

**INSTITUTE OF CONTINUING AND TESOL EDUCATION (UQ-ICTE)
POLICY AND PROCEDURE**

Reference Number:	PPR2.01.02
Title:	Students Aged Under 18 Years; Policy and Procedure
Custodian:	Manager Student Services
Reviewer:	Manager Student Administration
Date Approved:	21 February 2018
Review Date:	20 February 2019
Audience:	UQ-ICTE students aged under 18 years All UQ-ICTE Staff
Associated Policies:	UQ-ICTE Admissions Policy and Procedure UQ-ICTE Enrolment Policy and Procedure UQ-ICTE Attendance Policy and Procedure UQ International Student Supervision Program Education Services for Overseas Students (ESOS) Act 2000 National Code 2018 Queensland Government Child Protection Act 1999
Version:	1.0

PURPOSE

These procedures ensure UQ-ICTE fulfils its responsibilities and obligations associated with *The Education Services for Overseas Students Act 2000* (the ESOS Act) and sets out how it will meet these responsibilities and obligations.

UQ-ICTE 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.

POLICY

- 1.1 UQ-ICTE is committed to protecting the personal safety and social wellbeing of all participants, including students under 18 years of age, studying or involved with UQ-ICTE programs.
- 1.2 UQ-ICTE recognises the importance of its duty of care to our students, offering participants support to adjust to life in Australia and the education environment, and ensuring that students can focus on fully benefitting from their UQ-ICTE program.
- 1.3 UQ-ICTE recognises that international students are displaced and likely to need extra support and information in regard to local services, social and work environments and opportunities, and academic support.



PROCEDURE

1.	Enrolment	4
2.	Contact with students.....	4
3.	Orientation	5
5.	Activities outside of curriculum	6
6.	Minor and critical incidents.....	6
7.	Transfer provider institution.....	7
8.	Student leaves Australia	7
9.	Withdrawal of approval.....	7
10.	Blue cards/working with children check	8
11.	Video and photography	8
	Reference List.....	9
12.	Contacts List	9
13.	Useful Links	10
	Document History.....	11

1. Enrolment

- 1.1 Non-package ELICOS courses
 - 1.1.1 Students in non-package ELICOS courses must be aged at least 18 years at the time of course commencement.
- 1.2 Package ELICOS courses with The University of Queensland degree program
 - 1.2.1 A University of Queensland (UQ) package student aged under 18 may be enrolled if UQ has a signed agreement with the student's parent/legal custodian to provide the appropriate welfare and custodian arrangements as detailed in the National Code 2018.
 - 1.2.2 Where an applicant is identified as under 18 years during the admissions process and requests enrolment in the International Student Supervision Program, acceptance is conditional upon submission of a completed Supervision Program Registration form signed by the student and their parent/legal custodian.
 - 1.2.3 UQ accepts responsibility for arranging appropriate accommodation, support and general welfare of international students aged under 18 and commencing their UQ package offer with an ELICOS course, under the conditions stated in the [UQ International Student Supervisor Program](#)
- 1.3 Package ELICOS courses with International Education Services Foundation Year program
 - 1.3.1 An International Education Services (IES) UQ Foundation Year Program package student aged under 18 may be enrolled if IES has a signed agreement with the student's parent/legal custodian to provide the appropriate welfare and custodian arrangements as detailed in the National Code 2018.
 - 1.3.2 Under the terms of the signed agreement, the parent/legal custodian of the student agrees to appoint the Managing Director of IES Foundation, as the student's legal custodian during their studies at UQ-ICTE/IES while they are under 18 years of age.
- 1.4 Students under the age of 18 require written permission by a parent or legal custodian before begin given internet access on campus. By signing the UQ-ICTE Enrolment Agreement, the parent/legal custodian is granting permission for the student to have full access to the internet and agrees that The University of Queensland will not be held responsible for any content seen by the student.

2. Contact with students

- 2.1 UQ-ICTE will use the email and phone details provided by the student to communicate matters including those relating to a student's enrolment and course progress at UQ-ICTE.

- 2.2 In addition to the contact points under the UQ Supervision Program, the UQ-ICTE Manager Student Services (or designated staff member who has responsibility for monitoring the wellbeing and welfare of students aged under 18 years) will make contact with students 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;
- 2.3 These contacts must occur until:
- the student turns 18 years of age; or
 - the student leaves Australia; or
 - another provider accepts responsibility for accommodation, support or welfare; or
 - the student's parent/legal custodian accepts responsibility in accordance with DHA regulations; or
 - the University or IES cease provision of welfare support as advised to DHA.
- 2.4 UQ-ICTE reserves the right to correspond with the parents of a student aged under 18 in regard to, but not limited to, the student's academic progress, course attendance or general health.

3. Orientation

- 3.1 During the UQ-ICTE orientation process the student will be provided with:
- emergency and after hours contacts (for UQ and IES as appropriate);
 - details of the designated UQ-ICTE staff member who has responsibility for monitoring the wellbeing and welfare of students aged under 18 years;
 - confirmation of the University and student's roles and responsibilities;
 - curfew times and the process if curfew is missed;
 - compulsory orientation activities for international students; and
 - enrolment and academic support.

4. Monitoring

- 4.1 The UQ-ICTE Manager Student Services (or designated UQ-ICTE staff member) will meet with students on a weekly basis.
- 4.2 Students aged under 18 years will be highlighted on class rolls. Language Teachers should advise the UQ-ICTE Manager Student Services as soon as possible if any of the following occur:
- the student is absent from class.
 - the student presents with any sort of injury (minor or major).
 - the student advises they intend to travel to a location outside of Brisbane.

- the student discusses an activity they have arranged which may be considered a risk i.e. abseiling, sky diving

5. Activities outside of curriculum

5.1 International students under the age of 18 who wish to stay overnight at an address other than their approved accommodation address must complete the Activity Permission Form, obtain written parental/legal custodian approval for such accommodation/activity, and email it to UQ-ICTE Student Reception (reception.ictc@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 Supervision Program form; it must indicate the specific activity/accommodation and the relevant dates of stay. This form must also be approved by the UQ-ICTE Manager Student Services or nominated UQ representative who will inform the accommodation provider.

5.2 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.

In approving any student's involvement in any activity that carries risk, due regard will be given to factors such as:

- i) The likelihood of personal harm occurring.
- ii) How common such activities are for similar aged students.
- iii) How informed the student is on the risks.
- iv) The person(s) responsible for monitoring the activity.

6. Minor and critical incidents

6.1 All UQ-ICTE staff in contact with the under 18 year old student must report incidents or matters of concern related to the student directly to the UQ-ICTE Manager Student Services who in turn will escalate to the UQ Student Services Welfare Advisor.

6.2 If the staff member is concerned that the matter is serious, they are encouraged to act to ensure the student's safety and wellbeing and secondly, to record details of the incident at the earliest opportunity.

6.3 The staff member must notify the UQ-ICTE Manager Student Services at the earliest opportunity and provide the written details.

6.4 The incident/matter may be referred to Police, DHA, Legal Aid, Department of Child Safety or other agencies at the discretion of the Welfare Advisor in consultation with the Director, UQ Student Services.

6.5 In the event of medical emergencies, staff will act to ensure that medical attention is in place and notify the UQ Student Services Welfare Advisor through the International

Supervision Program as quickly as possible. The UQ Student Services Welfare Advisor will liaise with statutory services and the student's parents/legal custodian(s).

- 6.6 In the event of extreme behavioural issues, including when students go missing from the approved accommodation and cannot be contacted, the Risk Management Strategy ([PPL 2.30.01 Occupational Health and Safety Risk Management](#)) and/or [PPL 7.60.01 Critical Incident Management](#) must be implemented. The UQ Student Services Welfare Advisor or 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 paperwork on PRISMS; and
 - notifying the DHA if required.

7. Transfer provider institution

- 7.1 An international student under the age of 18 seeking to transfer to another CRICOS registered provider must complete the Letter of Release Request Form and email it to the UQ Student Services office (internationalstudentss@uq.edu.au), obtain parental/legal custodian approval and the approval of the other institution provider if that institution provider is taking responsibility for the student's accommodation, welfare and support
- 7.2 The University of Queensland will negotiate with the prospective institution 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.

8. Student leaves Australia

- 8.1 If an UQ-ICTE student under the age of 18 advises they will leave Australia, the student must provide flight details to the UQ-ICTE Manager Student Services (or designated UQ-ICTE staff member).

9. Withdrawal of approval

- 9.1 Recognising that the safety, wellbeing and best interests of the student are paramount, all reasonable efforts will be made by UQ-ICTE to assist international students under 18 years of age with difficulties impacting their welfare arrangements.
- 9.2 University approval for accommodation, welfare and support will be withdrawn in the event that one or more of the following occurs:
- the student refuses to observe reasonable standards of behaviour as outlined in UQ-ICTE Student Charter;

- the student refuses to maintain The University of Queensland approved accommodation arrangements or keep in regular communication with the nominated Welfare Advisor;
 - the student's enrolment is cancelled by the University.
- 9.3 The student will be notified in writing by the Director, 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.
- 9.4 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.

10. Blue cards/working with children check

- 10.1 UQ-ICTE staff involved in the provision of health, counselling and support services, including sport and recreation activities, are required to undergo a Working with Children Check (Refer [Blue Card Services](#))

11. Video and photography

- 11.1 Permission to record and produce material involving international students requires a completion of The University of Queensland Image Consent form. This form requires the permission of a parent/legal custodian if the student is aged under 18 years.

Reference List

12. Contacts List

Organisational Unit	Contact Name	Description	Contact Details
Department of Home Affairs (DHA)	N/A	Contact details for any implications a course cancellation may have on a Student Visa	https://www.border.gov.au/about/contact/make-enquiry/general 131 881
UQ-ICTE	Manager Student Services, UQ-ICTE	Contact details for all welfare enquiries.	enquiries@icte.uq.edu.au +61 7 3346 6770
UQ Student Services	Director Student Services, UQ	Contact details for UQ International Student Supervision Program.	supervision@uq.edu.au +61 7 3365 1704
IES Foundation	Managing Director of IES Foundation	Contact details for IES Foundation Year Program.	enquiries@icte.uq.edu.au +61 7 3832 7699

13. Useful Links

Document / website	Description	Description
http://www.ug.edu.au/student-services/u18-supervision	The University of Queensland International Student Services Supervision Program	The University of Queensland (Student Services) provides a compulsory supervision program which approves the accommodation, support and general welfare of international students under 18 years of age.
https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010	Queensland Government Child Protection Act 1999	An outline of QLD Child Protective Services and legal procedures.
https://www.bluecard.qld.gov.au/	Queensland Government Blue Card Services	This act outlines the Blue Card system.

Document History

Version	Summary of changes	Author	Action date
1.0	Approved Students Aged Under 18 Years policy and procedure	Manager Student Administration	21 Feb 2019