






Under 18 International Students Procedures 2025



 Contents	 Purpose and application	 Requirements	 Roles and responsibilities	 Definitions
---	--	---	---	--



About this document

Printed or electronic copies may be out of date. Always check the [Policy Register](#) for the current version.

Title page image credit: Louise Cooper.

Table of contents

Part 1	Purpose and application	3
1.1	Purpose	3
1.2	Start date	3
1.3	Application	3
Part 2	Requirements	4
2.1	Reporting the University's approval or non-approval of arrangements	4
2.2	Checking the suitability of arrangements	4
2.3	Approving providers	4
2.4	Monitoring the suitability of arrangements	5
Part 3	Roles and responsibilities	6
3.1	University and its pathway providers	6
Part 4	Definitions	7
Part 5	Notes	8
Part 6	Amendment history	9
Part 7	Schedules	10
7.1	Schedule 1: Minimum Standards for Residential Providers	10
7.2	Schedule 2: Minimum Standards for Homestay Providers	12
7.3	Schedule 3: Minimum Standards for Welfare Providers	15



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

Part 1 Purpose and application

1.1 Purpose

- (1) These Procedures support the [Under 18 International Students Policy](#) ('the Policy').

1.2 Start date

- (1) These Procedures commence on 9 May 2025.

1.3 Application

- (1) These Procedures apply to:
- (a) the University;
 - (b) entities operating under the University's CRICOS Provider Code 00026A including pathway providers;
 - (c) staff;
 - (d) students;
 - (e) affiliates: and
 - (f) all arrangements for the accommodation, support and welfare of students for which the University has accepted responsibility under the Policy.



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

Part 2 Requirements

2.1 Reporting the University's approval or non-approval of arrangements

- (1) If we accept responsibility for approving a student's accommodation, support and welfare arrangements, the relevant delegate must:
 - (a) nominate the approval period, including beginning and end dates; and
 - (b) inform the Department.
- (2) The relevant delegate must inform the Department in writing, using the required PRISMS pro forma letter, of any decision to approve or not approve arrangements for a student's accommodation, support and welfare. This includes:
 - (a) a decision that we no longer approve of previously approved arrangements; or
 - (b) any change to a student's accommodation arrangements.
- (3) We will only cease to approve a student's accommodation, support and welfare if all reasonable attempts to help the student to keep the arrangements have failed.
 - (a) If we decide to cease approving a student's welfare arrangements, we must comply with the requirements for terminating welfare arrangements set out in the Policy.

Note: See clause 3.3 of the [Policy](#).

2.2 Checking the suitability of arrangements

- (1) The relevant delegate must only approve arrangements for a student's accommodation, support and welfare if satisfied that:
 - (a) the student's accommodation is with a University approved:
 - (i) residential provider; or
 - (ii) homestay provider;
 - (b) the student has organised a welfare provider through a University approved welfare service;
 - (c) the student has provided copies of binding agreements with the providers; and
 - (d) we have verified that the accommodation is appropriate to the student's age and needs.

2.3 Approving providers

- (1) The relevant delegate must only approve or continue to approve an accommodation, support or welfare provider if satisfied that that the provider meets the relevant minimum standards.
 - (a) The University's minimum standards for residential accommodation providers are set out in [Schedule 1](#).



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

- (b) The University's minimum standards for homestay providers are set out in [Schedule 2](#).
- (c) The University's minimum standards for welfare providers are set out in [Schedule 3](#).
- (2) The relevant delegate must withdraw their approval of a provider if they are no longer satisfied that these requirements are being met.

2.4 Monitoring the suitability of arrangements

- (1) We will monitor the suitability of a student's accommodation, support and welfare arrangements.
- (2) **For residential and homestay providers** we will:
 - (a) check the accuracy of the provider's details;
 - (b) check that the accommodation is within one hour travel time from the campus the student is required to attend;
 - (c) check the provider's contact details;
 - (d) check that the provider has had regular communication and liaison with the student's parents, legal guardians or welfare providers;
 - (e) request details of any critical incidents and follow-up action; and
 - (f) verify that the accommodation is appropriate to the student's age and needs before the student arrives, and then at least once every six months.
- (3) **For welfare providers** we will check:
 - (a) the provider's contact details;
 - (b) that the provider met the student within 48 hours of their arrival;
 - (c) that the provider sent a report to the student's parents or legal guardians within 30 days of the student's arrival;
 - (d) that the provider has maintained regular personal contact with the student, including meetings in person; and
 - (e) that the provider has confirmed that the student's accommodation is appropriate to the student's age and needs, within 48 hours after their arrival and then at least once every six months.



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

Part 3 Roles and responsibilities

3.1 University and its pathway providers

- (1) for approved welfare arrangements, notify the Department using PRISMS of:
 - (a) any approvals or non-approvals;
 - (b) the period of the approval;
 - (c) any changes to approved arrangements; and
 - (d) any decision to cease approving current arrangements.
- (2) approve arrangements for a student's accommodation, support and welfare consistently with the Policy and these Procedures;
- (3) assess residential accommodation providers, homestay and welfare providers against the minimum standards set out in the schedules; and
- (4) monitor the suitability of a students' accommodation, support and welfare arrangements.



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

Part 4 Definitions

- (1) In these Procedures a reference to 'we', 'our' or 'us' means the University.
- (2) In these Procedures words and phrases used and not otherwise defined in this document have the meanings they have in the [Policy](#).

PRISMS

the Department's Provider Registration and International Student Management System.



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

Part 5 Notes

Recissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

- (1) Under 18 International Students Procedures 2016, which commenced on 1 July 2016.

Under 18 International Students Procedures 2025

Date approved 6 May 2025

Date commenced 9 May 2025

Date amended

Approver: Deputy Vice-Chancellor (Education)

Owner: Academic Registrar

Review date: 9 May 2030

Rescinded documents Under 18 International Students Procedures 2016

Related documents

[Children's Guardian Act 2019](#)

[Education Services for Overseas Students Act 2000 \(Cth\)](#)

[National Code of Practice for Providers of Education and
Training to Overseas Students 2018](#)

[Under 18 International Students Policy](#)

[Working with Children and Vulnerable Adults Policy](#)

[Student Critical Incident Procedures](#)

[Working with Children Procedures - Staff and Affiliates](#)

[Working with Children Procedures - Students](#)



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

Part 6 Amendment history

Register Version	Approved by	Clause	Amendment	Commenced



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

Part 7 Schedules

7.1 Schedule 1: Minimum Standards for Residential Providers

- (1) The purpose of these minimum standards is to ensure that residential providers:
 - (a) provide appropriate support and accommodation in an approved residential environment;
 - (b) assist the students to experience the culture of the region in which they are studying;
 - (c) encourage the students to share their own culture with their peers; and
 - (d) provide a structure for students' orientation, community interaction and network establishment.
- (2) **Residential accommodation providers must meet the following minimum standards.**
 - (a) Advertise and expressly inform students of all fees for each calendar year by 30 September of the year before. This includes placement and boarding fees.
 - (b) Advertise and comply with their cancellation policies.
 - (c) Confirm a student's placement in writing to the student and to the University no later than two weeks before the start of the student's course.
 - (d) Provide each student, and the University, a current and accurate residential staff directory including an emergency point of contact. The directory should include contact information for the residential manager, residential co-ordinator, and security.
 - (e) Provide a single point of contact for students, which is available 24 hours a day, 7 days a week.
 - (f) Ensure that students are picked up and dropped off on arrival and departure days unless their parents, legal guardians or welfare providers provide an approved alternative arrangement.
 - (g) Do not place students with Over 18 students or different gender students in the same room.
 - (h) Provide each student age and culturally appropriate information about seeking assistance and reporting any incident or allegation involving sexual, physical or other abuse.
 - (i) Ensure that:
 - (i) the University has access to the student's accommodation before the student's arrival; and
 - (ii) the student's welfare provider has access to the student's accommodation within 48 hours after arrival and then at least once every six months;



to verify that the accommodation is appropriate to the student's age and needs.

- (j) Have, and make available on the internet, policies or procedures that:
 - (i) explain the fee structure and refund policy for all payments;
 - (ii) provide a current list of support staff and their responsibilities;
 - (iii) set out their expectations of students, including campus rules and room standards;
 - (iv) describe their student complaint handling process, including:
 - i. how to arrange for an alternative room, where the student's existing room is unsuitable, due to a dispute or otherwise; and
 - ii. how to escalate a complaint.
- (k) Evidence of:
 - (i) a documented and comprehensive approach to student orientation;
 - (ii) regular communication and liaison with students' parents, legal guardians or welfare providers;
 - (iii) a 24/7 emergency and critical incident and phone support strategy, including procedures for any required follow-up action;
 - (iv) ongoing training for student support staff, including supporting data and training materials; and
 - (v) compliance with Working with Children Check (WWCC) requirements.
- (l) Provide the University, within 2 working days of any request, with copies of each agreement between the student, parents or legal guardians and the residential provider.
 - (i) The agreements must:
 - i. include the beginning and end dates for the residential arrangement; and
 - ii. be dated, signed by all parties; and
 - iii. include the residential provider contact details;

Note: Start and end dates must comply with subclause 2.2(3) of the [*Policy*](#).
- (m) Provide the University, within 2 working days of any request, with:
 - (i) a complete list of all past, current and pending University students under the provider's care, including University student identification numbers; and
 - (ii) information about student complaints.
- (n) Maintain appropriate and guaranteed insurance cover for the residential provider and students, as determined by the University from time to time and consistent with industry expectations.



7.2 Schedule 2: Minimum Standards for Homestay Providers

- (1) The purpose of these minimum standards is to ensure that homestay providers:
 - (a) provide appropriate support and accommodation in an approved homestay environment;
 - (b) assist students to experience the culture of the region in which they are studying;
 - (c) encourage the student's own culture with their homestay hosts; and
 - (d) provide a structure for student orientation, community interaction and network establishment.
- (2) **Homestay providers must meet the following minimum standards to be eligible for approval by the University.**
 - (a) Advertise and expressly inform students of all fees for each calendar year by 30 September of the year before. This includes placement and boarding fees.
 - (b) Give a full refund, less any placement fee, for any cancellation made 2 or more weeks before a student's arrival.
 - (c) Not increase the placement fee or the boarding fee within 12 calendar months from the date of the student's arrival.
 - (d) Confirm a student's placement in writing to the student and to the University, no later than 2 weeks before the start of the student's course.
 - (e) Give students personalised host information, with contact details and details of the host families' background and interests, with enough time to allow the students to make alternative arrangements if they consider the hosts unsuitable.
 - (f) Provide to each student, and the University, a current and accurate staff directory. This must include an emergency point of contact which must be available 24 hours a day, 7 days a week.
 - (g) Provide to each student age and culturally appropriate information about seeking assistance and reporting any incident or allegation involving sexual, physical or other abuse.
 - (h) Before the student arrives, confirm that the accommodation is appropriate to the student's age and needs, as required by the University.
 - (i) Ensure that a student's welfare provider has access to the student's accommodation within 48 hours of the student's arrival, and then at least once every six months to verify that the accommodation is appropriate to the student's age and needs.
 - (j) Have, and make available on the internet, policies or procedures that:
 - (i) explain the fee structure and refund policy for all payments;
 - (ii) set out the responsibilities of the host family and homestay provider;
 - (iii) set out homestay providers' expectations of students;
 - (iv) describe their complaint handling process, including:



- i. how to arrange for an alternative placement, if the existing placement is unsuitable; and
 - ii. how to escalate a complaint in an emergency.
 - (v) a copy of the proposed agreement to be signed by the homestay provider, the student and their parent, legal guardian, or welfare provider.
 - (vi) a copy of the agreement between the homestay provider and all host families, setting out relevant policies and host obligations.
- (k) Provide evidence of:
 - (i) documented and compulsory training for host families, including supporting data and training materials;
 - (ii) completion of this training by the student's host family;
 - (iii) regular communication and liaison with the students' welfare providers;
 - (iv) a documented and comprehensive approach to student orientation;
 - (v) a 24/7 emergency and critical incident phone support strategy, including procedures for any required follow-up action;
 - (vi) an ongoing strategy for the managing and accounting for all payments made on behalf of the student to the homestay provider; and
 - (vii) compliance with Working with Children Check (WWCC) requirements.
- (l) Provide the University, within 2 working days of any request, with:
 - (i) copies of each agreement between the student, parents or legal guardians and the homestay provider.
 - (ii) The agreements must:
 - i. include the beginning and end dates for the homestay arrangement;
 - ii. be dated, signed by all parties; and
 - iii. include the homestay provider contact details;

Note: Start and end dates must comply with subclause 2.2(3) of the [Policy](#).
- (m) Provide the University, within 2 days of request, with:
 - (i) a complete list of all past, current or pending University students under the homestay provider's care, including University student identification numbers; and
 - (ii) information about student complaints.
- (n) Place students with host families who are within one hour travel time from the campus the student will be required to attend.
- (o) Facilitate a welfare check visit from a welfare provider representative within 7 days, but preferably within 4 days, of the student's arrival.
- (p) Provide a single point of contact for international students.



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

- (q) Ensure that students are picked up and dropped off on arrival and departure days unless their parents, legal guardians or welfare providers provide an approved alternative arrangement.
- (r) Maintain, or ensure homestay hosts maintain, appropriate and guaranteed insurance cover for the provider and homestay hosts and students, as determined by the University from time to time and consistent with industry expectations.



7.3 Schedule 3: Minimum Standards for Welfare Providers

- (1) The purpose of these minimum standards is to ensure that welfare providers provide high level welfare and guardianship services for under-18 international students.
- (2) **Welfare providers must meet the following minimum standards to be eligible for approval by the University.**

Student Management

- (3) Welfare providers must:
 - (a) have a 24/7 emergency and critical incident and phone support strategy, including procedures for any required follow-up action;
 - (b) provide a single point of contact for international students and their parents or legal guardians, available 24/7 for emergencies;
 - (c) verify that each student's accommodation is appropriate to the student's age and needs, within 48 hours after the student's arrival, and then at least once every six months;
 - (d) have a transparent complaint handling process and, if requested by the University, provide information regarding student complaints;
 - (e) provide the University, within 2 working days of request, with:
 - (i) information about student complaints;
 - (ii) copies of each agreement between the relevant student, parents or legal guardians and the welfare provider.
 - (iii) The agreements must:
 - i. include the beginning and end dates for welfare arrangement;
 - ii. be dated, signed by all parties; and
 - iii. include the welfare provider contact details.

Note: Start and end dates must comply with subclause 2.2(3) of the [Policy](#).
 - (f) ensure that they maintain, and can provide to the University within 2 days of request:
 - (i) a complete list of all past, current or pending University students under their care, including University student identification numbers;
 - (ii) a list of the dates of all contact between the welfare provider and current students, including:
 - i. the method of contact (in person, by phone, or social media platforms); and
 - ii. a summary of the contact.
 - (iii) details of students' current and previous accommodation, including addresses and contact numbers;
 - (iv) verification that each student's accommodation is appropriate to the student's age and needs, within 48 hours after the student's arrival, and then at least once every 6 months;



- (v) the name and contact details of the nominated individual welfare provider for each current student, and the verification of their Working with Children Check (WWCC) reference;
- (vi) copies of reports sent to current parents;
- (vii) copies of all correspondence and documents about current students;
- (viii) current course details for current students; and
- (ix) if a student's enrolment is terminated, suspended or cancelled, verification that they have physically left Australia.
- (g) ensure that all individuals acting as individual welfare providers on behalf of the welfare provider:
 - (i) are physically located in reasonable proximity to the student's residential address;
 - (ii) comply with Working with Children Check (WWCC) requirements;
 - (iii) comply with the minimum standards in this document; and
 - (iv) have legally binding contracts clearly stating:
 - i. the terms of their engagement;
 - ii. services to be performed;
 - iii. fees;
 - iv. termination conditions;
 - v. confidentiality obligations;
 - vi. refund of fees and indemnity arrangements; and
 - vii. liability and risk provisions;
- (h) maintain appropriate and guaranteed insurance cover for the provider as determined by the University from time to time and in line with industry expectations. If the provider uses a subcontractor who is not covered by the provider's insurance, the subcontractor must have commensurate insurance of their own.

Student Welfare

- (4) Welfare providers must:
 - (a) explain the fee structure and refund policy for all payments;
 - (b) meet all students in person within 48 hours of their arrival;
 - (c) maintain regular personal contact with all students, including:
 - (i) speaking to students at least once every week by phone or facetime calls on social media platforms; and
 - (ii) meeting students in person monthly;
 - (d) provide 24/7 telephone advice and emergency assistance for students;



Contents



Purpose and
application



Requirements



Roles and
responsibilities



Definitions

- (e) provide each student with age and culturally appropriate information about seeking assistance and reporting any incident or allegation involving sexual, physical or other abuse;
- (f) provide additional orientation for students, as appropriate. For example:
 - (i) public transport information;
 - (ii) details of support services available to students, outside the University;
 - (iii) assisting students to open a local bank account;
 - (iv) assisting students to purchase a SIM card or mobile data plan;
 - (v) assisting students with personal problems.
- (g) send a report to each student's parents or legal guardians within 30 days of the student's arrival. The report must include:
 - (i) an overview of the student's accommodation facility or homestay, to confirm that it matches the information provided;
 - (ii) the student's local mobile phone number;
 - (iii) information about the student's general welfare including studies, transport to and from the University, and how they are settling in;
 - (iv) the welfare provider's full name and contact details, including the full office address and contact details; and
 - (v) a 24-hour emergency number for parents or legal guardians.

Student Support and Advocacy

- (5) Welfare providers must:
 - (a) talk with students and their residential or homestay provider about any complaints the students have;
 - (b) tell the University of about any issues related to students' living situations that haven't been resolved;
 - (c) represent the student in any discussions with the University, including assisting the student to lodge any complaint; and
 - (d) sign any documents related to academic activities on behalf of students' parents or legal guardians.