Managing Students Under 18 Policy and Procedure

Policy
Blue Mountains International Hotel Management School Pty Limited (BMIHMS PL) trading as Blue Mountains International Hotel Management School (BMIHMS) to be known as ‘the School’ is committed to maximising the safety and well-being of students under the age 18 at all times. It therefore requires each student under 18 to be placed in the care of a responsible guardian (Director Operations or their delegate).

Coverage
This policy and procedure applies (in particular) to the Leura campus and, if applicable, wherever BMIHMS PL programs are delivered.

Purpose and scope
This policy relates to:
- Statement of commitment to the safety and well being of students;
- Code of conduct for interacting with students in the homestay environment;
- Code of conduct for interacting with students in a residential campus environment;
- Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines;
- Policies and procedures for compliance with DIBP policies.

Responsibilities
Admissions: When AoO received, issues eCoE plus u/18 Welfare letter; checks all documents have been received.
Agent / Enrolment Support: Once aware that student is underage on entry, Enrolment Support and Agent must communicate the full requirements for admission. Follow up collection of all documentation required and review with Director Operations/Campus Services Coordinator for approval.
Campus Services Coordinator: Implements this Policy and Procedure, monitors risk and where necessary recommends continuous improvement processes.
Director Operations: Responsible Guardian; oversees implementation of this Policy and Procedure and ensure regular monitoring and review.
Front Office / Duty Managers: Compiles a list of underage students on campus and is aware of these students for welfare and RSA purposes.
Homestay families: Comply fully with the requirements within this Policy and Procedure.

Glossary
AoO: Acceptance of Offer
DIBP: Department of Immigration & Border Protection
eCoE: Electronic Confirmation of Enrolment completed by BMIHMS PL Admission staff on acceptance of offer and payment of deposit. Enables an applicant to apply for a student visa
ESOS: Educational Services for Overseas Students
National Code: National Code of Practice for Registration Authorities and Providers of Education & Training to Overseas Students 2007
PRISMS: Provider Registration & International Student Management System used by BMIHMS PL to submit eCOEs, course amendments and completions/variations in students’ study patterns

Procedure
The Managing Students Under 18 Policy and Procedure relates to any student who is under the age of 18 and wishes to enroll in a BMIHMS course of study.
It therefore requires each student under 18 to be placed in the care of a responsible guardian (Director Operations). The Director Operations (or their delegate) will ensure that parents/carers are aware of the role and location of the guardian and that regular contact is maintained between the guardian and the student’s parents/carers via email and or as deemed necessary.

The nominated dates for which BMIHMS will be responsible for approved accommodation arrangements for an under 18 student will be reported through the PRISMS reporting system. DIBP will be advised of the approval using the DIBP proforma letter available through the PRISMS reporting system.

The minimum length of the approved accommodation, support and welfare arrangements will be a minimum of the length of the eCOE while the student is under the age of 18. Before a student under 18 is accepted into a BMIHMS program, the student's parents must complete an Under 18 Application Form with full details of the student including:

- Student's full name, address, date of birth and academic history
- Health status and restrictions
- Known allergies
- Parents’ 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
- Referee's reports (if required)

### Medical Conditions/Allergies

In the event of a student with medical conditions and/or allergies the student must provide the following information at least one month prior to the start of the course:

- Full medical report by the student's current General Practitioner and/or health care provider;
- Severity of the condition and the current measures that are taken to control it;
- Dates of recent episodes that have occurred.

Failure to provide the above information one month prior to the start of the course may delay commencement until the following term.

Before a student is admitted into a BMIHMS PL program, the Campus Services Coordinator will ensure that the student has been placed in the care of a responsible guardian and that the student’s parents/carers have signed an agreement accepting the conditions of the guardianship.

The guardian may be chosen by the parents or selected by BMIHMS, with a Blue Mountains accredited homestay as the preferred option. Only in exceptional circumstances will a student under 18 be permitted to live on campus and must agree to all the terms and conditions outlined within this policy.

The student’s parents will be informed of the full details of the guardian including:

- Guardian's full name, address, date of birth, contact details, occupation;
- Any vacations or activities the guardian may have planned for the student;
- Expectations that the guardian will have of the student;
- “Working with Children” Check.

If for some reason, a student has to live on Campus, the guardian will be the Director Operations and/or his/her delegate.

The guardian will be expected to liaise closely with BMIHMS designated officers (Campus Service...
Coordinator and/or delegate) on a regular basis to monitor student's progress so that parents can be informed. BMIHMS will be required to advise DIBP through the PRISMS reporting system as soon as possible in the event that the under 18 year old student has changed his or her living arrangements or the living arrangements for the students are no longer approved by BMIHMS.

When a student is under a student visa that covers multiple courses, BMIHMS will be responsible for the student while he/she is currently enrolled in a BMIHMS course. BMIHMS 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 that it can no longer approve the arrangements for the student.

### Internet Access Permission for Under 18s

Federal Government Legislation restricts internet services for individuals under 18 years of age. This legislation prohibits BMIHMS from obtaining full Internet access for students under the age of 18 without written permission by a parent and/or guardian. Details of this legislation are available from the Australian Communications and Media Authority Website.

To obtain Internet access for individuals under 18yrs of age, a letter of confirmation must be obtained from the parent and/or legal guardian.

### Compliance

**Who must comply with this policy?**
- Homestay providers
- Homestay hosts
- Residents of homestay host homes
- Homestay students
- BMIHMS staff

**Monitoring of compliance with the policy**

Adherence to the policy will be monitored via:
- Regular home or campus visits
- Self assessment by homestay families or Campus Services Coordinator
- Exit interview by students
- Student/staff meetings

**Breaches**

A breach of this policy will be recognized for any person to whom this strategy applies who is found to have:
- Breached the [Student Code of Conduct](#)
- Breached the Homestay Guidelines

**Dealing with suspected breaches**

Suspected or actual breaches of the policy must be reported to the relevant authorities. Breaches may result in criminal prosecution or incur disciplinary action.

**Penalties**

Breaches may be penalised under common law, or by management intervention. Breaches of the policy will be referred to appropriate authorities immediately. A homestay family may also be removed from
BMIHMS register for breaches of this policy.

Appeals
An appeal may be lodged through the relevant appeals process. Appeals on serious policy breaches reported to the relevant authorities must be filed through the appropriate channels.

Pre Arrival
Before a student under 18 is accepted into a BMIHMS program the student’s parents and/or guardian must complete an Under 18 Application Form outlining and accepting to the conditions prescribed below:

- The under 18 student must meet with the Campus Services Coordinator on a regular basis who will minute the meeting and report back to the Director Operations.
- Attendance and academic performance will be closely monitored by the Head of School/Director of Academic Affairs.
- In the first instance the student will reside in an approved Homestay, only as a last resort and/or due to extenuating circumstances may the student make an application to reside on campus. If the student resides on campus, this will be closely monitored by the Campus Services Coordinator to ensure accommodation arrangements are suitable.

Homestay conditions include the following:
- The homestay main carer must be over the age of 21.
- Living conditions must be of an acceptable standard and provide a safe physical and emotional environment for the student.
- Accommodation must not be a boarding establishment.
- Parents' contact details during the day and after hours must be available to student services.
- Contact details during the day and after hours of another nominee in the student's country must be available to student services.
- The student must not consume alcohol or drugs either recreational and/or non-prescribed.

Terms and Conditions of the Homestay Program are included in the Under 18 Application Form. All under 18 year old students or their guardians can contact the following people 24hrs a day, 7 days a week in case of an emergency:
- Campus Duty Manager, (0420 984 668)
- The Campus Services Coordinator, (0410 573 341)

Arrival
Upon arrival at BMIHMS Leura Campus:
- The student will be orientated as per the Orientation Week Timetable; an additional appointment with The Campus Services Coordinator must also be attended and is COMPULSORY.
- The Campus Services Coordinator will ensure:
  - If a Homestay arrangement is made for a Bachelor’s program student, the student is introduced formally to their homestay and / or host family and that the above phone numbers are accessible to the under 18 student at all times.
  - Any under 18 student in the Bachelor program will be made aware of their commitment to meet with the Campus Services Coordinator on a fortnightly basis.
  - The student contacts their next of kin upon arrival.

Regular Meetings
Regular meetings with The Campus Services Coordinator are COMPULSORY. These meetings are a one-on-one meeting with duration of about 15 – 20 minutes and will include:
Discussions regarding any concerns that may include welfare / living arrangements/ health. Minutes of the meeting; a copy of minutes is to be placed in the students file with a copy emailed to the students parents and/or carers including the Director Operations.

If the student is residing off campus, The Campus Service Coordinator must also meet with the homestay family and visit the home during the period of their stay.

**Failure of Compliance by the Student:**
Failure of compliance by the student will result in written warnings in line with the BMIHMS *Student Code of Conduct* if the following circumstances are deemed to have occurred.

- Non-attendance at one of the designated arranged meetings, and or other perceived breaches in relation to the Managing Students Under 18 Policy, the student will be counselled accordingly.
- Failure to not attend two meetings will result in the parents or carer being notified in writing.
- Continued failure to attend or comply with requirements will result in disciplinary process as per the *Student Code of Conduct*.

It is important to remember that all students regardless of age are bound by the *Student Code of Conduct* at all times.

**Associated Forms**
*Under 18 Application Form*

**Additional Information**
*Student Code of Conduct*

**Review**
Any suggestions for changing this Policy/ procedure are welcome. Please complete the *Improvement Request Form*.

**Comments**
*April 2013*: Updated responsibilities; included procedures for medial conditions/allergies, pre-arrival, arrival, meetings and compliance by students.
*March 2014*: Hyperlinks updated; ‘School Code of Conduct’ changed to ‘Student Code of Conduct’; *Under 18 Application Form* specified in Pre Arrival section; Associated Forms updated; Additional Information section added.
*December 2014*: Minor formatting changes.