

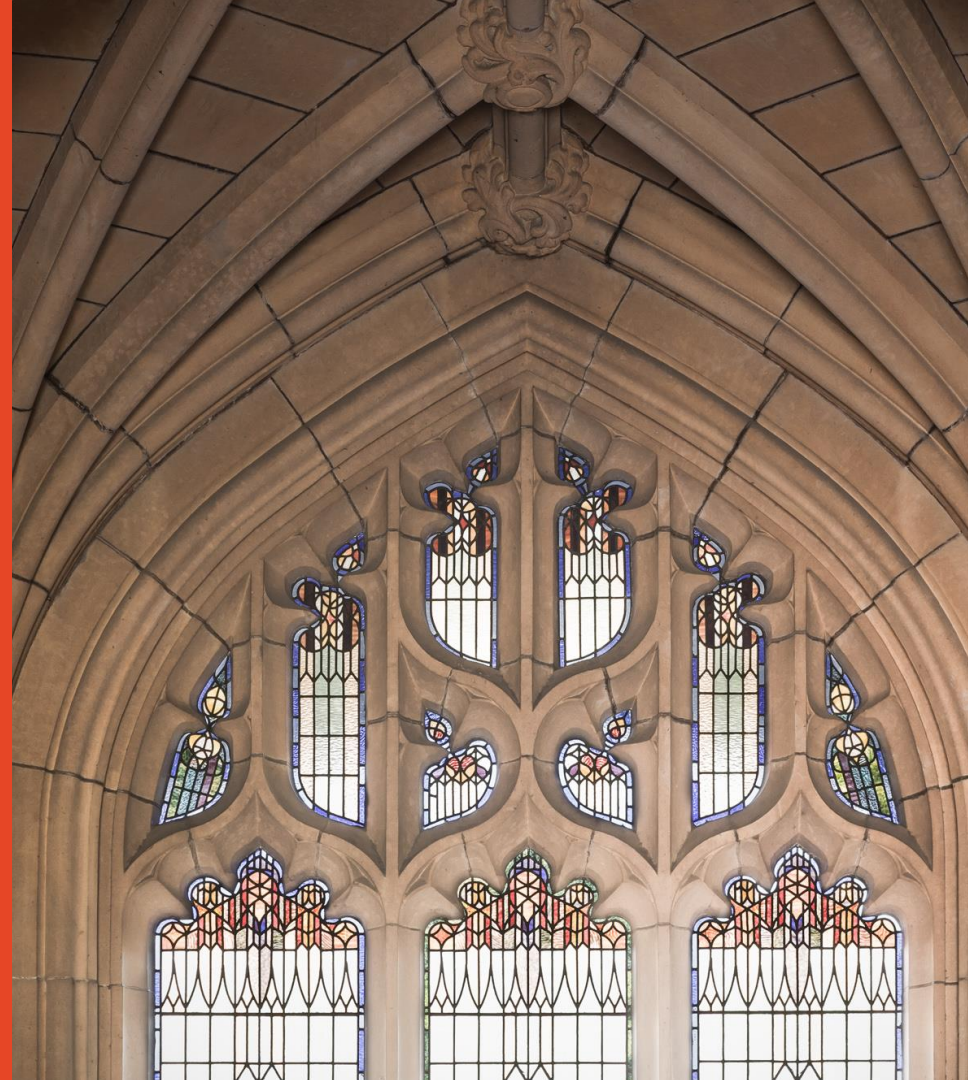
Under 18 – student visa holders

The University of Sydney experience

Presented by

Mandy Baric

Director, Compliance & Student Affairs



Overview

ESOS – National Code Requirements

Various models & University of Sydney Model

Policy and Procedures

Infrastructure and internal buy-in

Third party servicers;

Student choice

Growth patterns

Auditing

Advice & what to look out for.

Current ESOS Requirements – Standard 5 of the National Code

Standard 5.1 *Where the registered provider has taken on responsibility under the Migration regulations for approving the accommodation, support and general welfare arrangements for a student who has not turned 18, the registered provider must:*

(c) have documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements;

Impending 2018 changes = strengthened requirements

- High standards of welfare and accommodation arrangements;
- Coverage during transition periods between providers or during holidays;
- Critical incident policy for emergencies and where welfare is disrupted;
- Requirement to provide emergency phone numbers and instructions to report abuse.

Models for consideration

Before developing policy & procedures, undertake risk assessment/appetite, volume and internal structures to support program.

Options:

- Manage welfare and accommodation in-house;
- Manage welfare & outsource accommodation (or vice versa)
- Outsource welfare & accommodation

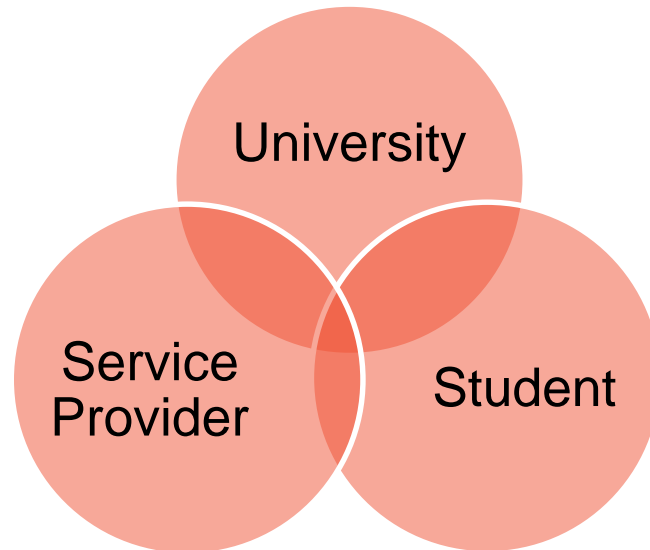
Outsourcing of welfare & accommodation. Why did we choose this path?

- Management of u-18's relegated to pathway providers & risks associated with knowledge base, policy management, growth & ongoing PRISMS reporting;
- Lack of infrastructure/capacity to resource in house arrangements;
- Substantial stakeholder engagement;
- Executive support (DVC/Registrar oversight);
- Legal office involvement mandatory;
- Widespread consultation of drafts.
- THIS WILL TAKE TIME!

Model: Outsource welfare & accommodation

Three way agreements:

- University and student;
- University and service providers;
- Student/Parents and service providers



Internal management

Spread the responsibility load across administrative units (admissions, student services and compliance units);

Admissions: = all work associated with collating documentation for welfare and accommodation before issuing CAAW letter;

Student Services: = all work associated with issues post enrolment..eg. Complaints, sleep over requests, travelling during break periods;

Compliance Unit = annual audits and reporting to DVC, sign up with providers and website info;

Policy and Procedures – what should it cover?

- Under 18 International Students Policy:

<http://sydney.edu.au/policies/showdoc.aspx?recnum=PDOC2016/420&RenderNum=>

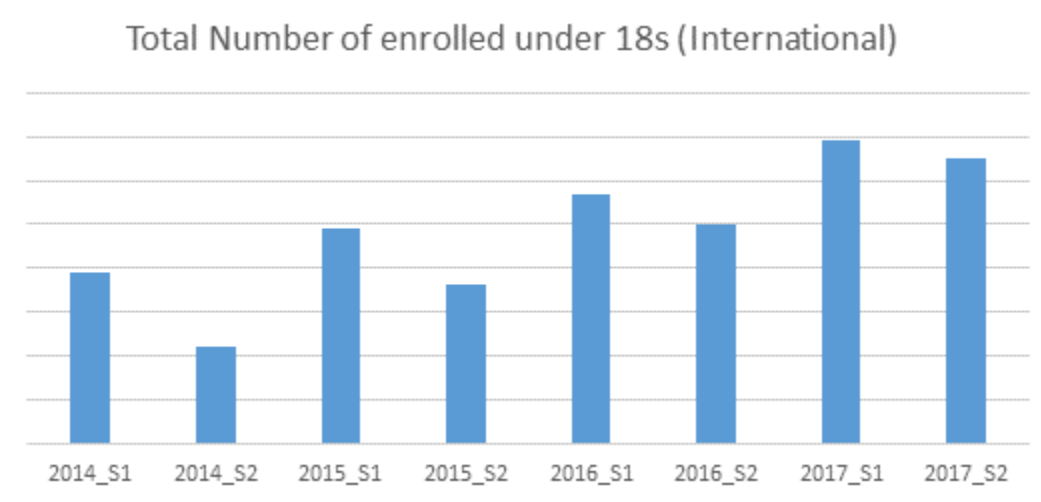
- Under 18 International Students Procedures:

<http://sydney.edu.au/policies/showdoc.aspx?recnum=PDOC2016/421&RenderNum=0>

Key Policy considerations

- Scope to cover all entities using your CRICOS provider code;
- Minimum age;
- Limits to accommodation and welfare options? (USyd wants maximum choice for students);
- No \$\$ to be exchanged between University and service providers;
- Separate binding agreements between University and service provider as well as service provider and student;
- Monitoring suitability of arrangements;
- Schedule of minimum standards (includes requirements for University owned accommodation);
- 24 hour emergency & critical incident phone support;
- Working with children checks, police checks and insurance;

Growth Patterns since policy implementation



Auditing

- Annual auditing & reporting requirements;
- Providers to attest to meeting contractual obligations in addition to providing written evidence of key requirements;
- 4 weeks to gather and produce information cross checked by Compliance Unit;
- Compliance collates reports from key internal stakeholders in relation to complaints;
- 5% of students for each service provider contacted to provide feedback;
- Monitor insurances and expiry dates on WWC/Police checks.

What to look out for:

- Ensure that Service Level Agreements are air-tight;
- Insurances: Is your service provider covered and are your students covered?
- Can your model sustain growth....current challenge for us!
- Accommodation provider = not your welfare provider (conflict of interest);
- Engage with your students at least once a semester – note ESOS req. 2018;
- Sleep overs and holiday adventure requests by students;
- Strong sub-contracting provisions (esp. for caregivers of welfare);
- Are your caregivers based in close proximity or in another state?
- Develop strong relationships with accommodation providers (this is where issues will usually arise).

Good luck!