



**UTS**  
**College**

UNIVERSITY  
OF TECHNOLOGY  
SYDNEY



# Under 18 Student Information Guide

[utscollege.edu.au](http://utscollege.edu.au)



# Welcome to UTS College

At UTS College you're joining hundreds of successful students from many different backgrounds. It's a rich and diverse learning community, studying all around the world - and of course here in the heart of Sydney. The new skills and knowledge you gain with us will help you progress to undergraduate studies either at UTS College or UTS. Young people are always welcome at UTS College. They add value to our community, bringing unique points of view, strengths, and ideas. Like everyone at the College, they deserve to feel safe and protected.

If you're under 18 years old, this booklet shows how UTS College works to ensure a safe and welcoming environment. You'll find essential information about the kinds of support available through our UTS College Under 18 Student Care program.

We look forward to welcoming you.

*Student Success Team*

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# Part 1: UTS College Under 18 Student Care Program

## How to apply for a student visa if you're under 18.

If you're applying for a student visa and you're under 18 years of age, you must have adequate accommodation and welfare arrangements in place for as long as you're in Australia before you turn 18.

The Department of Home Affairs website has more details on applying as an [under 18 student](#).

## How can a UTS College under 18 student meet this requirement?

If you're an international student under 18 years of age, and you want to live with a parent, legal custodian, or relative over 21 years of age, please apply to the Department of Home Affairs for approval of your accommodation and welfare arrangement. UTS College will not issue a CAAW letter in this case.

### Option one (when a CAAW isn't required)

You can nominate a parent, legal custodian, or eligible relative over 21 years of age (as defined in 'Welfare arrangements approved by the Department of Home Affairs') as your student guardian. The person you nominate must have a visa to stay in Australia for the duration of your student visa or until you turn 18. In this instance, UTS College doesn't provide a CAAW.

### Option two (when a CAAW is required)

You can arrange a CAAW from UTS College to cover your enrolment period up to your 18th birthday. The CAAW will confirm that you're using the services of an approved caregiver and that you live in UTS College approved accommodation. It's compulsory to use the UTS College airport pickup service if you've requested a CAAW letter. Please provide all your arrival details to the College at least two weeks before arriving so we can confirm this service. A CAAW letter is only available to under 18 students who have, or intend to apply for, a Subclass 500 Student Visa. UTS College doesn't accept welfare responsibility for under 18 students on any other visa type.

## What is the application process for an under 18 student who doesn't require a CAAW letter?

If you're an international student under 18 years of age, and you want to live with a parent, legal custodian, or relative aged over 21, please apply to the Department of Home Affairs to approve your accommodation and welfare arrangement. UTS College doesn't issue a CAAW letter in this instance. For more about this, visit the [Department of Home Affairs](#).

## What is the UTS College Under 18 Student Care program?

UTS College is committed to ensuring a safe and supportive environment for all students. We provide additional welfare support for those under 18 years of age, especially international students. Our Under 18 Student Care program provides services tailored towards our younger students. The program includes (but is not limited to):

- Pre-departure induction
- Orientation session
- Peer Mentoring program
- Welfare checks
- Progress report
- Teacher support
- 24/7 emergency support
- Dedicated Student Success Advisers

## Who's eligible for the UTS College Under 18 Student Care program?

The UTS College under 18 student care program is available to students who:

- Are under 18 years of age when arriving in Sydney to start at UTS College
- Need a Confirmation of Appropriate Accommodation and Welfare (CAAW) from UTS College.

## How to apply for UTS College Under 18 Student Care program?

Please follow these steps:

1. When filling in and signing the form Declaration of Accommodation and Welfare Arrangements for International Students Under the Age of 18, a parent or legal guardian of the under 18 student must select Option 3: My child will be living in UTS College approved accommodation. CAAW Letter is required from UTS College for accommodation/welfare arrangement. The next step is to complete Section B on the following page.
2. Pay the \$450 accommodation and welfare admin fee outlined in the offer letter.

## UTS College approved accommodation options for processing CAAW letter.

### Homestay

Living with a local family is a great way to experience life in Australia and practise your spoken English. All our homestays have been specially chosen to ensure a safe and supportive home environment. Each home is within 45-60 minutes travelling time from the campus, in a variety of locations around Sydney. Homestay is a fantastic opportunity to live like a local and have an authentic Australian lifestyle experience.

### Student residential accommodation

Student residential buildings are purpose-built, with ultra-modern facilities. These include study areas, collaboration zones, and social spaces to connect with friends. Providing all the comforts of home in a safe, community-style setting, student residential buildings have everything you need. If it's your first time living away from home, this is a great student lifestyle experience while you study at UTS College.

### Special host

Sometimes an international student under 18 wants to live with a close family friend or a family member who doesn't meet the [Department of Home Affairs](#) definition of an eligible relative. In this case, the family friend or family member needs to apply to be a Special Host under UTS College Homestay arrangements.

## How to book Homestay

1. Review and complete Homestay terms and conditions.
2. Arrange accommodation directly with Australian Homestay Network (AHN) or Global Experience (GE), or Study Vision.
3. Arrange guardianship services with ISA. The contract should start at least 7-14 days before course commencement date.
4. Students under 18 must arrange airport pickup with their homestay providers
5. Send booking confirmation, ISA contract and Homestay terms and conditions to UTS College ([accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au))
6. The UTS College Student Success Team will assess the application and once approved, the College will issue a CAAW.

You're welcome to contact AHN 1300 024 628, GE +61 2 9264 4022, or Study Vision +61 2 9669 5225 at any stage for booking enquires.

### Checklist for CAAW

- [Homestay terms and conditions](#)
- [AHN, GE, or Study Vision](#) homestay booking confirmation
- [ISA](#) signed contracts
- \$450 welfare and accommodation administration fee
- [Airport pickup waiver](#) (if applicable)



## How to book Student Residential

1. Review and complete Student residential terms and conditions.
2. Arrange accommodation directly with Scape or Iglu.
3. Arrange guardianship services with ISA. The contract should start at least 7 to 14 days before course commencement date.
4. Students under 18 must have UTS College-approved transport arrangements. Please arrange airport pickup using one of the providers below (Flight details are not required at this stage):

Global Experience -  
[accounts@globalexperience.com.au](mailto:accounts@globalexperience.com.au) or

Royale Limousine -  
[dispatcher@royalelimousines.com.au](mailto:dispatcher@royalelimousines.com.au)  
and make the payment.

5. Send signed contracts (accommodation and welfare guardianship), airport pickup confirmation and signed student residential terms and conditions to UTS College ([accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au))
6. The UTS college Student Success Team will assess the application and, once it's approved, the College will issue a CAAW. UTS college Student Success Team will assess the application, once approved, a CAAW will be issued.

You're welcome to contact Scape team on (03) 9977 8088 or Iglu team on 02 8024 8600 at any stage.

### Checklist for CAAW

- Student residential terms and conditions
- Accommodation and welfare guardianship signed contracts
- \$450 welfare and accommodation administration fee
- Airport pickup confirmation
- Airport pickup waiver (if applicable)

## How to book Special Host

1. Review and complete Request for Special Host Arrangements, Special Host terms and conditions and Special Host code and conduct and send back to [accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au)
2. Arrange special host initial assessment directly with Australian Homestay Network, Global Experience or Study Vision.
3. Arrange guardianship services with ISA. The contract should start at least 7-14 days before course commencement date.
4. Students under 18 must arrange airport pickup with the nominated homestay provider.
5. The nominated homestay provider will invoice and organize the initial assessment with the nominated host and send the inspection report back to UTS College. UTS College Student Success Team will assess the application. Once approved, a CAAW will be issued.

### Checklist for CAAW

- Special host terms and conditions
- Special Host application form
- Special host code of conduct
- ISA signed contract
- \$450 welfare and accommodation administration fee
- Airport pickup waiver (if applicable)

## Transfer from another registered education provider.

When we receive an application from a student under 18 years of age who has welfare arrangements approved by another registered provider, UTS College will:

- Negotiate the transfer date for welfare arrangements with the releasing registered provider. This ensures there's no welfare arrangement gap.
- Inform the student of their visa obligation:
  - to maintain their current welfare arrangements until the transfer date
  - or have alternative welfare arrangements approved
  - or return to their home country until the new approved welfare arrangements take effect.



## What is expected of students under 18 years of age?

Under 18 students with a UTS College CAAW letter must:

- Not arrive before the commencement dates listed on the CAAW. Arriving earlier than these dates is a breach of student visa conditions. It's important to understand this can result in a visa cancellation by the Department of Home Affairs.
- Advise UTS College / homestay provider / student residential of arrival details in Sydney.
- Use UTS College-approved transport from the airport to their approved accommodation.
- Remain in UTS College approved accommodation and welfare arrangements until they are 18 years of age.
- Remain in UTS College approved guardianship at least until they are 18 years of age.
- Keep all contact details up to date (including emergency contacts, parents and/or legal guardians).
- Comply with applicable UTS College policies and procedures as well as all other regulatory, legislative, and UTS College Standards.
- Comply with all policies and procedures of applicable third-party accommodation and welfare providers.
- Attend appropriate orientation activities, including those relating to their accommodation and welfare services.
- Not change their accommodation and welfare arrangements without approval from UTS College.
- Pay all fees relating to welfare and accommodation services on time.
- Comply with curfew requirements.
- Not stay overnight outside their approved accommodation.
- Not leave Australia for holiday without prior approval from UTS College.

## What happens if a student breaches the under 18 students' rules?

Breaching any rule listed above may result in an allegation of non-academic misconduct. If this happens, the situation will be managed in accordance with the UTS College's Non-Academic Misconduct Policy.

## What happens after students turn 18 years old?

Once students turn 18 years of age, UTS College will send them (and their parents) an end-of-care letter. The letter confirms they are no longer obliged to follow under 18 student's rules and policies.

Students can opt to move out of their homestay, student residential, or special host arrangement, and arrange their own accommodation if they wish. In this instance, it's important to check with the accommodation provider for their notice period and contract cancellation policy.



# Part 2: UTS College Under 18 Student Care Program Services

## Pre-departure induction

It's essential to be well prepared when you're travelling as a student under 18 years of age. You need to understand some important information before leaving your home country. To better support and empower younger students, UTS College organises pre-departure induction sessions twice before each semester commencement. This way, students admitted at different timings can all join the session. This induction is compulsory for all under 18 students and their parents. It's a great opportunity for all underaged students and their parents to meet the support team, and hear directly about all key messages and the comprehensive support provided by the College.

Pre-departure induction includes (but is not limited to):

- Living in Sydney (banking)
- Living in Sydney (mobile phones)
- Overseas Student Health Cover (OSHC)
- What can I bring to Australia?
- What to pack?
- Get ready for your online systems.
- Checklist to prepare.
- Enrolment and timetables.

## Airport pickup service

The under 18s policy requires all international students under 18 years of age to use a UTS College-approved transport service when arriving in Sydney for the first time (unless accompanied by their parents).

Please complete a [Request to Waive UTS College Approved Transport](#) when you wish to waive the UTS College approved transport service from the airport. This application is subject to approval by the UTS College Student Success Team.

## Orientation session

All under 18 students must attend the following orientation sessions:

- UTS College Welcome program
- Under 18 student Orientation session tailored for your age group.

These events provide essential information about under 18 students policies and rules, student visa conditions, and support services available at the College. It's compulsory for under 18 students to attend.

## Peer Mentoring program

The Peer Mentoring program has proven highly successful in helping new students transition smoothly into student life. UTS College provides peer mentors to new students who would benefit from this. Under 18 students are assigned a dedicated mentor who can provide support, encouragement, and information to help them with their study at UTS College and transition to study at UTS. Students who have successfully completed their UTS College studies are selected and trained as mentors. The peer mentoring program empowers new under 18 students and enhances their academic and living experience.

Benefits of having a peer mentor include (but are not limited to):

- Understanding Australian culture.
- Increased academic achievement.
- Improved social skills.
- Greater feeling of connection to the College community
- Increased attendance and motivation to continue study.
- Study advice and support.





## Welfare checks

Each semester, UTS College Student Success team conducts two welfare checks for students under 18 years old. New under 18 students must attend the first appointment with the Student Success Adviser by week 2.

What's included in the first appointment:

- Check/update contact details in student system.
- Check student wellbeing (accommodation experience, culture shock, living in Sydney, etc)
- Check academic progress.
- Remind student of the important U18 rules (attendance, curfew, etc)

The Student Success team conducts the second welfare check around week 7 for all under 18 students, to check in on their daily life and academic progress.

## Progress report

UTS College provides a progress report to the under 18 students' parent(s) or legal guardian after each semester/block, until they turn 18 years of age. The progress report includes (but is not limited to):

- Last semester/block attendance.
- Last semester/block subject academic result.
- Welfare check summary.
- Student study plan advice

## Teacher support

There are many ways to access help with your studies at UTS College. Assistance starts with your teacher in the classroom and includes both individual and group support. Class teachers are notified about under 18 students who may need in-class support. If you need any academic help, the first person to ask is your class teacher. Talk to them before, during or after class. You can also email them with your questions.



## Student Success Advisers

If you find life and/or study difficult, or if you'd like to talk about your study plan or study strategies, you can ask one of our helpful under 18 Student Success Advisers. You'll find our them in the Student Centre. They're here to support you in your studies and help you meet your course progress requirements. You can see a Student Success Adviser during drop-in times (9.00 am - 5.00 pm Monday to Friday) or make an online appointment.

If you need help with problems that are more personal, your adviser can refer you to the UTS Health and Counselling Service. You'll find them on Level 6 of the UTS Tower Building. You can book directly with UTS or ask your Student Success Adviser to help you. Counsellors can help during stressful situations, and with psychological or emotional issues that interfere with your studies. These could include issues such as adjusting to studying in Australia, culture shock, loneliness, sadness, or anxiety about your coursework. UTS can provide counsellors who can speak languages other than English

### UTS Counsellors

- Phone: +61 2 9514 1177
- Email: [student.services@uts.edu.au](mailto:student.services@uts.edu.au)
- Website: [uts.edu.au/current-students/support/health-and-wellbeing/counselling-service-and-self-help/contact-us](https://uts.edu.au/current-students/support/health-and-wellbeing/counselling-service-and-self-help/contact-us)

## Safety and 24/7 emergency support

UTS College takes your safety very seriously and you will find security guards in all UTS College and UTS buildings.

If you need urgent help, please call the UTS College 24/7 welfare & accommodation emergency line 02 9218 4911.

For ambulance, police, and fire, call 000.

Other emergency numbers are available on our website.

Please report any incident or allegation of sexual, physical, or other abuse to the Student Success Advisers. We deal with all such reports confidentially.

For emergencies after office hours (9.00 am - 5.00 pm Monday to Friday) please contact UTS Security:

**UTS Security** +61 2 9514 1192 or 1800 249 559

**UTS College Building 5** 1800 249 559

### Who to contact for help

If you have any accommodation-related questions, or any problems with your existing accommodation, please contact the Student Success Team at [accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au).

If you have any other under 18 student related issue, please email [AdvisersUnder18@utscollege.edu.au](mailto:AdvisersUnder18@utscollege.edu.au)

For any other general enquiries, please get in touch with Student Centre team at [studentcentre@utscollege.edu.au](mailto:studentcentre@utscollege.edu.au)

# Part 3: Information for Students

If you're having a problem with your studies, the first step is to see your teacher before or after your class, or contact them by email. Your Academic Coordinator is also available for weekly consultation. Please use the email address on your Canvas subject homepage to contact your teacher or Academic Coordinator.

## HELPS

UTS College has a number of learning support programs for students. The **HELPS Centre** is a safe, friendly space where you can study independently. Your teacher may also take your class to the HELPS Centre to research a project or for other class-related activities. The HELPS Centre is in UTS Building 5, Block C, Level 1, 1-59 Quay Street, Haymarket NSW 2000. The HELPS team also offers a drop-in online service for learning support.

You can also access **Studiosity**, our online 24-hour, seven day a week academic and study skills feedback service in Canvas. This offers live chat with subject specialists anytime, anywhere, and timely writing feedback

## Computers

UTS College provides fast, campus-wide Wi-Fi for students, and the HELPS Centre has computers with internet access, which you can use for research, emailing and word processing. There's more about this on the Current Students tab under IT Support. Login to a UTS College Computer and navigate to 'ITDS Acceptable Use of Facilities', to learn more about using computers at UTS College.

For any computer problems, consult the ITDS Service Desk on +61 2 9218 7000 (ext. 7000 on internal phones). There's also an ITDS Service Desk in the UTS Building 5, Block C.

## Workshops

Depending on your course, the HELPS team may offer assessment-related interactive workshops designed to help you prepare for presentations, essays, or exams.

## Consultations

Use Studiosity to connect live, anytime, anywhere, 24 hours a day, 7 days a week, to a subject specialist and discuss English, Maths, or Science related questions. You can also email [HELPS@utscollege.edu.au](mailto:HELPS@utscollege.edu.au) or come into the HELPS Centre to meet a HELPS Adviser. The HELPS Centre is open Monday-Friday 9am-5pm during term time.

## Wellbeing

### Medical help

A range of health services (including doctors) is available at the UTS Student Medical Centre on Level 6 of the UTS Tower Building. Please call +61 2 9514 1177 to make an appointment.

### Legal help

Sometimes students need legal help, which available at no cost to you from:

#### The Redfern Legal Centre

- Address: 73 Pitt Street  
Redfern NSW 2016
- Phone: +61 2 9698 7277
- Email: [info@ric.org.au](mailto:info@ric.org.au)

#### UTS Student Legal Service

- Address: UTS TOWER BUILDING 1,  
LEVEL 5, ROOM 12, 1 Broadway,  
Broadway NSW 2007
- Phone: +61 2 9514 2484
- Email: [studentlegalservice@uts.edu.au](mailto:studentlegalservice@uts.edu.au)

## Student life

### Activities, sports, and fun

UTS College students automatically become members of Activates, which is home to over 190 student clubs and societies, sporting activities, and a huge number of events through the year. Best of all, there's no limit to how many clubs or events you can join.

With live music, free food, social sport, clubs and societies, day trips, games, movie nights, prizes, and more, there's something for everyone. It's a great way to settle into university life, meet new people, and make new friends.

You'll find all upcoming events on the Student Events page, or directly through ActivateUTS.

If you have suggestions for activities, simply contact the Student Activities team [student.activities@utscollege.edu.au](mailto:student.activities@utscollege.edu.au)

## How to communicate with UTS College

### Check your UTS email account

The College uses your UTS email account for all email communication to students. That's why it's important to activate your UTS email account as soon as you enrol. Once activated, you can forward any email sent to your UTS email account to your personal account.

### Check all digital signs

There are electronic notice boards throughout the buildings on campus. Please make sure you check these regularly for information about forthcoming student activities and important notices.

## Contact details

It's important to keep UTS College up to date with your current contact details. You can update your contact details on eStudent, or complete a 'Change of Contact Details' form at the UTS Student Centre.

The Department of Home Affairs requires international students to advise UTS College of any changes to contact details within seven (7) days.

International students under the age of 18 must live in Department of Home Affairs or UTS College approved accommodation. That means you'll need to contact the UTS College Student Centre if you're changing your address. UTS College is responsible for confirming that your accommodation and welfare arrangements are appropriate.

## Your student ID card

When you enrol, you'll need to submit a photo for your UTS College Student Card. You can use the [CaptureME portal](#) to upload your photo from a computer, tablet or smart phone. See the [guidelines for uploading your photo](#).

Once this is done, look out for an email advising whether your photo has been 'approved' or 'rejected'. After your photo has been approved, the Student Centre will let you know when your ID card is ready to collect from the Student Centre (Building 5, Block C, Level 1).

**It's essential to carry your card at all times when attending UTS College.** You might be asked to produce this card:

- By your teachers
- By security or administration staff
- When borrowing from the UTS Library or accessing other UTS services or facilities
- When sitting exams
- When accessing the UTS Counselling Services and UTS Health Services.

Please remember to sign your student card. If you lose it, you can arrange a replacement card (for a cost of A\$20) at the UTS College Student Centre. Remember, it's important never to let others borrow your card.

## UTS Library

Level 4 and 5 Academic English students, Foundation students, and diploma students have access to the UTS Library's online and physical resources. In addition to a comprehensive range of books, magazines, and publications, these resources include:

- Individual and Group Study Rooms
- Presentation Practice Rooms
- Assistive Technologies Rooms
- Computer Labs

Students in English levels 1, 2 and 3 have access to the UTS Library spaces for study, and on-site reading.



# Part 4: Frequently Asked Questions

## How much do I need to pay for accommodation?

The following accommodation providers' websites have information on accommodation costs.

### Homestay price list:

- [Australian Homestay Network](#)
- [Global experience](#)
- [Study Vision](#)

### Student Residential Accommodation price list:

[Scape](#)

## What do I do if I have problems with my current accommodation or want to change it?

Please contact the Student Success Adviser (SSA) team at [accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au) or call them on (+61 2) 9056 4354.

## What do I do if I want to return home for my holidays?

If you want to travel during recognised holiday periods, it's important to discuss your plans with the Student Success team and your accommodation provider. The UTS College Student Success team must confirm leave applications. You'll need to complete the [Holiday Application Form](#), supply written permission from your parent/legal guardian, and provide a copy of your flight itinerary.

## How do I get to my accommodation from the airport?

If you're an international student under 18 years of age, you must use UTS College-approved airport transport or have any alternative arrangements approved in advance by UTS College. Please arrange and pay for this service at least two weeks before arrival.

## What do I do if I want to move out when I turn 18?

Students under 18 may not leave approved accommodation without approval from the Student Success team. This includes holidays. Once you're 18, you're free to arrange your own accommodation. It's a good idea to check with your accommodation provider for their notice period and contract cancellation policy.



BRAU  
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BUILDING

# Thank you

Thank you for choosing UTS College. We look forward to welcoming you to Australia, Sydney and UTS.

We're excited to be part of your journey.