

## Overview

Standard 5 of the National Code 2018 sets out that registered providers who enrol an international student under 18 years of age, must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.

## Procedures

### 1. Offer of Admission

As per the [Admission, Credit and Enrolment Policy](#), generally international applicants must be at least 18 years old at the time of enrolment in their first unit. However, UNE may accept younger applicants at its discretion where they are at least 17 years of age, and:

- will reside with the parent(s) or legal guardian

Upon receiving an Offer Acceptance from an Under 18 student, International Admissions will:

- ensure that the acceptance has been signed by a parent or legal guardian before confirming acceptance and issuing the Confirmation of Enrolment (eCoE) in PRISMS;
- notify the International Services team of the acceptance.

### 2. Accommodation Arrangements

Under 18 students may reside in Australia with a parent or legal guardian, subject to:

- The parent/guardian taking responsibility for the welfare arrangements of the student, and;
- The student providing a signed letter from the parent/guardian confirming the arrangements when returning the Offer Acceptance documents.

### 3. Welfare Arrangement and Orientation

International Services staff will maintain regular personal contact with Under 18 students, requesting meetings fortnightly.

International Services will provide age and culturally appropriate orientation information including:

- 24-hour emergency counselling;
- Key university and external contacts;

- Processes for Complaints and grievances;
- Critical Incidents processes, including: seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse

As the student will reside with a parent or legal guardian, the University is not obliged to monitor accommodation arrangements. However, the University will contact the Department of Home Affairs if it becomes aware the student is not being cared for or supported appropriately.

## 4. Academic Progress and Variations

Until such a time as an Under 18 Student turns eighteen, UNE will:

- Share information with the parent or legal guardian including academic results and progress, welfare, and any instances of non-compliance;
- Not process any variations to an Under 18 Student's enrolment, including withdrawal or leave of absence requests, without the written consent of the parent or guardian.

## 5. Critical Incidents

UNE will meet all relevant Commonwealth and NSW State legislation and other regulatory requirements relating to child welfare and protection.

Critical Incidents involving Under 18 students will be managed in accordance with the UNE International Student Critical Incident Policy, International Student Critical Incident Procedures and Critical Incident Immediate Response Checklist

Contact Details for assistance - In the event of a Critical Incident Under 18 Students can contact the following:

Type of Incident	Hours of Operation	Contact	Details
All Critical Incidents	9:00am – 5:00pm Monday – Friday	International Services Building C30, UNE	PH: 02 6773 2232  Email: internaitonalservices@une.edu.au
All Critical Incidents on-campus	24 hours a day 7 days a week	UNE Safety and Security	PH 02 6773 2099
Emergencies (on- or off-campus)	24 hours a day 7 days a week	Emergency Services (Fire, Police, Ambulance)	Ph: 000
Off-campus Critical Incidents (non-emergencies)	24 hours a day 7 days a week	Armidale Police	Ph: 02 6771 0699
Counselling, Mental Health and General Health	8:30am – 4:30pm Monday – Friday	UNE Medical Centre (general health)	Ph: 02 6773 2916
	9am – 4pm Monday – Friday	UNE Counselling and Psychological Services	Ph: 02 6773 2897  Email: studentcounselling@une.edu.au

	4pm – 9am 7 days a week	UNE After Hours Crisis Support Line	Ph: 1300 661 927 Text: 0488 884 169
	24 hours a day 7 days a week	Lifeline (crisis support and suicide prevention)	13 11 14

## Administration

<b>Document Type:</b>	Procedure
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<b>Approved by:</b>	Director, International