

PURPOSE

The purpose of these policies and procedures is to ensure that appropriate arrangements are in place for the care and learning needs of students under 18 years of age. York English College (YEC) acknowledges that it has a responsibility to keep young people safe in the course of their studies at the Institute and to have in place systems that manage threats to the safety of young people while they are enrolled at the Institute. As a responsible provider, the Institute ensures that appropriate arrangements are in place for the care and learning needs of students under 18 years of age according to the Australian Government regulations ([The National Code of Practice for Providers of Education and Training to Overseas Students](#)) and Department of Home Affairs ([student visa conditions](#)) which requires students under the age of 18 to have appropriate accommodation, support and general welfare arrangements.

LEGISLATIVE REQUIREMENTS

Australian legislation relevant to this policy includes, but is not limited to:

- Education Services for Overseas Students Act (2000)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018) Standards 5 and 6;
- National Standards for ELICOS Providers and Courses
- Migration Regulations 1994
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Commission for Children and Young People Act 1998 (NSW)
- Child Protection (Working with Children) Act 2012 (NSW)

SCOPE

This policy and procedure relates to the Institute staff, students, educational agents and the affiliates which may include but not limited to Parents/Guardian, accommodation providers, homestay providers, homestay hosts, residents of homestay host homes, homestay students and welfare providers.

POLICY STATEMENT

This policy supports Standard 5 and 6 of *The National Code*, which requires that arrangements are made to protect the personal safety and social well-being of overseas students in Australia under the age of 18. Should neither a parent nor a suitable relative be in Australia to directly provide for the welfare of an under-18 student, and the Institute accepts the student's enrolment, it will ensure that appropriate accommodation, support and general welfare arrangements are provided until another provider accepts responsibility or the student leaves the country or turns 18.

Consistent with Standard 6 of *The National Code* the Institute will also meet the following requirements:



- the provision of an age and culturally appropriate orientation program;
- access to services designed to assist students in meeting course requirements and maintaining their attendance;
- access to welfare-related support services;
- a designated member of staff or members of staff to be the official point of contact for students.

York English College welcomes overseas students who are under 18 years of age. A parent or a suitable relative, or an education provider, must be responsible for the welfare of younger (under 18) overseas students whilst in Australia. At YEC there are two options:

Option 1:

YEC does not provide a Confirmation of Appropriate Accommodation and Welfare (CAAW) and a parent or suitable relative has to take responsibility for the welfare of the student, that person must complete Form 157N and provide with the visa application. [157n.pdf \(homeaffairs.gov.au\)](#)

For students under 12 years of age, only option 1 is available.

Option 2:

If YEC is to be responsible for the welfare of the student, the relevant YEC officer must nominate start and end dates for which YEC accepts responsibility by completing the Confirmation of Appropriate Accommodation and Welfare (CAAW) letter generated by PRISMS. Under Migration Regulations, YEC must nominate a period of at least the Confirmation of Enrolment (CoE) plus seven days prior to commencement in order to satisfy DHA provisions for appropriate welfare arrangements.

During the nominated time period, the under 18 student will be required to gain the College's approval prior to any change to accommodation. YEC will notify DHA via PRISMS of any changes to the accommodation arrangements, or if a student refuses to maintain YEC approved accommodation.

YEC will not enrol international students who are under 7 years of age at their commencement date course under any circumstances.

PROCEDURES

1. Before a student under 18 is accepted into a YEC course, the student's parents or legal guardian must complete an application form with full details of the student including:
 - student's full name, address, date of birth and academic history
 - health status and restrictions
 - parents' or legal guardian's contact details both during the day and after hours
 - contact details both during the day and after hours of another nominee in the student's home country
2. The minimum length of the approved accommodation, support and welfare arrangements will be a minimum of the length of the confirmation of enrolment, (CoE) plus seven days while the student is under the age of 18.



3. Before a student is admitted into a YEC course, the designated International Admissions Officer will ensure that the student has a formalised agreement with a YEC approved welfare provider and that the student's parents or legal guardian have signed an agreement accepting the conditions of the welfare arrangements (excluding guardianship). Welfare providers must advise the designated Student Welfare Officer/Administration Manager of any change in circumstances during the time they are hosting the underage student.
4. If a student under the age of 18 enters into a user pays agreement with a YEC accommodation or welfare provider, the student and their parents or legal guardian are responsible for maintaining the agreement for the duration of their enrolment at YEC until the student turns 18 years of age.
5. YEC is committed to ensuring approved welfare and accommodation providers meet the Institute standards and *ESOS Act* requirements. YEC will assess, verify and ensure the suitability of accommodation and welfare services by third party providers prior to approval and at least once every six months.
6. Welfare and accommodation providers must adhere to the following standards of service delivery:
 - provide 24 hour, seven days a week telephone advice and emergency assistance and support as required
 - liaise with the student concerning any grievances of the student in relation to the student's accommodation facility
 - provide location orientation for the student including age and culturally appropriate information on accommodation, emergency situations, contact details and reporting an incident
 - provide YEC data information and access as required
 - ensure support personnel and contractors have all the necessary Working with Children Checks
 - maintain regular contact with the student and YEC and inform the designated officer of any accommodation or welfare related grievances
 - liaise closely with the Administration Manager to monitor the student's progress and inform parents, and
 - immediately report any student critical incidents to the parents and YEC.
7. If YEC takes on responsibility for approving the accommodation, support and general welfare arrangements (excluding guardianship) the student's parents or legal guardian will be informed of the full details of the 'guardian' including:
 - full name, address, date of birth, contact details, occupation, details of any pets and services that they can provide (computer access, swimming pool etc.)
 - any vacations or activities the guardian may have planned for the student
 - expectations that the guardian will have of the student, and
 - "Working with Children" suitability card number.
8. YEC will be required to advise the Department of Home Affairs through the PRISMS reporting system within 24 hours in the event that the under 18 student has changed his/her living arrangements or the living arrangements for the students are no longer approved by YEC.
9. Students under the age of 18 years will be provided with culturally and age appropriate information on who to contact in emergencies including contact numbers of nominated staff,

and how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse,

10. When a student is under a student visa that covers multiple courses, YEC will be responsible for the student's welfare while he/she is currently enrolled in a YEC course and under 18 years of age.
11. Students under the age of 18 will not be permitted to transfer provider without written parent/guardian permission. If the student is approved to transfer to another registered provider, YEC will liaise with other registered providers to ensure the accommodation, support and welfare of the student is appropriate until:
 - such time as the student is accepted by another registered provider, and that provider is responsible for the student
 - the student leaves Australia
 - other suitable arrangements are made that satisfy the Migration Regulations
 - the registered provider reports under Standard 5.3.6 of the National Code that it can no longer approve the arrangements for the student, or
 - in the case of a student going missing, all care will be taken to ensure that the student is located.

Enrolment of international students under 18 years of age

The Department of Home Affairs (DHA) will not approve a student visa unless one of the following arrangements have been made for the student:

- nominate a parent or a suitable relative over 21 years as your student guardian. This person must have a visa to remain in Australia for the duration of your student visa or until you turn 18
- provide evidence that a parent or suitable relative over 21 years will accompany the student as a student guardian visa holder, or
- organise for the education provider to approve the student's welfare arrangements.

Under the Australian Migration Regulations 1994 a suitable relative is someone who is approved by the Commonwealth and is:

- a grandparent, brother, sister, aunt, uncle, niece or nephew, or a step-grandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or step-nephew; AND
- nominated by a parent of the applicant or a person who has custody of the applicant; AND

A suitable nominated relative must:

- be aged at least 21; AND
- have the right to remain in Australia until the student's visa expires or the student turns 18 years of age (whichever happens first); AND
- be able to show that they are of good character, by providing evidence of a police clearance in the country or countries in which they have lived for more than 5 years in the past 10 years after the age of 16.

Option 1:

YEC does not provide a Confirmation of Appropriate Accommodation and Welfare (CAAW) and a parent or suitable relative has to take responsibility for the welfare of the student, that person must complete Form 157N and provide with the visa application. [157n.pdf \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au/157n.pdf)

For students under 12 years of age, only option 1 is available.

Option 2:

If YEC is to be responsible for the welfare of the student, the relevant YEC officer must nominate start and end dates for which YEC accepts responsibility by completing the Confirmation of Appropriate Accommodation and Welfare (CAAW) letter generated by PRISMS. Under Migration Regulations, YEC must nominate a period of at least the Confirmation of Enrolment (CoE) plus seven days prior to commencement in order to satisfy DHA provisions for appropriate welfare arrangements.

During the nominated time period, the under 18 student will be required to gain the College's approval prior to any change to accommodation. YEC will notify DHA via PRISMS of any changes to the accommodation arrangements, or if a student refuses to maintain YEC approved accommodation.

The DHA pro-forma letters in PRISMS include:

- the 'Confirmation of Appropriate Accommodation/Welfare Arrangements' (CAAW) letter to nominate dates and indicate initial approval;
- the 'Approval to Change Accommodation/Welfare Arrangements' letter to advise DHA of a change in arrangements which the provider supports/approves, use;
- the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter to advise DHA of non-approval of arrangements, use. (This report is likely to result in cancellation of the student's visa. This reporting mechanism should only be used when a student is refusing to maintain care arrangements which YEC is able to approve. The decision to report is made by the PEO in consultation with the Marketing Director)

If YEC enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, then YEC will:

- negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap
- inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

Reporting the Institute's approval or non-approval of arrangements

- 1) If the Institute accepts responsibility for approving a student's accommodation, support and welfare arrangements and for monitoring any changes to them, the relevant delegate must:
 - a) nominate the approval period, including:
 - i. the date on which it will begin taking responsibility; and

- II. the date on which it will cease to take responsibility; and
 - b) inform the Department of the approval period in writing, using the required PRISMS pro forma letter.
- 2) The relevant delegate must advise the Department in writing, using the required PRISMS pro forma letter, of:
 - a) approval of arrangements for a student's accommodation, support and welfare;
 - b) non-approval of arrangements for a student's accommodation, support and welfare, including a decision that the Institute no longer approves of such arrangements where it formerly did so; or
 - c) any change to a student's accommodation arrangements.
 - 3) YEC will only report to the Department that it can no longer approve the arrangements for a student's accommodation, support and welfare if all reasonable attempts to assist the student to maintain appropriate arrangements have failed.

Checking the suitability of arrangements

The Administration Manager must not approve arrangements for a student's accommodation, support and welfare unless the student organises accommodation with a YEC approved homestay provider.

Approving providers

The Administration Manager must not approve or continue to approve a homestay provider unless satisfied that:

- 1) for homestay providers, the provider meets the minimum standards set out in Appendix 1;

Appendix 1 Minimum Standards for Homestay Providers

The purpose of these minimum standards is to ensure that homestay providers:

- provide appropriate support and accommodation in an approved homestay environment;
- assist students to experience the culture of the region in which they are studying;
- encourage the sharing of the students' own culture with their homestay hosts;
- provide a structure for student orientation, community interaction and network establishment.

Homestay providers must meet the following minimum standards to be eligible for approval by the Institute.

- 1) Homestay providers must advertise and expressly inform students of all fees (including placement fees and boarding fees) for each calendar year as soon as practicable of the preceding year.
- 2) Homestay providers must give a full refund for any cancellation made two or more weeks prior to a student's arrival, less any placement fee.
- 3) Homestay providers must confirm a student's placement in writing, to the student and to the Institute no later than two weeks before the commencement of the student's course.

- 4) Homestay providers must give students' personalised host information, detailing the host families' background and interests, and providing contact details, in sufficient time to allow students to make alternative arrangements where hosts are considered unsuitable.
- 5) Homestay providers must provide to each student and the Institute, a current and accurate staff directory, including an emergency point of contact which must be available 24 hours a day, seven days a week.
- 6) Homestay providers must have an online portal that supplies individual logins for agents, hosts, students and institutions where appropriate 'real time' data and reports relating to current placements, arrivals and history can be accessed and monitored at any time.
- 7) Homestay providers must have, and make available on the internet:
 - a) policies or procedures explaining the fee structure and refund policy for all payments made to the homestay provider;
 - b) policies or procedures setting out the responsibilities of the host family and homestay provider;
 - c) policies or procedures setting out homestay providers' expectations of students;
 - d) policies and procedures describing their complaint handling process, including:
 - I. provision to arrange for an alternative placement, where the student's existing placement is unsuitable; and
 - II. avenues for complaint escalation in the event of an emergency.
- 8) Homestay providers must provide evidence of:
 - a) documented and compulsory training for host families, including supporting data and training materials;
 - b) completion of such training by the student's host family;
 - c) regular communication and liaison with the students' parents, legal guardians or welfare providers;
 - d) a documented and comprehensive approach to student orientation;
 - e) a 24/7 Emergency and Critical incident phone support strategy, including procedures for follow-up action required in the event of a critical incident;
 - f) an ongoing strategy for the management and accountability of all payments made on behalf of the student to the homestay provider;
 - g) compliance with Working with Children Check (WCC) requirements.
- 9) Homestay providers must:
 - a) place under-18 international students with host families who are within one hour travel time from the campus the student will be required to attend;
 - b) ensure that each student receives a welfare check visit from a welfare provider representative within seven days, but preferably within four days, from the date of the student's arrival;
 - c) provide a single point of contact for under-18 international students;
- 10) Homestay providers must maintain, or ensure homestay hosts maintain, appropriate and compulsory (guaranteed) insurance cover for the provider and homestay hosts and students as determined by the Institute from time to time and in line with industry expectations.

Monitoring the suitability of arrangements

The Institute will monitor the suitability of a students' accommodation, support and welfare arrangements by:

- a) for residential and homestay providers:
 - I. checking the accuracy of the student's accommodation details;
 - II. checking that the student's accommodation is within one hour travel time from the campus they are required to attend;
 - III. checking the contact details for the accommodation provider;
 - IV. checking that the accommodation provider has had regular communication and liaison with the student's parents, legal guardians or welfare providers; and
 - V. requesting details of any critical incidents and follow-up action;
- b) for welfare providers, checking:
 - I. the contact details for the welfare provider;
 - II. that the welfare provider met the student within 48 hours of their arrival;
 - III. that the welfare provider sent a report to the student's parent's or legal guardians within 30 days of the student's arrival; and
 - IV. that the welfare provider has maintained regular personal contact with the student, including meetings in person.

Arrival and Orientation

Travel arrangements between home country and the authorised homestay in Australia are the responsibility of the parent/ legal custodian and should include homestay provider/airport reception.

All students under 18 will have received information from the YEC Admissions team regarding emergency numbers to contact if they have any concerns about their accommodation or any other matters prior to the day they start studying.

Students under 18 will be identified at orientation and introduced to the Under 18 welfare contact where monitoring procedures and homestay rules will be explained.

A student's details form is distributed to each student to be filled in and collected at each Orientation session or the beginning of each term, so that records of students' details are confirmed by all students in writing. Students' details include:

- the student's current residential address;
- the student's mobile phone number (if any);
- the student's email address (if any);
- any other details

At least every 6 months, while the student remains an accepted student, the student's details are confirmed in writing and the records of students' details are updated accordingly.

Termination, suspension and cancellation of enrolment

- 1) Where the Institute terminates, suspends or cancels a student's enrolment, the Institute will continue to monitor the suitability of the accommodation, support and welfare arrangements for that student until:



- a) the student is accepted by another registered provider who assumes responsibility for approving the student's accommodation, support and welfare arrangements;
 - b) the student leaves Australia;
 - c) other suitable arrangements are made for the student; or
 - d) the Institute reports to the Department that it can no longer approve the arrangements for the student.
- 2) Where a student appeals the termination, suspension or cancellation of their enrolment, the Institute will continue to monitor the suitability of the accommodation, support and welfare arrangements for that student until:
- a) all internal and external appeals have been exhausted;
 - b) other suitable arrangements are made for the student; or
 - c) the Institute reports to the Department that it can no longer approve the arrangements for the student.

Screening Employees

As part of its recruitment policy, YEC requires all employees (including Teachers) to have a current and valid Working with Children Check or the state equivalent if they have access to under age students.

All approved and contracted homestay service providers will be subject to ongoing review.

Academic Manager and Administration Manager are responsible for ensuring that the appropriate documentation is provided and for maintaining a register of the status of employees, contractors and volunteers. Visitors and volunteers working in the College and in contact with the student body would either hold WWCC or be supervised by a YEC staff member with a WWCC.

Copies of these checks are also stored on employee files located within the Human Resources Department.

Guardianship Screening

To assess whether the arrangement is appropriate, a York English College appointed welfare arrangement service provider will visit the proposed accommodation and meet with the nominated relative providing Homestay accommodation for the student.

The nominated relative will need to provide a Working with Children Check number and other required documents. All adults (over 18 years) residing at the homestay will also need to provide a Working With Children Check number or a current WWCC application number while the application is being finalised. For more information see Section 8 of the [**Child Protection \(Working with Children\) Act 2012**](#).

Once the accommodation is approved by York English College and the nominated relative has provided a Working with Children Check, York English College will provide a CAAW letter.



Please complete York English College Guardianship Screening Form and return it to York English College.

A processing fee applies as per fee standard from York English College appointed welfare arrangement service provider.

As an option, Parent/legal guardian of the student can choose York English College contracted third party provider as student's guardian during student's study with York English College. Guardianship arrangement and weekly guardianship fees are charged under this option.

Student Transfer from other Education provider (for students under 18 years of age)

National Code Standard 7 restricts providers from enrolling transferring students prior to the student completing six months of his or her principal course of study, except for the circumstances outlined in the standard. Providers, from whom a student is seeking to transfer, are responsible for assessing the students request for transfer within the restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

1. Students under the age of 18 will not be permitted to transfer provider without written parent/guardian permission. If the student is approved to transfer to another registered provider, YEC will liaise with other registered providers to ensure the accommodation, support and welfare of the student is appropriate until:
 - such time as the student is accepted by another registered provider, and that provider is responsible for the student
 - the student leaves Australia
 - other suitable arrangements are made that satisfy the Migration Regulations
 - the registered provider reports under Standard 5.3.6 of the National Code that it can no longer approve the arrangements for the student, or
 - in the case of a student going missing, all care will be taken to ensure that the student is located.
2. York English College collects student's full details including personal details, guardianship information, education background, Visa information, Etc. before processing student's application; or/and may contact student's current education provider to confirm enrolment and welfare arrangement details.
3. PRISMS will always advise the need for a Release if a student has not undertaken six months of their principal course. When the question related to Standard 7 of the National Code appears, York English College Admin staff must ensure that the Standard has not been breached. No eCOE and/or CAAW will be issued unless a Release is approved or adequate documents are provided.
4. If YEC enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, then YEC will:
 - negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap
 - inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements



approved or return to their home country until the new approved welfare arrangements take effect.

Guardianship Change

York English College, as the student's current education provider, may have made arrangement on the student's behalf for accommodation and completed and signed the Department of Home Affairs (DHA) Education Provider's Confirmation of Appropriate Accommodation/Welfare for a Student under 18 Years of Age form (CAAW form). This document was essential to allow the student to complete his/her application for a student visa. The document also places responsibility on York English College for the accommodation, support and general welfare of the student.

If the student decides to change guardian and homestay arrangements and the new guardian is not a relative*, then the guardian and homestay transfer can only occur on the following conditions:

1. The new guardian contact details including name, homestay address, contact number and email address are provided to York English College appointed welfare arrangement service provider by completing York English College Guardianship Change Form.
2. The home inspection and guardian screening procedures are conducted by York English College appointed welfare arrangement service provider. An annual guardianship fee is charged for this service and the fund transferred to York English College appointed welfare arrangement service provider's bank account towards payment of Guardianship Screening fees. The applicant or his/her agent or representative need to contact York English College appointed welfare arrangement service provider to arrange for –
 - a. Police screening of all adults 18 years or over residing at the new address
 - b. A homestay inspection to ensure that the homestay premises are a suitable living environment.
3. Students cannot change guardian and/or homestay until this process has been completed.
4. The student's guardian must live at the homestay address or the homestay Parent(s) must accept guardianship responsibility.

Note: If the new guardian is a blood relative of the student or, if the student is changing from a blood relative guardian to a non-blood relative guardian, contact must be made with Department of Home Affairs (DHA) as such guardianship changes may alter the student's visa conditions.

The above policies and procedures have been put in place to ensure the ongoing welfare of the student while completing his/her studies at York English College.

Holiday, Lunch Break Off-campus Activities

Following York English College Course Variation policy, Holiday request is only processed upon receiving Parent/Guardian signed ***Parental Supervision and Welfare Arrangement Form, required payments and Course Variation Application Form.***



Parent/Guardian MUST sign the **Off-campus Activity Consent Form** for Students under 18 years old of age to indicate York English College to arrange accordingly on student's lunch break and/or off-campus activities.

York English College may reject the student's leaving or off-campus request without notice if the signed form is not provided.

Student Code of Conduct

The following additional regulations are put in place to ensure the safety of all under 18 students while studying at York English College. York English College does not accept any responsibility for students who breach any of these regulations.

1. Students MUST attend fortnightly welfare meetings with the Student Welfare Officer to discuss course progress, attendance issues, as well as accommodation and welfare concerns.
2. Students MUST maintain at least 80% attendance.
3. Scheduled classes are 9.00 am to 3.00 pm Monday to Friday.
4. Students are NOT PERMITTED to leave the college premises during scheduled class hours. Any students who do leave the college premises during scheduled class hours do so at their own risk.
5. Students who are absent are required to bring a note from their parent/guardian explaining their absence.
6. Students MUST ensure that their contact details are up-to-date.
7. Students MUST NOT change accommodation without prior approval by York English College.
8. Students are supervised at break and lunch time in the school by nominated school welfare staff. They have separate break times from other students and do not interact with students outside of their age group.

Guardian's Responsibilities

1. Guardians MUST maintain regular contact with the student.
2. Guardians MUST ensure that the student maintains at least of 80% attendance.
3. Guardians MUST NOT allow students to change accommodation without prior approval by York English College.
4. Guardians MUST provide full contact details and notify York English College of any changes to their contact details within 7 days.
5. Guardians MUST contact York English College if the student has an accident/serious illness or medical emergency.
6. Guardians MUST ensure the student gets a medical certificate if he/she is absent due to illness. Additionally, guardians should contact York English College to seek leave for any medical/dental appointments.



7. Guardians MUST liaise with York English College concerning the behaviour, conduct or any other issues which may affect the student's progress.

8. Guardians MUST attend any meetings deemed necessary by the Student Welfare Officer.

Collection of Medical Information

The Australian Skills Quality Authority (ASQA) requires York English College to collect students' medical information. The information is stored and handled by York English College in accordance to [Privacy Act 1988](#).

Privacy Act

It is a requirement of the Education Services for Overseas Students (ESOS) Act that York English College provides information to relevant Government bodies, Commonwealth and State, regarding each student's enrolment as required.

Breaches

In keeping with YEC's commitment to student safety and wellbeing, it is a requirement of this policy that no person to whom this policy applies will have:

- breached the Code of Conduct
- failed to follow the policies and procedures of the relevant child protection authority in each state or territory
- appointed or continued to employ any person in contravention of the procedures contained with this document and/or
- engaged in child abuse.

Failure to observe these requirements by any person to whom this policy applies will result in disciplinary action as per YEC policy.

Appeals

An appeal may be lodged through the relevant appeals process (please see the Student Handbook for details). Appeals on serious procedural breaches reported to the relevant authorities must be filed through the appropriate channels, e.g. Commissioner for Children and Young People and Child Guardian.

Mandatory reporting requirements and legislation relating to the care of minors

Mandatory reporting describes the legal obligation of certain professionals and community members to report incidences of child abuse. These people are called "mandated reporters" and

they MUST report to Child Protection Services if they believe on reasonable grounds that a child is in need of protection¹.

A Structured Decision Making (®SDM) tool intended to complement mandatory reporters' professional judgment and critical thinking: <https://reporter.childstory.nsw.gov.au/s/mrg>

Further information in relation to preventing child abuse and neglect can be found at <http://www.community.nsw.gov.au/preventing-child-abuse-and-neglect> and <https://www.childwise.org.au/page/41/state-legislation-reporting-nsw>

Minimum age of 7

The minimum age for entry to The Institute is 7 years of age. All students need to be 7 years of age when they commence the course for which they are applying in order to receive a Confirmation of Enrolment (CoE). The Principal will not sign the Confirmation of Appropriate Accommodation and Welfare (CAAW) form if a student is under 12 years of age. Any student here who is under 12 years of age must be accompanied by a parent or legal guardian.

Nominated contact person for students under 18

The Administration Manager is the nominated contact person for students under 18.

Homestay liaison for students under 18

The Administration Manager is the nominated homestay liaison for students under 18. The Student Welfare Officer is the secondary contact for homestay liaison.

Emergency contact details

Students under 18 years of age are provided with a list of emergency contact numbers. This list includes an emergency 24 hours contact at the Institute. Students are also provided with the phone number for the Institute.

Absence

Whenever a student aged under 18 is absent, the class teacher informs the Academic Manager in the first break. The Administration Team contacts the guardian by phone to inform the guardian of the absence and to discuss follow up actions.

¹ <https://www.childwise.org.au/page/41/state-legislation-reporting-nsw>



The Institute asks the guardians for under 18s to provide the Institute with a letter outlining the circumstances of absence. Also The Institute calls guardians when students aged under 18 leave the Institute early or arrive late.

Procedures for dealing with alleged abuse or bullying

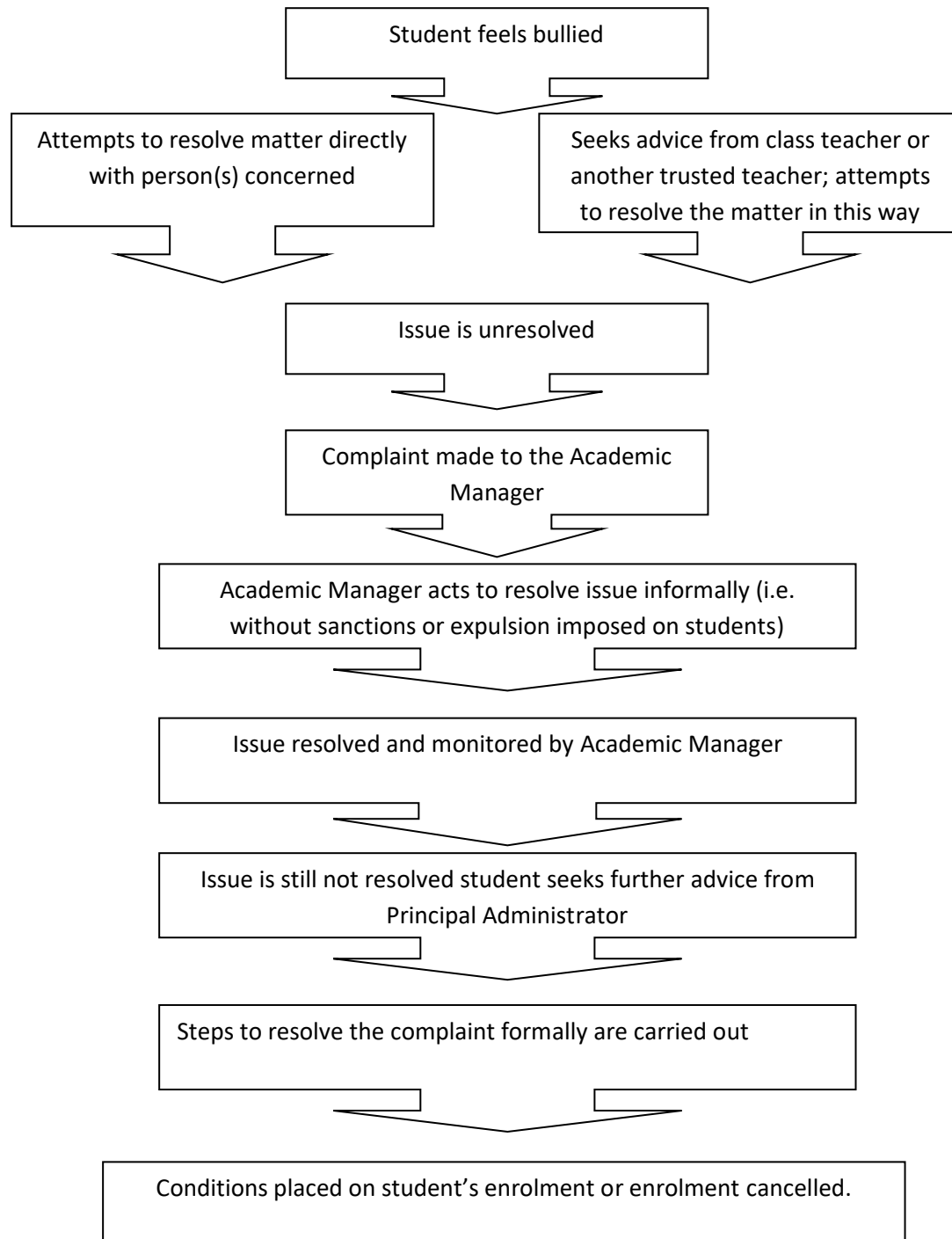
There are a number of steps students and staff should follow in dealing with bullying.

Initially, an individual who feels they have been subject to bullying behaviour may seek to resolve the matter directly with the person who is considered responsible, and/or seek confidential advice on the best course of action. Students may do this by talking to their teacher.

Where a bullying issue has not been resolved through these actions, the matter should be taken up with the Academic Manager. Where this person is the object of the complaint, it should be referred to the next most senior staff member – normally this will be a member of the Principal Administrator.

Upon receipt of a complaint, the Academic Manager will assess the merits of the complaint and where possible attempt to resolve it informally between the parties concerned. If that is not possible or fails, the Academic Manager will resolve the complaint formally. This could involve placing conditions on a student's enrolment or expulsion from the Institute. In such cases students still have the right to appeal this decision under the Institute grievance procedure.

Flow-chart of process for dealing with bullying



Procedures for dealing with alleged Cyberbullying

Cyberbullying is bullying that is done through the use of technology. For example, using the Internet, a mobile phone or a camera to hurt or embarrass someone is considered cyberbullying. It can be shared widely with a lot of people quickly, which is why it is so dangerous and hurtful.

Students are advised to deal with cyberbullying by taking the following steps:

- Talk to someone they trust straight away – like a parent, sibling, uncle/aunt, teacher or friend
- Don't retaliate or respond – it might be used against them
- Block the bully and change privacy settings
- Report the abuse to the service and get others to do as well
- Collect the evidence – keep mobile phone messages, take screen shots and print emails or social networking conversations
- Do something they enjoy – catch-up with friends, listen to good music, watch a good show or chat online to trusted people

If the cyberbullying escalates, students should take the following steps:

1. Report the cyberbullying material to the social media service it happened on
2. Collect evidence of the cyberbullying material
3. Report cyberbullying to the Office of the Children's eSafety Commissioner
4. Block the person

Protective measures to protect access to inappropriate electronic material

The Institute uses proxy software to detect and deny access to inappropriate material. This software is located on the server and is inaccessible to unauthorised persons. The IT support staff member is responsible for ensuring that this software is in place.

Specialist Staff

The Institute requires at least 50% of instruction for students doing High School Preparation or Primary Schools Preparation (HSP or PSP) to be conducted by TESOL teachers who are trained teachers eligible for registration to teach in the Australian Primary/Secondary system and who have experience teaching in Australian primary/secondary schools. Where under 18s are taking Intensive English classes, this requirement does not apply.

Advising Immigration

The Principal Administrator is responsible for advising Immigration of the beginning and end of the period of responsibility. The Principal Administrator is responsible for notifying Immigration of the following changes:

- address
- living/welfare arrangements



- provider responsibilities

Confirmation of approval of Appropriate Welfare arrangements – CAAW

All documentation related to issuing CAAWs must be completed before the CAAW can be signed. This includes Working with Children Checks, homestay inspection reports and the Institute forms; e.g. notifications of independent arrangements of guardianship, the guardian pack, etc.

Onshore Students on Existing Student Visas

All students who apply onshore to transfer from another provider and who are under 18, must provide proof of release from their current provider. Additionally, they need to complete a **Guardianship Change Form** or provide evidence with the **Guardianship Information Form** which indicates they are here with a parent or DHA recognised guardian. In the case where another institution holds the CAAW for the student, the application form will also require the signature of the designated CAAW representative of that institution.

An application cannot be processed unless this has been confirmed. An overseas parent's signature or a parent's signature when a CAAW is in place, does not suffice as sufficient.

Student rights and responsibilities

Rights and responsibilities for students are set out in the Student Handbook. There are additional responsibilities for students aged under 18 and the parents/guardians. These are set out as above

Privacy and confidentiality

Information in relation to privacy and confidentiality for all students is set out in the Student Handbook.

Supervision of students aged under 18 and visitors

York English College provides a safe and secure environment for students aged under 18; henceforth, referred to as young learners.

Young learners are required to remain on the Institute's premises for the duration of their scheduled classes. Young learners must be picked up by their registered parent/guardian or by an alternate pre person by prearranged approval of the guardian with the school.

Teachers and Administration staff are responsible for the supervision of young learners. During class time, young learners are supervised by their teachers. During break times and lunch time, young learners are supervised by Administration staff.



Young learners are not permitted to leave the Institute's tenancy unless they obtain a leave pass from reception. A leave pass can only be issued to a young learner who provides written permission from their parents or guardians.

Organisation and conduct of excursions for younger learners

Parents/Guardians are notified of an impending excursion. Parents/Guardians provide written permission for excursions.

Excursions are planned to complement and assist classroom learning and enhance pastoral care. In planning excursions, teachers provide details of all activities related to the proposed excursion including pre-excursion and post-excursion activities on the Excursion form. Teachers undertake risk management when planning excursions.

The excursion form is submitted to the Academic Manager who can approve or not approve it.

Information is sent home to parents/guardians regarding the excursion via the young learners. This includes a permission slip for the parent/guardian to complete.

Only young learners who provide written permission from their parents/guardians are permitted to attend the excursion. Young learners who do not provide the permission slip are required to remain on the Institute's premises for the duration of their scheduled classes.

Young learners and parents/guardians are required to accept rules and other requirements as a pre-condition for participation in an excursion.

During an excursion, the health, safety and welfare of young learners and teachers must not be compromised by intemperate behaviour.

The teacher/student ratio for an excursion depends on the number of students, their maturity, anticipated behaviour and the activities planned. The Academic Manager ensures adequate measures are in place for the safety of young learners and that supervision will be adequate.

YEC Homestay arrangement

York English College currently has an arrangement in place with [Homestay Network](#). Conditions and procedures that apply to book accommodation and welfare with them are:

1. A minimum of 2 weeks written notice is required to arrange accommodation. York English College suggests 4 weeks' notice to allow the appointed welfare arrangement service provider has enough time for the homestay placement.
2. In homestay accommodation students live with an Australian family in either a single room or sharing with another student.

3. Breakfast and evening meals are provided Monday to Friday. On weekends three meals are provided. Lunch can be provided on school days at an additional cost.
4. Homestay fees are paid directly to **Homestay Network**. They are not to be included with student's payment of tuition fees.
5. The initial homestay booking period is 4 weeks and 4 weeks fees must be paid upon arrival. If a student wishes to stay longer than the initial four weeks, then two weeks fees must be paid, every fortnight, from the end of the second week.
6. Students must stay a minimum 2 weeks in their homestay and give 2 weeks' notice to the host family before moving out. 4 weeks cancellation fee will apply if the student does not move in with the arranged homestay family.
7. If a student under 18 wishes to change homestay family, two weeks advance notice must be given to the Accommodation Officer, NOT the host family. Changes can only be made after consultation with the student's parents, guardian or care giver.
8. Homestay students are expected to live according to the rules of the homestay family.
9. The Homestay accommodation address will be given upon receipt of arrival details and payment of service fees and weeks Homestay accommodation. These fees are non-refundable.
10. Prices are subject to change without notice.

Please note: Homestay fees are additional to the care arrangement fees charged by York English College and are invoiced separately by the Homestay agency.

York English College will liaise with the **Homestay Network** to confirm that the student has applied and paid the Homestay fees. Once the Homestay has been confirmed and approved, York English College will provide a CAAW letter.

Related forms and documents

- Guardianship Information Form (Accommodation/Welfare Arrangements for Students Under 18 years of age)
- Guardianship Screening Form
- Guardianship Change Form
- Guardianship and Homestay Accommodation Request Form
- Parental Supervision and Welfare Arrangement Form
- Off-campus Activity Consent Form
- Course Variation Application Form (combined Under 18 and Over 18 students)
- Student Transfer Consent Form for Students under 18 years of Age