
Rom Theatre Arts

International Student Welfare Policy

1. RATIONALE

- 1.1. The *International Student Welfare Policy* addresses the responsibility of Rom Theatre Art's for the welfare of all international students.
- 1.2. The *International Student Welfare Policy* also specifically addresses the College's responsibilities for the welfare of students under the age of 18 years who are studying on a Student Visa 500 (SV500) therefore addressing the requirements of Standard 5 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018, (National Code 2018)* <link>.

2. SCOPE

- 2.1 All international students, as defined in the *International Student Policy*, and including students studying on an SV500, are covered by this policy
- 2.2 This Policy is inclusive of students who are under 18 years of age and students who are 18 years of age and older
- 2.3 Principal
- 2.4 Enrolments Manager
- 2.5 Heads of School (Leanne)
- 2.6 International Student Coordinator
- 2.7 College Psychologist
- 2.8 All staff
- 2.9 Parents/Legal Guardians of international Students
- 2.10 Homestay Host parents
- 2.11 Education Agents (Contracted)

3. POLICY

- 3.1. **International Student Welfare** Rom Theatre Arts acknowledges the significance of a College student leaving their family, home, friends and country for study purposes, and for many students this will be to a new culture, language and education system. The College is committed to assisting students and their families to prepare for this significant change, to adapt to and feel comfortable and safe in their new environment, and to thrive in their new College.
 - 3.1.1. As for all students, the welfare and safety of all international students is the responsibility of all staff and carers of the students, including parents
 - 3.1.2. The School will regularly inform and update staff, parents, 'nominated guardians' and homestay hosts of the School's legal and duty of care responsibilities, policies, procedures and guidelines pertaining to international students and those specific

to SV500 students

3.1.3. International student welfare is protected by and subject to all College policies, procedures, guidelines and processes

3.2. Child Safety

- 3.2.1. It is the expectation of the College that all College staff, contractors, volunteers, carers and members of homestay families who are 16 years of age and older, have a current Registration to Work with Vulnerable People (WWVP), in keeping with the College's *Working With Vulnerable People (WWVP) Registration Guidelines* and
- 3.2.2. It is expected that all staff, contractors, volunteers, carers and members of homestay host families who are 18 years and older comply at all times with the following *Working With Vulnerable People (WWVP) Registration Guidelines* and *Children, Young Persons and Their Families Act 1997*

3.3. Parents and Legal Guardians

- 3.3.1. Rom Theatre Arts acknowledges that the parent/s or person/s who has/have legal custody of the international student remain legally responsible for their child and the decisions pertaining to the health, welfare, accommodation, learning, studies, co-curricular and social activities of their child, while studying at Rom Theatre Arts.
- 3.3.2. The College acknowledges that a legal guardian of a student must be appointed by a Court of Law or Testamentary Deed. The College will only use the term 'Guardian' in the case of an adult/s who has/have been legally appointed as the Guardian of an international student. The College will require certified copies of legal documents confirming the appointment of a Guardian for a student.
- 3.3.3. The College acknowledges that a Guardian for a student (domestic and/or international) may be appointed for a range of reasons, including but not limited to:
- The parents of the student are deceased
 - The parents of the student are absent from their life, and a third party, which may be a relative, has been appointed as legal guardian
 - A student has been removed from the care of their parents and a third party has been appointed as Guardian, who in some instances may be the designated State authority

3.4 'Nominated Guardians'

- 3.4.1 Rom Theatre Arts acknowledges that the Department of Home Affairs may approve a 'Nominated Guardian' to be responsible for the accommodation and welfare arrangements for a student

under 18 years of age who is studying on a Student Visa. In this case, the 'Nominated Guardian' can be a parent, person who has legal custody or an eligible relative and must have an appropriate visa or have applied for a Student Guardian visa (subclass 590). An eligible relative is:

- A parent, spouse, de facto partner, brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, or a step-grandparent, step-aunt, step-uncle, step-niece or step-nephew
- nominated by a parent (or legal guardian),
- over the age of 21,
- who is of good character, and show this by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years and after the age of 16; and
- a British citizen, permanent resident or eligible temporary Visa holder to remain in Britain until the SV500 student's visa expired or they turn 18 years of age (whichever happens first)

Rom Theatre Arts respects this process but is not obliged to automatically accept students with a Home Affairs approved 'Nominated Guardian' and reserves the right to add additional conditions and/or expectations to the 'Nominated Guardian', should the college agree to enrolling a student who will be in the care of a 'Nominated Guardian'

3.4.2 **Parents or Legal/Custodial Guardians as 'Nominated Guardians'.**

The College will consider the enrolment of a student whose parent or legal guardian is a Home Affairs approved 'Nominated Guardian'. In this case the Parent or Legal Guardian:

- will be eligible to reside in Great Britain on a Guardianship Visa
- will be a fulltime resident of Hobart and the fulltime carer of the student
- will simply be referred to as a 'Parent' by the college, in the case of the parent, and 'Guardian' in the case of a legal custodian/guardian. The School will not use the term 'Nominated Guardian' to describe parents and/or guardians who are also approved by Home Affairs as 'Nominated Guardians'
- will be required to provide the School certified copies of Home Affairs documents approving them as a 'Nominated Guardian'

3.4.3 'Nominated Guardians' who are relatives other than Parent/Legal Guardian

'Nominated Guardians' approved by Home Affairs who are relatives other than parents or legal custodians of the students, will be considered as suitable carers for a student enrolled at Rom Theatre Arts, at the discretion of the Principal. The Principal will consider the following factors (not limited to):

- The 'Nominated Guardian' must be a fulltime resident of Hobart
- The age of the student
- The age of the 'Nominated Guardian'. As a general rule the College prefers 'Nominated Guardians' to be 25 years of age or older
- The nature of the relationship between the student, their parents and the said relative e.g. has the student/ parent met them before, spent time with them? Is the relative a stranger to the student? Is there an existing relationship?
- The ability of the relative to support the student to fully engage with all aspects of College life and to thrive
- The suitability of accommodation arrangements for the student and the ability of the 'nominated guardian' to provide an environment where the student can feel safe, 'at home' and is not isolated
- Is the 'Nominated Guardian' able to provide full care for the student in the absence of parents e.g., health, meals, hygiene, transport. Who other than the 'Nominated Guardian' resides in the accommodation
- The suitability of the supervision arrangements for the student, taking into account other members of the household and times when the 'Nominated Guardian' may be out of the home for purposes such as work

3.4.4 Communication with Parents and 'Nominated Guardian'

- In the case where the 'nominated guardian' is a parent and the student has a second parent residing overseas, who is a signatory to the enrolment contract and/or retains parental rights, the College will copy the second parent into all communications on all matters, unless instructed by the parent overseas that they do not wish to receive this communication. The College will only require permissions and signed documents from the parent who are the 'nominated guardian', except in the case of the second non-resident parent expressing concern or objection. In such cases the parents will be advised to discuss and resolve their differences and both will be required to sign the document in question.
- In the case that in addition to the legal custodian/guardian, the student also has parents who retain full parental and legal

rights for the student, and who will likely reside overseas, the College will copy the parents in to all communications between the College and legal custodian, if the parents wish to receive this information. The wishes of the parents in relation to all decisions pertaining to the student will be acted on, in the case that they differ from the wishes of the legal custodian, if the College is satisfied that the parents fully understand the matters at hand

- In the case of the College approving a 'Nominated Guardian' who is not a parent or legal guardian, the College will communicate directly with the parents on all matters and copy the 'nominated guardian' into all communications. The College will require the parents to approve and sign all communications
- A non-parent/legal guardian approved as a 'Nominated Guardian' will be identified and referred to as 'Nominated Guardian' in all College communications

3.5 School Approved *Confirmation of Appropriate Accommodation and Welfare (CAAW)* for students studying on an SV500

- 3.5.1 The commencement and completion dates of the CAAW must cover the length of the CoE and at least seven days at the end of the student's course of study
- 3.5.2 The commencement date of the CAAW will be up to seven days prior to the commencement of the student's studies, allowing the student time to arrive in Great Britain to prepare for, and become orientated with, their new College and life in Great Britain

3.6 Changes to or terminating the approval of the CAAW for students studying on an SV500

The College expects that from time to time there will be requests from students and situations requiring changes to accommodation and welfare arrangements including but not limited to the following:

- 3.6.1 In the case of a student who is living with and in the care of a parent or legal custodian/guardian who is on a Guardianship Visa, or with a 'Nominated Guardian' who is not a parent/legal custodian, and the Parent/Guardian/'Nominated Guardian' is unable to continue to live fulltime and provide appropriate care to the student in Great Britain, or Home Affairs has cancelled the guardianship arrangement, the student may request to become a find College approved accommodation. In this case the following will apply:
- 3.6.2 In the case of a student's visa status changing from an SV500 to another approved British Visa, for which the student has provided the College certified documentary evidence, the College will

- advise the Department of Home Affairs that the CAAW is no longer required, and cancel the CoE within 5 working days
- 3.6.3 In the case of a student's enrolment being suspended or cancelled, or the student transferring to another College and Rom Theatre Arts holding current approval of the student's CAAW, the College will maintain responsibility for the CAAW until such time as alternative accommodation and welfare arrangements have been made and/or the Complaints and Internal Appeals process have been completed. See the following policies for full details on the School's responsibilities in these circumstances:
- SV500 Deferment, Suspension and Cancellation Policy
 - SV500 Student Transfer Policy
 - SV500 Complaints and Internal Appeals Policy
 - SV500 External Appeals Policy
- 3.6.4 The management of the transfer date, approval of CAAW and notification of Home Affairs in the case of the College enrolling a student who is transferring from another Provider is addressed in the *SV500 Student Transfer Policy*
- 3.6.5 In the case that the College cannot continue to approve the CAAW for a student, the Principal will make all reasonable efforts to contact and notify the parents or legal guardians immediately to advise them of this decision

3.7 Emergency Welfare and Accommodation

- 3.7.1 The College will have in place a contingency plan for disruptions to or cancellations of student welfare and accommodation arrangements, where the College has approved the CAAW, for the following circumstances (but not limited to):
- Last minute changes to holiday accommodation arrangements which are beyond the student's control
 - Critical incidents impacting the welfare and/or accommodation arrangements
 - Serious illness or public health emergencies
 - Natural Disasters or political events which prevent a student from travelling home
 - The student is regarded as at risk to the safety and/or wellbeing of the student and/or others
 - Suspension or Cancellation of a student's enrolment for serious breaches of College rules
 - Suspension or cancellation of a student's enrolment for (alleged) involvement or risk of involvement in criminal activity
- 3.7.2 Should a student be asked to leave the College, or be expelled for serious breaches of College rules, and/or is deemed a risk to their own wellbeing and safety or that of others, and/or the

College intends to cancel the student's enrolment, the College expects the student's parents to travel to Great Britain to immediately to care for and/or collect the student to return home

- 3.7.3 In the case of a student's enrolment being cancelled and if circumstances prevent parents from travelling to Great Britain immediately (within 24 hours) the College will put in place one or more of the following options (but not limited to) as an Emergency Care Plan:
- Subject to same day available flights departing Great Britain and connecting through to the student's home city, the College will delegate the repatriation of the student to two senior staff to accompany the student on a flight home. The cost of the repatriation will be the responsibility of the parents, and the College will seek to recover these costs.
 - The need for emergency overnight accommodation prior to the arrival of the parent in Great Britain, or repatriation of student accompanied by staff, will be at the Principal's residence with 24/7 supervision by at least two staff members, one of whom may be the Principal.
 - The College will work to develop a team of emergency homestay hosts, who are pre-approved and may be available to assist with emergency accommodation and care, subject to the seriousness of the situation. In the first instance it is envisaged that the Hosts will be former, and perhaps retired members of the Colleges staff, who live locally and know the College well and are well known to the College.

3.8 Partnering with parents and legal guardians in the care of international students

The College is committed to international parents and legal guardians being engaged and actively involved in their child's life at Rom Theatre Arts. Termly Assessments are communicated to parents and legal guardians. Given the possibility that the College may not always be able to contact parents or legal guardians in a timely manner, the College requires the parents of students studying on a SV500 to complete and sign a <Parent Representative Agreement>. The appointment of a <parent representative> is an agreement outlining the circumstances in which a parent agrees to the Principal (or Nominee) making a decision on their behalf, should the College be unable to contact the parent or guardian in a timely manner. Parents or guardians of international students who are not studying on an SV500 will be required to complete and sign a *Parent Representative Agreement*. The parent can elect to appoint the Principal, or Nominee, as the Parent Representative or appoint an immediate relative (e.g. grandparent, sibling of parent, sibling of student, aunt, uncle, niece or nephew) aged over the 25 years of age, who is well known to the parent hold a current WWVP registration, and is resident in Great Britain,

to act as the parent representative

- 3.8.1 Given that the College respects the legal and parental rights of parents or legal guardians to make decisions concerning the activities of their child, it is possible that on occasions and perhaps for reasons of language, culture, misinformation on the part of the student, misleading or incorrect information on the part of a 3rd party, that a parent or legal guardian may permit a child to engage in an activity or social event, which unknown to the parent/guardian, may pose a risk to the child's safety or well-being. In such situations, where the College reasonably suspects or has information at hand that indicates the child's safety or well-being may be at risk, the College reserves the right to intervene and 'overturn' the parent's decision. The College will endeavor to clearly communicate reasons for such a decision to both the student and parent/legal guardian, acknowledging that some information may be highly sensitive and confidential and therefore unable to be shared in full

3.9 International Student Health

The health and wellbeing of international students is paramount at Rom Theatre Arts. The care and management of the physical and mental health of students is always addressed

3.10 SV500 Student Contact Details

- 3.10.1 The College will update students' residential and contact details via PRISMS,
within one working day of the College being aware of any changes
- 3.10.2 SV500 Students and parents/guardians will be advised of their responsibility to advise the College and Immigration of any changes to residential and contact details both in Great Britain and in the student's home country as follows:
- International Student Handbook
 - Letter of Offer
 - Acceptance contract
 - International Student Orientation
 - At the request of the school every 6 months
- 3.10.3 *The Student Visa Requirements Policy* addresses this issue in more detail

3.11 International Student Safety and Wellbeing

- 3.11.1 The *Student Support Services Policy* [<link>](#) details support services available to all international students, inclusive of students studying on SV500
- 3.11.2 The Head of School (Leanne) will oversee support services for

international students

- 3.11.3 The Head of School (Leanne) will provide students with details on who to contact in emergency situations
- 3.11.4 International Students will be provided with the following emergency contact details:
 - 24/7 phone number of the Director of Rom Theatre Arts
 - The contact phone numbers of 3 senior staff members for periods of time when the student may be in College approved accommodation such as homestay accommodation
 - The contact details will be entered into the student's phone
 - Students will be given clear instruction on situations which may be considered an emergency or a risk to personal safety and also advised on respectful use of the phone numbers provided
- 3.11.5 The College Welfare Officer will provide all international students with culturally and age appropriate information on:
 - How to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse, such as bullying or racial vilification
 - Where student competency in English is limited the presentation of information outlined above will include the support of a professional interpreter, experienced and briefed in such content
 - International Students and their parents will have access to the College staff during the school
 - Protocols for informing authorities such as the police, the Department of Home Affairs officials, the international student's parent or legal custodian, and other relevant authorities.

4. LEGISLATIVE REQUIREMENTS AND GUIDELINES, AND INDUSTRY STANDARDS

All International School Policies are subject to meeting the following legislative Requirements and guidelines

- 4.1. ESOS Act 2000 <link>
- 4.2. National Code of Practice for Providers of Education and Training to Overseas Students 2018, (National Code 2018) <link>
- 4.3. National Code 2018 Factsheets <link>
- 4.4. Education Act 2016 (Tas) <link>
- 4.5. Children, Young Persons and Their Families Act 1997
- 4.6. Young Persons and Their Families Act 1997
- 4.7. Registration to Work with Vulnerable People
- 4.8. Right to Information Act 2009
- 4.9. Personal Information and Protection Act 2004

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