

UQ College (UQC)

Policy and Procedure

Reference:	Student
Title:	Students Aged Under 18 Years Policy and Procedure
Custodian:	CEO
Reviewer:	Senior Manager Corporate Services
Date Approved:	20 May 2022
Review Date:	20 May 2024
Audience:	All UQC staff All UQC students under 18 years of age UQ Student Services staff
Associated Policies:	Education Services for Overseas Students (ESOS) Act 2000 National Code 2018 UQ PPL 3.40.15a International Student Supervision Program - Policy UQ PPL 3.40.15b International Student Supervision Program - Procedures UQ PPL 2.30.01 Occupational Health and Safety Risk Management UQ PPL 1.80.01 Enterprise Risk Management UQ PPL 6.40.01 Information Management Policy UQ College Critical Incident Management Policy and Procedure UQC Complaints and Appeals Policy UQ College Attendance Policy Queensland Government Child Protection Act 1999
Version:	1.4

The registered provider of the Foundation and ELICOS programs is The University of Queensland (CRICOS Code 00025B). UQ College Ltd will deliver the Foundation and ELICOS programs on behalf of The University of Queensland pursuant to a third-party arrangement notified by the parties to the Tertiary Education Quality and Standards Agency.

Purpose and Scope

The purpose of these procedures is to articulate UQ College's commitment to achieving full compliance with the Education Services for Overseas Students Act (ESOS Act) 2000 and the National Code of Practice for Providers of Education and training to Overseas Students 2018.

UQC acknowledges the [Child Protection Act 1999](#) as the statutory framework for the protection of children in Queensland and adheres to the main principle of the Act that the safety, wellbeing and best interests of a child are paramount.

This policy applies to all:

- i. UQ College students in the Foundation and ELICOS programs
- ii. UQC staff involved in academic and student administration
- iii. Applicants seeking to be admitted to study at UQC
- iv. University of Queensland Student Services staff involved in the administration of the UQ International Student Supervision program (ISSP)

Policy

UQC is committed to protecting the personal safety and social wellbeing of students, including students under 18 years of age, enrolled in UQ College programs.

The UQC Students Aged Under 18 Years Policy and Procedure should be read in conjunction with the UQ International Student Supervision Program - Policy and Procedures.

The University of Queensland accepts responsibility for approving the accommodation, support and general welfare of international students under 18 years of age enrolled in UQ College programs, under the conditions set out in the following Policy and Procedures:

[UQ PPL 3.40.15a International Student Supervision Program - Policy](#)

[UQ PPL 3.40.15b International Student Supervision Program - Procedures](#)

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1. Conditions for Accepting Responsibility

1.1 The University of Queensland accepts responsibility for arranging appropriate accommodation, support and general welfare of international students commencing their programs of study at UQ College under the following conditions.

- The student is under 18 years of age and remains enrolled at the University of Queensland (UQ) or UQ College (UQC);
- The student's parent/legal custodian has agreed in writing to the University accepting responsibility for their child's welfare by completing and signing the University's **International Student Supervision Program (ISSP)** Registration form;
- The student is registered and participates in the University of Queensland's Supervision Program;
- The student lives in the University approved accommodation until they are 18 years of age and does not change that accommodation unless written agreement is obtained from the parent/legal custodian and the University;
- The student attends orientation activities related to their UQC program;
- The student does not stay overnight away from the approved accommodation without written approval from the student's parent/legal custodian. Such approval must be provided to the University in writing;
- The student cannot transfer between University accommodation providers without written agreement from the parent/legal custodian;
- The student attends individual and group academic sessions as part of the Supervision Program;
- The student communicates regularly with the Welfare Advisor via email and in person; and
- The student acts responsibly and does not partake in risk-taking behaviour.

1.2 Where an applicant for a UQ/UQC Package Pathway offer is identified as under 18 years of age during the UQC admissions process; and requests enrolment in the Supervision Program, acceptance is conditional upon submission of a completed Supervision Program Registration Form signed by the student and their parent/legal custodian.

1.3 A student who is under 18 years of age who has a parent/legal custodian or suitable relative who will be responsible for them in Brisbane, must complete the Guardian Form for International Students Under 18 Years of Age, which is sent together with the UQ/UQC Package Letter of Offer. This form will need to be completed and returned before an eCoE can be issued.

2. Suitability of Accommodation

Suitability and approval of accommodation will be determined by the Director, UQ Student Services or authorized University of Queensland representative. A Memorandum of Understanding must be signed by the University of Queensland and the accommodation provider setting out the requirements of the Supervision Program which is appropriate to the student's age and needs. Agreements with approved accommodation providers will be reviewed every six months.

3. Acceptance and Nominated Welfare Dates

- 3.1 If the applicant and their parent/legal custodian wish the University to provide approved accommodation, support and welfare arrangements, the University will make an offer of accommodation and the applicant must provide their acceptance of the offer, together with the Supervision Program Registration Form. This registration continues until the student turns 18 years of age, or the student finishes their academic program(s), whichever is the earliest.
- 3.2 Upon student submission of the complete documentation to the University and confirmation of approved accommodation arrangements, the University will provide the student with a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter signed by the Director, UQ Student Services, and the CoEs to include with their student visa application.

The nominated start date on the CAAW will be nine (9) days prior to the start date of teaching for the UQC semester of admission. The end date on the CAAW will be the date the student turns 18 years of age, or the end date of the CoE(s) plus seven (7) days, whichever is earliest.

4. Supervision Program Fees

Students registered in the Supervision Program will be required to pay, per application:

- i. A non-refundable, once-only processing fee for the Supervision Program. The processing fee is applicable irrespective of the duration.
- ii. A Supervision Program fee charged per day until the student turns 18 years of age. The minimum charge for the Supervision Program is three (3) days prior to the student turning 18 years of age or as agreed by the Director, UQ Student Services.

5. Contact with Students under the Supervision Program

- 5.1 Contact with students under the International Student Supervision Program will be made via one or more of the following:
- individual weekly appointments commencing in the first week of enrolment
 - group academic/skills sessions;
 - telephone calls, and SMS text to students;
 - email contact with students;
 - Activity Permission form;
 - Exiting Supervision Program document completed by students registered in the Program.
- 5.2 The student is required to make contact with the nominated Welfare Advisor within the first week of arrival in Brisbane and every week thereafter, unless it is deemed by the Welfare Advisor that more regular or less frequent contact is required.

These contacts must occur until:

- i. the student turns 18 years of age; or
- ii. the student leaves Australia; or

- iii. another provider accepts responsibility for accommodation, support or welfare; or
 - iv. the student's parent/legal custodian accepts responsibility in accordance with Department of Home Affairs (DHA) regulations; or
 - v. the University ceases provision of welfare support as advised to DHA.
- 5.3 In addition to the points of contact outlined under the UQ International Student Supervision Program, UQC also designates a staff member (the UQC Manager Student Administration) who has responsibility for monitoring the wellbeing, attendance and academic progress of students under 18 years of age enrolled in UQC programs.

The UQC Manager Student Administration will make contact with students to communicate matters including those relating to a student's enrolment, attendance, and academic progress.

UQC reserves the right to correspond with the parents/legal custodian of a student under 18 years of age in regard to, but not limited to, the student's attendance, academic progress, or matters relating to their general wellbeing.

6. Orientation and Accommodation

- 6.1 The student must make arrangements to be met on arrival at the International or Domestic terminals of Brisbane airport by an approved University representative. Alternative meeting arrangements on arrival can be considered through the Director, UQ Student Services. The student must then attend the Supervision Program orientation and the UQC orientation activities. During the orientation process the student will be provided with:
- emergency and afterhours contacts for UQ and UQC;
 - welfare support including physical and psychological support;
 - details of the designated UQC staff member who has responsibility for monitoring the wellbeing, attendance, and academic progress of students aged under 18 years of age;
 - confirmation of the University's, UQC's, and student's roles and responsibilities;
 - curfew times and the process if curfew is missed;
 - compulsory orientation activities for international students; and
 - Supervision Program meeting times; and
 - enrolment and academic support available at UQC and the University.
- 6.2 The student must live in the University of Queensland approved accommodation until they turn 18 years of age and not change that accommodation unless written approval is obtained from the parent/legal custodian and the University.
- 6.3 Students are required to return to their approved accommodation provider by a pre-arranged time every night. This is the curfew time. The time will be clearly communicated to the student by the Welfare Advisor and the accommodation provider.
- 6.4 If a student misses the curfew time as arranged by the accommodation provider or is absent for prolonged periods of time, the accommodation provider will attempt to contact the student and resolve the issue. Should the student not be contactable and, after an interval of a reasonable period of time, deemed by the accommodation provider to be in breach of curfew or missing, the accommodation provider will notify UQ Security via phone (+61 (7) 3365 3333). UQ Security will notify the Director UQ, Student Services or nominated UQ representative. This will be documented in the UQ Incident Register. The Director, UQ Student Services or nominee, in conjunction with the UQ Security Manager will consider whether the Risk Management Strategy (UQ PPL 2.30.01 Occupational Health and Safety Risk Management and/or UQ PPL 7.60.01

Critical Incident Management) should be implemented. If the Risk Management Strategy is activated, the UQ Security Manager will notify the UQC CEO or their delegate.

- 6.5 In the event that a student regularly breaches curfew or breaches the accommodation provider's code of conduct, the accommodation provider will notify the University and the University will inform the parent/legal custodian. The accommodation provider will communicate the breach to the student directly and the student may be required to exit their accommodation, which may result in additional cost to the student and their parent/legal custodian.

7. Monitoring Class Attendance

- 7.1 At the commencement of each UQC teaching session UQC teachers will be advised of the names of any students under 18 years of age in their classes.

Students under 18 years of age will be highlighted on class attendance rolls. Teachers must advise the UQC Manager Student Administration as soon as possible if any of the following occur:

- i. the student is absent from class (within 10 minutes of class commencement)
- ii. the student presents with any sort of injury (minor or major)
- iii. the student advises they intend to travel to a location outside of Brisbane
- iv. the student discusses an activity they have arranged which may be considered a risk

If a student does not attend on time for a scheduled class or teaching activity, UQC Student Services staff will attempt to contact the student. If attempts to contact the student have been unsuccessful after 40 minutes the UQC Manager Student Administration will notify the International Student Supervision Program Welfare Advisor, UQ Student Services, who will follow the procedure for Minor and Critical Incidents (Section 9. Below).

8. Activities outside of the Curriculum or Approved Accommodation

- 8.1 International students under 18 years of age who wish to stay overnight at an address other than their approved University accommodation address must complete the Activity Permission Form, obtain written parental/legal custodian approval for such accommodation/activity, and email it to UQ Student services office (supervision@uq.edu.au) at least 24 hours before the planned activity, or Friday noon for planned weekend activities. Late permission forms will not be processed and approved. The parent/legal custodian is permitted to provide approval by email from the nominated email account listed on the UQ International Supervision Program Form; it must indicate the specific activity/accommodation and the relevant dates of stay. This form must also be approved by the Welfare Advisor or, nominated UQ representative who will inform the accommodation provider.
- 8.2 The University reserves the right to reject activities that are deemed by the institution to be high risk, even in cases where the parent/legal custodian has provided permission for the student to partake in the activity. It is expected that the student discloses all information to their parent/legal custodian regarding the planned activity and the University staff will inform the accommodation provider.

9. Minor and Critical Incidents

9.1 Reporting requirements and directions for handling risks, disclosures and suspicions of harm in the case of students under 18 years of age are as follows:

- All UQC staff in contact with a student who is under 18 years of age must report incidents or matters of concern related to the student directly to the UQC Manager Student Administration.
- In terms of any risks, disclosures or suspicions of harm involving a student who is under 18 years of age, UQC staff must report to the UQC Manager Student Administration.
- If the staff member is concerned that the matter is serious, they are encouraged to act to ensure the student's safety and secondly, to record details of the incident on the UQC Critical Incident Form at the earliest opportunity.
- In all cases the staff member must notify the UQC Manager Student Administration who will promptly inform the International Student Supervision Program Welfare Advisor, UQ Student Services, who in turn will escalate to the relevant senior officers should it require further attention.
- The incident/matter may be referred to the Police, DHA, Legal Aid, Qld Department of Child Safety or other agencies at the discretion of the Director, UQ Student Services in conjunction with UQC CEO.
- In the event of medical emergencies, UQC staff will act to ensure that medical attention is in place and notify the UQC Manager Student Administration who will promptly inform the International Supervision Program, UQ Student Services.
- The Welfare Advisor, UQ Student Services will liaise with the statutory services and the student's parent / legal custodians.
- In the event of extreme behavioural issues including when student go missing from the approved accommodation and cannot be contacted, the [UQ PPL 1.80.01 Enterprise Risk Management](#) policy must be implemented. The International Supervision Program will work with the Critical Incident Team or other senior officers to determine the appropriate course of action. This may include:
 - contacting the parent / legal custodian;
 - lodging a missing person's report (in conjunction with the parent / legal custodian);
 - recording the appropriate compliance report on PRISMS;
 - notifying the DHA, if required.
- In the event of a critical incident that disrupts or has the potential to disrupt the welfare arrangements of one or more international students who are under 18 years of age, the International Supervision Program will:
 - Assess the current suitability of the student's accommodation, support and welfare arrangements.
 - Where necessary, arrange emergency accommodation and organise alternative support and welfare arrangements for the student (see Appendix C).
 - Contact the student's parents, next of kin or legal custodians as soon as possible following the incident.
- An Incident Register of reported incidents which have impacted the welfare of students in the International Student Supervision Program will be maintained and managed by the Supervision Program. Critical Incidents will also be registered on the UQC Critical Incident Register and on the critical incident register held by the UQ Director of Student Affairs.

10. Transfer Provider Institution

- 10.1 An international student under 18 years of age seeking to transfer to another CRICOS registered provider must complete the UQ Letter of Release Request Form and email it to the UQ Student Services office (supervision@uq.edu.au), obtain parental/legal custodian approval and the approval of the other registered provider if that institution is taking responsibility for the student's accommodation, welfare and support arrangements.
- 10.2 If the student is sponsored, the sponsor must also provide their written approval.
- 10.3 The University of Queensland will negotiate with the prospective registered provider to ensure there is no gap in welfare arrangements and advise the student of their visa obligations in relation to maintaining welfare arrangements throughout the transfer period.
- 10.4 The University of Queensland International Admissions will complete the required proforma on PRISMS as required by DHA.

11. Student Leaves Australia

- 11.1 If a student under 18 years of age advises they will leave Australia, the student must provide flight details to their parent/legal custodian, accommodation provider and Welfare Advisor.
- 11.2 If the student is exiting the Supervision Program, they will complete the Exit Program Form and email it to the UQ Student Services office (supervision@uq.edu.au). UQ International Admissions will be informed so that relevant proforma can be completed in PRISMS and DHA advised.

12. Withdrawal of Approval

- 12.1 Recognising that the safety, wellbeing and best interests of the student are paramount, all reasonable efforts will be made by the University and UQC to assist international students under 18 years of age with difficulties impacting their welfare arrangements.
- 12.2 University approval for accommodation, welfare and support will be withdrawn in the event that one or more of the following occurs:
 - i. the student refuses to observe reasonable standards of behaviour as outlined in the UQ Student Charter;
 - ii. the student refuses to maintain the University of Queensland approved accommodation arrangements or keep in regular communication with the nominated UQ Welfare Advisor;
 - iii. the student's enrolment is cancelled by the University.
- 12.3 The student will be notified in writing by the Director, UQ Student Services of the grounds for intended withdrawal of University-supported accommodation and welfare arrangements. At the same time a copy will be forwarded to the student's parent/legal custodian and the accommodation provider.
- 12.4 The University of Queensland will continue to provide support until:
 - the parent/legal custodian or alternative provider has provided written confirmation that they will be accepting responsibility for the student; or

- the student leaves Australia or other suitable arrangements are made; or
- DHA has been informed via the relevant proforma that the University of Queensland is unable to approve the accommodation, support and general welfare for the student.

12.5 The University of Queensland International Supervision Program will notify the Department of Home Affairs within 24 hours if it is no longer able to approve a student's welfare arrangements.

13. Blue Cards / Working with Children Check

All UQC staff involved in the provision of teaching, counselling and support services, including sport and recreation activities, are required to undergo a Queensland Government Working with Children Check and obtain a Blue Card, or maintain Qld Teacher registration.

14. Video and Photography

- 14.1 Managing the use of images for any form of publications for students under 18 years of age will be subject to the good practice guidelines set out by [Child Family Community Australia \(CFCA\)](#) and the University of Queensland policy and procedures governing the use of material containing the images of international students.
- 14.2 This involves obtaining the consent of the student and their parent/legal custodian prior to recording or producing the images of children or the subsequent display or distribution of that photo or visual material.
- 14.3 The University of Queensland provides a multi-function Student Identification Card containing photographic images for all UQ and UQC students. Photographic images are produced and stored electronically by an external agent that manages the process of producing the identification card.
- 14.4 Where the use of the ID card images is judged to be in the interests of students and not breaching their right to privacy, organization units and their staff may be granted access in accordance with UQ PPL 3.40.08 Access to Student Photograph Images.
- 14.5 Permissions to record and produce material involving international students are documented via The University of Queensland Image Consent form and signed and managed by the Office of Marketing and Communications. This form requires the permission of a parent/legal custodian if the student is under 18 years of age.

15. Evaluation

Annual evaluation of the Supervision Program ensures the University fulfil its responsibilities and obligations associated with relevant legislation confirming all relevant practices are to date and accurate, and that the University and its affiliated entities (including UQC) follow best practice.

Reference List

Contacts

Manager Student Administration, UQ College

Contact Details support@uqcollege.uq.edu.au
+61 7 3346 6770

UQ Student Services International Student Supervision Program

Description Contact details for UQ Student Services office

Contact Details supervision@uq.edu.au

Department of Home Affairs (of the Australian Commonwealth Government)

Description Contact details for any implications a course cancellation may have on a Student Visa

Contact Details www.homeaffairs.gov.au

Document History

Version	Summary of changes	Author	Action date
1.0	Approved Enrolment Policy and Procedure	Senior Manager Corporate Services	21 February 2018
1.1	Amendments to template	Project Officer	16 October 2018
1.2	Approval of Students Aged Under 18 Years Policy and Procedure	Senior Manager Corporate Services	8 November 2019
1.3	Approval of Students Aged Under 18 Years Policy and Procedure	Senior Manager Corporate Services	20 June 2020
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