

STUDENT ACCOMMODATION INCLUDING INTERNATIONAL STUDENTS UNDER 18 POLICY AND PROCEDURE



CONTENTS

1	PURPOSE	1
2	SCOPE	1
3	POLICY STATEMENT	2
4	PROCEDURE	2
	Managing Student Accommodation	2
	International students under the age of 18	3
	Developing and Approving Student Accommodation Agreements	4
	Third-party providers including homestay	5
	Quality assurance of student accommodation providers	5
	Evaluating Student Accommodation Agreements	5
5	RESPONSIBILITIES	6
	Compliance, monitoring and review	6
	Reporting	6
	Records management	6
6	DEFINITIONS	6
7	RELATED LEGISLATION AND DOCUMENTS	6
8	FEEDBACK	6
9	APPROVAL AND REVIEW DETAILS	7

1 PURPOSE

- 1.1 This policy and procedure provides a framework for establishing, managing and evaluating student accommodation services to maximise their potential benefits and to ensure staff and student safety. This document outlines the process by which:
- student accommodation provider activities offer CQUniversity value in terms of return on investment and are aligned with CQUniversity's interests
 - student accommodation provider opportunities are effectively coordinated and assessed fairly and comprehensively, and
 - student accommodation providers are effectively managed and systematically evaluated to meet CQUniversity's ongoing needs including but not limited to the prescribed support and welfare of under 18 International Students.
- 1.2 The policy and procedure adheres to Australian Government regulations ([The National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)) 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, and the CQUniversity [Student Welfare and Support Policy](#).

2 SCOPE

- 2.1 The policy and procedure is applicable to all CQUniversity staff, CQUniversity students (including students on study tours and in ELICOS), Committees, the University Council, CQUniversity controlled entities, subsidiary businesses, and any contractor or third-party acting on behalf of CQUniversity; and all CQUniversity areas participating in student accommodation activities that include the use of the CQUniversity brand, name or authorised logo or image.
- 2.2 The policy and procedure is applicable to student accommodation services that relate to any of the following:
- third-party accommodation providers

- homestay providers including CQUniversity
- homestay hosts, and
- CQUniversity student residences.

3 POLICY STATEMENT

- 3.1 CQUniversity offers long and short-term accommodation options for domestic and international students through our student residences in Rockhampton and Mackay, our homestay service in Rockhampton and approved third-party accommodation and homestay providers.
- 3.2 CQUniversity aims to connect students to suitable and safe accommodation in ways that reinforce a positive perception of the University by engaging the community, supporting the brand, and increasing student experiences.
- 3.3 Student accommodation services raise awareness and the profile of CQUniversity and as such, Student Accommodation Agreements and monitoring require formal management and involvement by senior and other appropriate staff members.
- 3.4 CQUniversity is committed to ensuring approved welfare and accommodation providers meet the [Good Practice Guidelines for Enhancing Student Safety 2011](#) and the [Education Services for Overseas Students \(ESOS\) Act 2000](#) requirements.

4 PROCEDURE

- 4.1 The policy and procedure set out the processes to be followed when assessing, establishing, managing and evaluating student accommodation.
- 4.2 Failure to observe these requirements by any person to whom this policy and procedure applies may result in disciplinary action.

Managing Student Accommodation

- 4.3 The CQUniversity Director, Student Experience will:
- provide orientation for the student, including age and culturally appropriate information on accommodation, emergency situations, contact details and reporting an incident, including sexual harassment, sexual assault and student distress.
 - provide 24 hour, seven days a week telephone advice and emergency assistance and support, as required.
 - maintain regular contact with the student and inform the Senior Deputy Vice-Chancellor and Vice-President (International and Services) of any accommodation or welfare related grievances.
 - immediately report any student critical incidents to the parents/legal custodian and CQUniversity.
- 4.4 CQUniversity will advise the Department of Home Affairs through the Provider Registration and International Student Management System (PRISMS) within 24 hours if the student has changed his/her living arrangements, or the living arrangements for the student is no longer approved by the University.
- 4.5 CQUniversity Director, Student Residences will provide additional services for students under the age of 18 to:
- ensure support personnel and contractors have all the necessary 'Working with Children' documentation
 - liaise closely with the Coordinator, International Student Support to monitor the student's progress and inform parents, and
 - stay at CQUniversity student residences in North Rockhampton or Mackay Ooralea campuses.
- 4.6 If CQUniversity takes on responsibility for approving the accommodation, support and general welfare arrangements (excluding guardianship) for a student under 18, the student's parents/legal custodian will be informed of the full details of the 'custodian' 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 planned for the student
 - expectations of the student, and
 - “Working with Children” suitability card number.
- 4.7 The Director, Student Experience and the Director, Student Residences will be responsible for ensuring the provision of appropriate training of staff to manage distressed students, counselling support for students, management of student critical incidences.

International students under the age of 18

- 4.8 Before an international student under the age of 18 is admitted into a CQUniversity course, an international admissions officer will ensure that the student has a formalised residential agreement with CQUniversity Student Residences Directorate and that the student’s parents/legal custodian have signed an agreement accepting the conditions of the arrangements (excluding guardianship). CQUniversity Student Residences Directorate must advise the Coordinator, International Student Support of any change in circumstances during the time they are hosting the underage student, noting that the [Department of Home Affairs](#) will not approve a student visa for an international student under the age of 18 unless one of the following arrangements have been made:

- a parent/legal custodian or relative over 21 years is nominated as the student’s guardian. This person must have a visa to remain in Australia for the duration of the student visa or until the student turns 18
- provide evidence that a parent/legal custodian or relative over 21 years will accompany the student as a student guardian visa holder, or
- the education provider is organised and approve the student’s welfare and accommodation arrangements.

- 4.9 The Student Experience Directorate, on behalf of the University will issue the student a Confirmation of Appropriate Accommodation and Welfare (CAAW) accepting responsibility under the [Migration Regulations 1994](#), Commonwealth, State/Territory legislation and other regulatory requirements, for approving the accommodation, support and general welfare arrangements (excluding guardianship) for an international student under 18 years of age based on the following conditions:

- the student will live and study in a CQUniversity approved location
- the student will reside in a CQUniversity approved accommodation and have a CQUniversity approved welfare agreement, or
- the student is due to turn 18 within 12 months of starting at CQUniversity.

These conditions apply for the duration of a student’s enrolment with CQUniversity or until the age of 18.

- 4.10 When a student is under a student visa that covers multiple courses, CQUniversity is responsible for the student’s welfare while they are enrolled in a CQUniversity course and under 18 years of age. Students under the age of 18 will not be permitted to transfer provider without written parent/legal custodian permission. If the student is approved to transfer to another registered provider, CQUniversity 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 5.1 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.

- 4.11 The minimum length of approved accommodation, support and welfare arrangements will be the length of the confirmation of enrolment, plus seven days while the student is under the age of 18.
- 4.12 If an international student under the age of 18 enters into a user pay agreement with a CQUniversity student residence, the student and their parents/legal custodian are responsible for maintaining the agreement for the duration of their enrolment at CQUniversity until the student turns 18 years of age.
- 4.13 All International students under the age of 18, regardless whether they have been issued a CAAW letter by CQUniversity, must stay at either student residences in North Rockhampton or Mackay Ooralea campuses.

Developing and Approving Student Accommodation Agreements

- 4.14 Arrangements between CQUniversity and a third-party accommodation provider are formalised through a Student Accommodation Agreement.
- 4.15 Where CQUniversity provides homestay accommodation this procedure will also apply, recognising that the homestay service is the responsibility of CQUniversity.
- 4.16 Recruitment and management of third-party accommodation providers, including homestay, occurs when the need for student accommodation is identified and negotiations with an interested third-party accommodation provider and homestay are conducted by the Senior Deputy Vice-Chancellor and Vice-President (International and Services) and/or delegate in conjunction with the University's Legal and Procurement teams.
- 4.17 The Senior Deputy Vice-Chancellor and Vice-President (International and Services) is responsible for the selection, screening and monitoring of third-party accommodation providers and homestay providers nationally, on behalf of the University and may delegate as appropriate to ensure proper management of the responsibility.
- 4.18 All CQUniversity Student Accommodation Agreements must include specific provision for terminating the Agreement under circumstances that minimise potential adverse consequences for CQUniversity and its students.
- 4.19 All CQUniversity Student Accommodation Agreements must include copies of the CQUniversity [Student Critical Incident Policy and Procedure](#) and accompanying [Staff Guidelines for Responding to a Disclosure of Sexual Harassment or Sexual Assault \(Sexual Violence\)](#) and [Responding to a Student in Distress](#).
- 4.20 The Senior Deputy Vice-Chancellor and Vice President (International and Services) and/or as delegated, are responsible for:
- ensuring the agreement is strategically aligned to CQUniversity's interests
 - identifying risks in accordance with the Risk Management Policy and Procedure (FMPPM)
 - demonstrating consultation with all relevant stakeholders
 - liaising with the external partner/s regarding the proposed relationship and relative activities agreed to by CQUniversity and negotiating a final agreement with the external partner
 - ongoing management such as relationship management, negotiations, performance and accountability
 - seeking legal advice regarding the agreement
 - arranging approvals and signatures
 - taking all relevant steps to ensure compliance by CQUniversity and the 'Provider' with the terms of the agreement
 - resolving issues that arise during the term of the agreement
 - performance monitoring, evaluation and reporting in relation to the Student Accommodation Agreement
 - recording all relevant information in the nominated CQUniversity database and record management system, and

- ensuring relevant staff and providers are up to date with student accommodation arrangements.

Third-party providers including homestay

4.21 Third-party accommodation providers must adhere to the following:

- comply with the terms and conditions of the CQUniversity Student Accommodation Agreement
- notify CQUniversity of any changes to contact details or changes to information supplied in the Student Accommodation Agreement
- follow and maintain a current copy of the CQUniversity [Student Critical Incident Policy and Procedure](#) and accompanying [Staff Guidelines for Responding to a Disclosure of Sexual Harassment or Sexual Assault \(Sexual Violence\)](#) and [Responding to a Student in Distress](#)
- provide 24 hour, seven days a week telephone advice and emergency assistance and support, as required
- maintain regular contact with the student and CQUniversity and inform the Director, Student Experience of any accommodation or welfare related grievances
- participate in onboarding orientation and training activities offered by CQUniversity
- attend annual information sessions with CQUniversity
- hold a valid Working with Children white card
- comply with relevant legislation (e.g. suitability to work with children checks, pool safety, smoke alarms, accessibility for students with diverse abilities)
- maintain regular contact with CQUniversity and provide data information and access as required, and
- cooperate with CQUniversity requests to visit accommodation facilities.

Quality assurance of student accommodation providers

- 4.22 Where a Student Accommodation Agreement involves the provision of welfare and accommodation services to CQUniversity students, the provider must demonstrate the capacity to service CQUniversity students in a manner and to a standard equivalent to those same services provided directly by CQUniversity.
- 4.23 The quality of services provided by the provider will be routinely monitored through site visits and audits, and by surveying CQUniversity students on their experiences of these services.
- 4.24 The quality of the services provided to CQUniversity students, and a Provider's continued compliance with CQUniversity policies will be monitored. This will occur in accordance with the relevant regulatory frameworks to ensure CQUniversity's continued compliance with its obligations regarding student outcomes.
- 4.25 Providers that demonstrate significant and sustained non-compliance with the Student Accommodation Agreement, CQUniversity's procedures and relevant State and Federal regulations, may be terminated.

Evaluating Student Accommodation Agreements

- 4.26 The Senior Deputy Vice-Chancellor and Vice President (International and Services) 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.
- 4.27 Student accommodation providers and homestays that are responsible for managing student accommodation and any agreement formed with the University, must identify and provide enough support to enable appropriate reporting and evaluation.
- 4.28 All CQUniversity Student Accommodation Agreements must be reviewed annually to determine if the agreement is continuing or being discontinued.
- 4.29 Ongoing Student Accommodation Agreements must be evaluated annually and, where relevant, such reviews must incorporate feedback from students serviced by the *provider*.

- 4.30 Where the *provider* does not meet the requirements as agreed in the Student Accommodation Agreement, CQUniversity must terminate the agreement in accordance with the termination provisions.
- 4.31 Evaluation must be documented and filed in CQUniversity's record system for reference when considering future involvement with the same *provider* or similar agreements.

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 The Senior Deputy Vice-Chancellor and Vice President (International and Services) is responsible for managing, monitoring, reviewing and ensuring compliance for this policy and procedure.
- 5.2 Suspected or actual breaches of this policy and procedure must be reported to the relevant authorities immediately. Breaches may result in criminal prosecution or incur disciplinary action under the common law, disciplinary provisions of the [Public Service Act 2008](#) (Qld) or by management intervention.

Reporting

- 5.8 No additional reporting is required.

Records management

- 5.9 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised CQUniversity recordkeeping Information System.
- 5.10 CQUniversity records must be retained for the minimum periods specified in the University Sector Retention and Disposal Schedule on the [Queensland State Archives website](#).

6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

7 RELATED LEGISLATION AND DOCUMENTS

[Code of Conduct](#) (for employees)

[ESOS Act 2000](#) (Cwlth)

[Good Practice Guidelines for Enhancing Student Safety 2011 \(Universities Australia\)](#)

[Information Privacy Act 2009](#) (Qld)

[Migration Regulations 1994](#) (Cwlth)

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

[Overseas Student Transfer Policy and Procedure](#)

[Risk Management Policy and Procedure \(FMPM\)](#)

[Student Charter](#)

[Student Critical Incident Policy and Procedure](#)

[Staff Guidelines for Responding to a Disclosure of Sexual Harassment or Sexual Assault \(Sexual Violence\) Responding to a Student in Distress](#)

8 FEEDBACK

- 8.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor Advisory Committee
Administrator	Senior Deputy Vice-Chancellor and Vice-President (International and Services)
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