible available options include:

- temporary placement with an alternative Hawthorn-Melbourne host if there is a space available;
- temporary placement in an alternative homestay arranged via Student Accommodation Services;
- temporary placement with a friend, family friend or relative approved by the Navitas Emergency Phone holder.

9.1 Unstable and threatening student behaviours in homestay

Hawthorn-Melbourne acknowledges its duty of care to hosts as well as students. If a student's behaviour is threatening, or the host believes the student is suffering from a mental illness that the host is not equipped to deal with, the police and/or the Critical Assessment Team may be called to assess the situation and may direct what occurs next.

In these circumstances, the host and the student and any third parties involved are asked to contact Hawthorn-Melbourne staff or the 1800Navitas emergency phone line so the student's parents/legal guardians can be informed without delay. Staff will then consider the future implications for the student and host.

Temporary placement into a mental health or other secure facility arranged by the Critical Assessment Team or police may occur if it is deemed to be necessary. If a younger student is detained, Hawthorn-Melbourne will provide information and support to the parents/legal guardian and ongoing support to the student as advised and deemed appropriate.

Whenever there is a disruption to a younger student's welfare arrangements, every effort will be made to communicate with all necessary parties to secure the student's ongoing safety and welfare arrangements without further delay.

10. Maintenance of up-to-date contact details for students, parents, hosts, legal guardians and any adult responsible for the student's welfare

(NC Standard ref 5.3.5)

- Students are asked to notify the Admissions Office of any changes they make to their contact details as soon as new details are known.
- Contact details for the parents of younger students are provided to Hawthorn-Melbourne at the time of enrolment and noted in the SMS.
- Additional contact details for any responsible adult that the parents would like listed on the student's record are collected at Registration or soon after the student's commencement at Hawthorn.
- Following registration and reconfirmation that each student's contact details are correct, an upload is made to PRISMS.
- Contact details for students who are living with a DHA approved 'Suitable Relative' are collected at the time of enrolment and checked at the commencement of the student's studies.
- Contact details for homestay hosts are provided to students and their families prior to their arrival in Melbourne. All host details are recorded in the SMS.
- Students who wish to change homestay are assisted by SSOs. Changed details are recorded in the SMS.
- All students are contacted every five (5) weeks by email and asked to confirm that their contact details shown in the email are current and correct. Updates notified by the student are uploaded into the SMS.

11. Early notification to DHA of changes to student's welfare arrangements

(NC Standard ref 5.3.6)

Circumstances requiring changes to the welfare arrangements of younger students include:

1. Hawthorn-Melbourne receives appropriate confirmation that the student will be cared for by a parent or suitable relative approved by DHA;
2. The parents/guardians inform Hawthorn-Melbourne that the student is transferring into the care of another provider who will approve the student's welfare arrangements;
3. The student's parents or guardians request the cancellation of the student's enrolment in order that the student leaves Australia and/or returns home.

In each of the above circumstances, Hawthorn-Melbourne will inform DHA as soon as is practicable after receiving confirmation from the parents/legal guardians that there has been or will be a change to a younger student's welfare arrangements. Changes will be reported via PRISMS.

For (4. & 5. below) please see 13. (NC Standard Ref 5.4) of this policy.

4. Hawthorn-Melbourne cancels the student's enrolment;
5. Hawthorn-Melbourne is no longer able to approve the student's welfare arrangements;

12. Screening and monitoring of third parties engaged to organise and assess welfare and accommodation arrangements

(NC Standard ref 5.3.7)

Hawthorn-Melbourne has a long-standing relationship with Student Accommodation Services (SAS) and has contracted SAS to provide homestays for students during peak enrolment periods. The contractual relationship between Hawthorn-Melbourne and SAS is set out in the Student Accommodation Services (SAS) Hosting Partnership Agreement.

SAS undertakes to provide high quality accommodation and supervision for younger students and to meet all obligations as is required under the National Code 2018 and in its contract with Hawthorn-Melbourne. To this end, SAS staff work closely with Hawthorn's Manager Student Services and SSOs to ensure that together, Hawthorn-Melbourne and SAS meet their obligations under the National Code 2018.

Hawthorn-Melbourne and SAS staff liaise on a regular basis to: ensure the welfare and support provided to younger students is adequate; jointly investigate any problems or complaints involving SAS hosts; share information from student evaluations of their hosting experience; to discuss compliance and related issues.

Hawthorn-Melbourne SSOs evaluate all SAS placements for suitability before confirming placements with the students and their families/legal guardians and agents. SAS does not place students into homes that Hawthorn-Melbourne's SSOs deem inappropriate to the student's needs.

13. Early notification to parents of changes to students' welfare arrangements

(NC Standard ref 5.4)

In the event that Hawthorn-Melbourne cancels the enrolment of a student who is under 18, or is no longer able to approve the welfare arrangements of a student who is under 18, Hawthorn -Melbourne will inform the student's parents/legal guardian/agent without delay and within 24 hours.

14. Reasonable efforts to locate uncontactable students

(NC Standard ref 5.5)

As per the Under 18 Student Absence procedure, all students who are under 18 are required to telephone the Hawthorn-Melbourne under 18 Student Absence line to report the reasons for their absences and likely return date, on a daily basis.

Refer: Under 18 Report an Absence procedure.

In the event that Hawthorn-Melbourne is unable to contact a younger overseas student and has concerns for the student's welfare, Hawthorn-Melbourne will make all reasonable efforts to locate the student including contacting the host, friends of the student, family/legal guardians, and notifying the police and any other relevant commonwealth, state or territory agencies as soon as is practicable.

Hosts who are unable to contact a younger student, who have concerns for the student's welfare, are directed to contact Hawthorn-Melbourne staff during business hours, the 1800Navitas emergency number outside business hours, and the police as appropriate.

Refer: H-M Critical Incident Policy.

15. Non-arrivals

Student non-arrivals are followed-up after Registration Day and again after the first day of each new course. Students scheduled to arrive but confirmed as having not arrived are checked against DHA visa grants by Admissions staff.

- In circumstances where a student's visa has not been granted, an email is sent to the parent/legal guardian or agent, requesting an update on the student's circumstances and expected arrival date. Delayed visa grants are noted in the SMS.
- In circumstances where a student under the age of 18 and on Hawthorn-Melbourne's CAAW has had their visa granted but failed to attend Registration and/or the first day of their course, further investigation within the SMS airport tab and homestay tab is made. If there is evidence of the student's arrival, efforts are made to contact the student. If there is no evidence of the student's arrival, an email is sent to the parents/legal guardian or agent inquiring as to why the student has not arrived. Students are then monitored either until they arrive or until they cancel their enrolment.
- If TOGOTO Australia, Hawthorn-Melbourne's airport reception service, is unsuccessful in collecting a student at the airport who is scheduled to arrive, TOGOTO staff contact Hawthorn-Melbourne's SSOs without delay (during business hours) or the 1800NAVITAS number (outside business hours).
- If a younger student fails to arrive at their allocated homestay as scheduled, hosts are required to telephone Hawthorn-Melbourne's SSOs without delay (during business hours) or the 1800Navitas number (outside business hours) and report the student as missing.

16. Suspension or cancellation of an Under 18 student's enrolment

(NC Standard ref 5.6)

Hawthorn-Melbourne reserves the right to suspend or cancel an overseas student's enrolment because:

- a. the student has failed to pay an amount liable to Hawthorn-Melbourne (directly or indirectly) in order to undertake a course;
- b. the overseas student has breached a condition of his or her student visa;
- c. the overseas student who is under 18 years of age, refuses to maintain the approved care arrangements without sufficient reason acceptable to Hawthorn-Melbourne; or
- d. the student's behaviour is deemed unacceptable to Hawthorn-Melbourne, including but not limited to behaviour as described in the Hawthorn-Melbourne Code of Conduct as published and displayed at Hawthorn-Melbourne and on the web-site: Hawthorn-Melbourne Code of Conduct

In the event of a suspension or cancellation of enrolment of a student on a student visa who is under 18, Hawthorn-Melbourne will continue to approve the welfare arrangements of the student until one of the following applies:

5.6.1 The student has alternative welfare arrangements approved by another registered provider

5.6.2 Care of the student by a parent or nominated relative is approved by DHA

5.6.3 The student leaves Australia

5.6.4 Hawthorn-Melbourne notifies DHA under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements or that under Standard 5.5 Hawthorn-Melbourne has taken the required action after not being able to contact the student.

The following procedure applies to circumstances where Hawthorn-Melbourne initiates a suspension or cancellation of the overseas student's enrolment.

Procedure

1. inform the overseas student in writing of the intention to report, to suspend or cancel the overseas student's enrolment and the reasons for doing so;
2. inform the overseas student's parent or legal custodian of a student under the age of 18 years, in writing, of the intention to report, to suspend or cancel the overseas student's enrolment and the reasons for doing so;
3. advise the overseas student, or parent or legal guardian of an overseas student under the age of 18 years, of their right to appeal through Hawthorn-Melbourne's internal Complaints and Appeals process, in accordance with Standard 10 (Complaints and appeals) [National Code](#), within 20 working days.
4. Hawthorn-Melbourne will record the change to the overseas student's enrolment under section 19 of the [ESOS Act 2000](#).

Hawthorn-Melbourne will advise the student that he or she is required to seek advice from the DHA on the potential impact on his or her student visa.

A "Student Course Variation" will be recorded on the e-CoE in PRISMS noting the reasons for the suspension or cancellation.

A note will be added to the Diary Section of the Hawthorn-Melbourne Student Management System (SMS) recording the details of the suspension or cancellation.

The suspension or cancellation of the overseas student's enrolment will not take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Refer: Hawthorn-Melbourne Deferral suspension and Cancellation Policy and Procedure.

17. Transferring welfare arrangements- Negotiating welfare transfer dates to ensure no gaps

(NC Standard ref 5.7.1)

Hawthorn-Melbourne is regularly approached to enrol students already living in Australia and studying with other providers, who for a variety of reasons, wish to transfer. In these circumstances, Hawthorn-Melbourne contacts the releasing provider to gain an understanding of the reasons why the student wishes to transfer. If a transfer is considered to be in the student's best interest, arrangements are made to ensure there is no gap in the student's accommodation, support and welfare arrangements.

Where the student is required to move from their current accommodation to a Hawthorn-Melbourne registered or SAS registered homestay, SSOs will communicate with all relevant parties to arrange transportation and transfer. A host profile including contact details and change-over dates will be sent to parents/guardians and agents to sign off on in advance of the move occurring.

18. Reminding younger students about visa obligations and transfer dates for new approved welfare arrangements

(NC Standard ref. 5.7.2)

All students' dates of enrolments (eCOE +/- 7 days) are recorded on individual student records in the SMS. Students who are planning to transfer from Hawthorn-Melbourne to other registered providers of ELICOS, or secondary schools, or, are returning home for holidays in advance of commencing with another provider, are required to provide details of their plans via the Hawthorn-Melbourne Completion of Studies Declaration form.

The Completion of Studies Declaration form is distributed approximately 3 weeks before the student is due to finish their studies with Hawthorn-Melbourne.

Procedure

1. SSOs check the SMS each week to see if there are students who are due to finish their studies in the next month.
2. SSOs contact students who are due to finish their studies and provide them with a Completion of Studies form.
3. Students fill in and return forms.
4. SSOs check forms to see that arrangements are appropriate, liaise with hosts and parents as necessary, approve and coordinate the transfer of students to new homes, and liaise with all relevant parties to orchestrate the move and ensure a smooth transition. Parties may include; parents, agents, hosts, family friends, international student coordinator at the new school, hosts appointed by the new school).

The Completion of Studies form also serves to remind students that they must maintain approved welfare arrangements until their final CAAW date or until they have alternative arrangements approved by Hawthorn-Melbourne.

Where Hawthorn-Melbourne has enrolled a student under 18 years of age who has welfare arrangements approved by another provider, it is the responsibility of the receiving provider (i.e. the secondary school/college) to negotiate with Hawthorn-Melbourne as the releasing provider to ensure that there are no welfare gaps. To assist with this process, Hawthorn-Melbourne notifies its hosts that their contact details may be shared with staff from their homestay student's future secondary school, in order to ensure a seamless transfer. The EfHS Coordinator, SSOs and Manager Student Services all liaise with and assist the receiving providers with transfers.

Other policy areas relevant to EfHS students studying at Hawthorn-Melbourne

19. Overseeing the welfare of students who are under 18 during course breaks

The majority of Hawthorn-Melbourne's students who are under 18 enrol for periods of approximately 20 weeks (2 x 10-week courses). Students often wish to travel home to visit their families, or travel within Australia, during scheduled course breaks particularly at Christmas/New Year.

Hawthorn-Melbourne requires all students on student visas and on Hawthorn-Melbourne's CAAW to complete 'Course Break Declaration forms' that detail: the students' plans for their course breaks; the host's approval of the student's plans; the parents' permission for the student to travel home; an approved itinerary including acceptable modes of transport to the airport depending on the student's age; and details of any adult other than the host or parent who will be accompanying the student and have responsibility for the student's welfare throughout the course break period.

Course Declaration forms are distributed, checked and approved by SSOs with assistance from class teachers. In the event that the SSO has concerns about the student's course break arrangements, further detail is sought from the student, host and/or parent as appropriate, before permission is granted. Complex requests are referred to the Manager Student Services or Principal for a decision.

Transport to the airport

Hawthorn-Melbourne requires students under 16 to go to the airport by taxi or with TOGOTO Australia, Hawthorn-Melbourne's airport reception company. Students who are 16 or 17 may make their own way to the airport to travel during course breaks and at the completion of their studies if they are returning home. All students must submit hard copies of their flight itineraries in order to receive permission to travel.

20. Overseeing the welfare of overseas students who are under 18 during orientations at secondary schools

Many Victorian secondary schools request that Hawthorn-Melbourne's students join their orientations for periods of between 2-10 days in the final months before their next scheduled academic intake.

Hawthorn-Melbourne allows students to attend orientations for up to 5 days providing:

- a request and an orientation program are received from the school;
- the school is willing to be responsible for the student's care and welfare during the orientation period - including approving accommodation arrangements if the school is too far away for the student to travel from their Hawthorn-Melbourne approved homestay;
- the student's attendance at Hawthorn-Melbourne does not drop below 80% as a result of attending the orientation;
- parental permission is received;
- the student notifies the class teacher/s in advance regarding the scheduled absence.

During the orientation period, the student is marked absent from Hawthorn-Melbourne. However, a diary note with all associated details is made in the SMS. Hawthorn-Melbourne requests that the secondary school provides confirmation that the student did indeed attend the orientation days agreed so this can be factored into any decision should the student's attendance at Hawthorn-Melbourne ultimately fall under 80% as per Standard 8.6 of the National Code 2018.

21. Students who are under 18 with an Australian passport or on tourist or other visas

Accommodation arrangements

Hawthorn-Melbourne does not provide homestay accommodation or airport reception to students under the age of 18 years with an Australian passport or those travelling to Australia on a visa other than a student visa, for example, visitor / tourist / temporary or permanent resident visa, unless the student is travelling with a study tour group (see below).

Hawthorn-Melbourne only accepts students under the age of 18 on a visitor/tourist/ temporary or permanent resident visa who:

- have a family member or guardian in Australia, and
- have accommodation and airport reception (approved by their parents) and organised by their family member or guardian in Australia.

Families may make alternative guardianship and airport reception arrangements via:

- EduCare Services Australia

Families may make alternative homestay arrangements via:

- Student Accommodation Services

22. Study tour groups

Hawthorn-Melbourne hosts a number of study tours each year that include groups of students who are under 18 but not travelling on student visas. Typically, study groups with younger students are accompanied by coordinators or chaperones who work with Hawthorn's staff to support students while they are in Australia. Study groups may or may not use Hawthorn-Melbourne's or SAS' homestay placement services. Where Hawthorn-Melbourne's or SAS' services are contracted Hawthorn-Melbourne requires younger study tour students to be placed into homestay in pairs so that each student is supported with the company of another student during their short stay.

Students under the age of 14 are not accepted onto study tours unless they live with and are cared for by accompanying chaperones.

Review

This policy document is reviewed every two years by the relevant manager to ensure alignment to all relevant compliance and best practice requirements and its continued relevance to Hawthorn-Melbourne's current and planned operations. The next scheduled review of this document is listed for 03/01/2020.