

## Student Residential Accommodation and Welfare Procedure

### PROCEDURE PURPOSE

The purpose of this procedure is to give effect to the Student Residential Accommodation and Welfare Policy.

### SCOPE

This procedure applies to all students who:

- are on a subclass 500 student visa and require a CAAW and/or
- are studying at UTS College and undertaking an ELT, Diploma or UTS Foundation Studies program or a combination of courses; and
- wish to stay with a Student Residential Accommodation Provider approved by UTS College during their studies.

This procedure also applies to under 18 international students who have gained direct entry into UTS, where UTS requests UTS College to provide accommodation and welfare arrangements.

This procedure also applies to any staff member involved in the process of administration, selection, allocation and approval of accommodation and welfare arrangements.

**DEFINITIONS** are set out at the end of this procedure.

### PROCEDURE STEPS

Activity	Description	Responsible
<b>Arranging and Confirming the Approved Accommodation and Welfare Arrangements</b>		
Arranging placement in Student Residential Accommodation	<ol style="list-style-type: none"> <li>1. Students over 18 years of age can apply directly to Student Residential Accommodation Providers and enter into a binding agreement. UTS College does not require proof of this binding agreement. For students over 18 years of age no welfare arrangements are required.</li> <li>2. Under 18 students are required to show a binding agreement between a Student Residential Accommodation Provider and a Welfare Provider.  In addition, a one-off Accommodation and Welfare Administration Fee is also payable by the student or parents/legal guardians to UTS College for overseeing these welfare and accommodation arrangements.</li> </ol>	UTS College Student Success Advisor / UTSI / Student Residential Accommodation Provider / Welfare Provider / Channel Partner

	<ol style="list-style-type: none"> <li>3. For under 18 UTS Direct Students who wish to stay in Student Residential Accommodation, UTS will provide the student details to UTS College. UTS College will then liaise with the student, their parent(s) and/or legal guardian, if applicable, their Channel Partner and the Student Residential Accommodation Provider and Welfare Provider to arrange the required services.</li> <li>4. UTS College will advise UTSI once these arrangements are in place, so that UTSI can proceed with issuing the CAAW.</li> <li>5. UTS College and UTS Direct students will receive instructions on how to apply for accommodation and welfare arrangements. Students must apply online using the appropriate application form. UTS College will check that the appropriate contracts are completed and received.</li> <li>6. UTS College will also ensure that it collects the welfare guardian's and student's contact details. These details will be shared with UTSI for Direct UTS students.</li> <li>7. Please note that if there are no available places at student residential accommodation providers, the student will be placed with one of our Homestay Providers.</li> </ol>	
<p>Issuing CAAW Letters for Under 18 students</p>	<ol style="list-style-type: none"> <li>8. UTS College will issue the CAAW letter for under 18 students undertaking an ELT, Diploma or UTS Foundation Studies program who have paid for, and hold binding agreements with UTS College approved Student Residential Accommodation Providers and Welfare Providers. (Note: students over 18 years of age do not require a CAAW.)</li> <li>9. UTSI will issue the CAAW for students under the age of 18 enrolling directly at UTS, once UTS College confirms the student has booked and paid for UTS College approved student accommodation and welfare services.</li> <li>10. Any under 18 UTS College student, articulating to UTS, must remain in their UTS College approved Student Residential Accommodation and Welfare arrangements, and will be covered by the UTS College CAAW, until: <ul style="list-style-type: none"> <li>• they turn 18; or</li> <li>• they are granted a release to transfer to another provider who agrees to take on their</li> </ul> </li> </ol>	<p>UTS College Student Success Advisor / UTSI / Student Residential Accommodation Provider / Welfare Provider</p>

	<p>accommodation and welfare responsibilities; or</p> <ul style="list-style-type: none"> <li>• they return overseas; or</li> <li>• they enter the care of a nominated guardian approved by the Department of Home Affairs.</li> </ul>	
UTS College Approved Transport	<p>11. All students under 18 years of age will need to have UTS College approved transport arrangements in place before their arrival in Sydney to ensure they are safely transported to their Student Residential Accommodation.</p> <p>12. UTS College under 18 students may request that they make their own airport transport arrangements; which will need to be approved by UTS College.</p> <p>13. UTS Direct Students cannot request to make their own airport transport arrangements and must use UTS College approved transport.</p> <p>14. The UTS College Student Success Advisor will confirm arrival dates with the student (and Channel Partner where applicable). They will also notify the nominated welfare guardian of the student's arrival details for all students under the age of 18 years.</p> <p>15. Students over 18 years of age do not require UTS College approved transport but may request it.</p>	UTS College Student Success Advisor Team
<b>Approving Student Residential Accommodation and Welfare Providers</b>		
Initial checks	<p>16. UTS College will only approve and enter into a contractual agreement with providers of Student Residential Accommodation Providers and Welfare Providers, where these providers meet all legislative and regulatory child welfare and protection requirements. UTS College must have evidence that the provider(s) meet UTS College minimum standards, as outlined in schedule 1 and 2 of the procedure.</p>	UTS College Student Success Advisor/ Student Residential Accommodation Provider / Welfare Provider
Grievances / Complaints	<p>17. After arrival, if any student including UTS Direct students express a concern with their accommodation all efforts will be made to rectify this. If the complaint is raised directly with UTS College, the UTS College Student Success Coordinator will take one or more of the following actions:</p>	UTS College Student Success Advisor / Homestay Provider

	<ul style="list-style-type: none"> <li>• Contact the third-party provider to raise the concern.</li> <li>• Determine whether the grievance relates to either the student or the third-party provider.</li> <li>• In the case of breach by either party, the student maybe moved by UTS College as soon as practicable, whilst causing as little inconvenience to the affected party as possible and at no additional cost to the student or UTS College</li> <li>• In the case of a misunderstanding, raise the issue with the student and provider and offer advice to solve the issue cooperatively.</li> <li>• Record all issues in StarRez under the student record and ensure the Homestay provider records in their complaints register</li> <li>• Grievances that require further attention must be lodged through the formal UTS College process via <a href="mailto:complaints.appeals@utscollege.edu.au">complaints.appeals@utscollege.edu.au</a>. Follow the UTS College 'Student Complaints and Appeals Policy and Procedure' for more details.</li> <li>• Monitor issues and follow up with the student, and third-party provider to confirm that a satisfactory solution has been reached for all parties.</li> <li>• Breach of any Third-Party Code of Conduct and Terms &amp; Conditions will be recorded as serious incidents.</li> <li>• Note: All critical incidents will be addressed as per UTS College's' Critical Incident Policy.</li> <li>• In case of student breaches, repeated failure to comply with code of conduct or serious incidents may result in initiation of the non-academic misconduct procedure.</li> </ul> <p>Note: Make sure there is always a contact available for the student residential accommodation provider, welfare provider and/or student to contact at UTS College in cases of complaints. For critical Incidents both UTS College and the Providers have in place 24/7 emergency contacts.</p>	
Third-Party fees & Charges	18. Payments made to third parties will be managed by the UTS College and/or third-party refund policies.	Third-Party Providers
Changes to Accommodation & Welfare Arrangements	<p>19. Under 18 students who have a CAAW cannot terminate their arrangements unless other suitable arrangements are in place. These arrangements need to be approved by UTS College/UTSI staff.</p> <p>Note: Students under 18 years of age can only change their third-party provider arrangements with the approval of UTS College. New contact details and</p>	Student/UTS College Student Success Advisor

	<p>Carer and Emergency details must be updated in Student One Ci by UTS College Student Success Advisor .</p> <p>20. Students over 18 years of age are able to change accommodation without notifying UTS College but should update their contact details in e-student. For international students this is a visa requirement.</p> <p><b>Note:</b> For UTS Direct students the UTS College Student Success Advisor update their own records and forward the change of homestay details onto UTS International (UTSI).</p>	
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<p>Student Holidays</p>	<p>21. Student on Holidays:</p> <p>Any student under 18 years of age wishing to travel overseas must provide their travel details to the UTS College Student Success Coordinator, complete a Holiday Application Form and use UTS approved transport to and from the airport; or make alternate transport arrangements with the Student Success Coordinator.</p> <p>Any student under 18 years of age wanting to holiday in Australia with their parents/legal guardians or stay with their parents for a short period of time (usually two weeks) must provide their parents travel details, accommodation arrangements, Australian address and contact details and complete a UTS College Short Stay Application Form.</p> <p>The UTS College Student Success Coordinator will :</p> <ul style="list-style-type: none"> <li>• flag the student as on holiday or short stay in STARREZ</li> <li>• notify Student Residential Provider and Welfare Guardians about students plans advising of return dates.</li> </ul> <p><b>Note:</b> For UTS Direct students the UTS College Accommodation Coordinator will forwards the holiday and shorts stay approval details onto UTS International (UTSI).</p> <p>Failure by the student to supply the required notice and/or travel details to the UTS College Accommodation team or failure to return back to student residence after the approved holiday or short stay period will result in a sanction placed on the student record.</p> <p>Furthermore, the student will be requested to attend a compulsory meeting with the Student Success Team Leader or the Student Success Advisor when they return.</p> <p>Any future beaches may result in non-academic misconduct being instigated.</p>	<p>Student/UTS College Student Success Coordinator</p>
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<p>Ongoing compliance and auditing</p>	<p>22. Once approved by UTS College, Student Residential Accommodation Providers and Welfare Providers must continue to meet legislative and regulatory requirements, applicable UTS College Policies and Procedures and minimum contractual service delivery standards.</p> <p>23. The UTS College Student Success Coordinator will undertake regular audits of Student Residential Accommodation Providers and Welfare Providers. to ensure adherence to legislative, regulatory and contractual agreements. Findings and any applicable recommendations will be presented to UTS College’s senior management team and to key UTS stakeholders, as appropriate.</p> <p>UTS College will monitor the suitability of student accommodation and welfare arrangements by seeking feedback from students and conducting regular, random checks, as outlined in the UTS College Third Party Audit process.</p> <p>24. For Student Residential Accommodation Providers: Checks conducted can include, but are not limited to the:</p> <ul style="list-style-type: none"> <li>• accuracy of the accommodation provider’s published contact details</li> <li>• access to their 24/7 emergency contact</li> <li>• detailed proof that the accommodation provider is abiding by and recording any curfew breaches by UTS College or UTS Direct under 18 students</li> <li>• accuracy of a student’s key contact details held by the accommodation provider</li> <li>• accommodation provider’s maintenance of appropriate communication and liaison with the student’s parent(s) or legal guardian or their approved welfare provider and records are held and easily accessible</li> <li>• student has been correctly inducted</li> <li>• documented monitoring of curfew for under 18 students.</li> <li>• accuracy and currency of any complaints and critical incidents including follow up actions</li> <li>• currency of any necessary documents such as public liability and indemnity insurances and Working with Children Checks (WWCC), and</li> <li>• provider can demonstrate all current legislative, regulatory and UTS College contractual requirements are maintained. (Refer Schedule 1).</li> </ul>	<p>UTS College Student Success Team / Student Residential Accommodation Provider</p>
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<p>Ongoing compliance and auditing</p>	<p>25. For Welfare Providers:</p> <ul style="list-style-type: none"> <li>• Checks conducted can include, but are not limited to the:</li> <li>• accuracy and currency of the student's accommodation and transport details</li> <li>• accuracy of the student's key contact details and the ease of access to the contact details of the person assigned to oversee the student's welfare arrangements</li> <li>• provider is accessible and responsive 24/7</li> <li>• provider has made phone contact with the student on the day of arrival</li> <li>• student has been correctly inducted</li> <li>• report sent to the student's parent's/legal guardian within 30 days of the student's arrival</li> <li>• regular personal contact with the student that has been maintained, including meetings in person as outlined in 'Schedule 2'</li> <li>• checking of details and currency of any complaints and critical incidents and follow up actions</li> <li>• provider maintains currency of any necessary requirements such as public liability and indemnity insurances and Working with Children Checks (WWCC), and</li> <li>• provider can demonstrate all current legislative, regulatory and UTS College contractual requirements are maintained. (Refer Schedule 2)</li> </ul> <p>26. UTS College will review this Procedure and related procedures at least once a year.</p>	<p>UTS College Student Success Advisor Team / Welfare Provider</p>
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## DEFINITIONS

<p>Accommodation and Welfare Administration Fee</p>	<p>This is a one-off fee payable directly to UTS College by the student or their parent/legal guardian and applies to all students who require UTS College to oversee their accommodation and welfare arrangements</p>
<p>Affiliates</p>	<p>UTS College Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.</p>

CAAW	Means the Confirmation of Appropriate Accommodation and Welfare and the Department of Education and Training pro-forma letter downloadable through PRISMS.
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DET	Means Department of Education and Training
ELT	Means English Language Teaching
Legal Guardian	Means a parent, step-parent, adoptive parent, or any other person who has legal responsibility for an international student.
PRISMS	Means the Provider Registration and International Students Management System.
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
Student Residential Accommodation Provider	Means a third party, other than a Homestay Provider approved by UTS College to provide residential accommodation to students.
UTS College	UTS College Limited, its representative offices and its controlled entities.
UTS Direct Student	Any student under 18 years of age who gains direct entry to UTS or completes an UTS College course offered offshore by an UTS College partner institution.
Welfare Provider	Means a third party approved by UTS College to provide student welfare arrangements
Working with ChildrenCheck	A legislated requirement under the <i>Child Protection (Working with Children) Act 2012</i> (NSW) and managed by the NSW Office of the Children's Guardian.

## SUPPORTING DOCUMENTS:

- *Education Services for Overseas Students Act 2000* (Cth)
- The National Code 2018
- UTS College Third Party Audit Process
- UTS College Management of Students Incidents Procedure
- UTS College Student Residential Accommodation & Welfare Policy
- UTS College Under 18 Policy
- UTS College Student Complaints and Appeals Policy and Procedure
- UTS College Critical Incident Policy – Student Management

## SCHEDULE 1: MINIMUM STANDARDS FOR STUDENT RESIDENTIAL ACCOMMODATION PROVIDERS

Principle	Responsible
<p>The purpose of these minimum standards is to ensure that Student Residential Accommodation Providers:</p> <ul style="list-style-type: none"> <li>offer appropriate support and accommodation in an approved residential environment</li> <li>assist students to experience the culture of the region in which they are studying</li> <li>encourage the sharing of students' own culture with their peers, and</li> <li>provide a structure for orientation, community interaction and network establishment for international students, especially those under 18 years of age.</li> </ul>	<p>Student Residential Accommodation Provider</p>
<p>Student Residential Accommodation Providers must meet the following minimum standards to be eligible for ongoing approval by UTS College:</p> <ul style="list-style-type: none"> <li>advertise and expressly inform students of all fees, including placement and boarding fees.</li> <li>advertise and comply with agreed cancellation policies</li> <li>provide each student, and UTS College, a current and accurate staff directory, including an emergency point of contact, available 24 hours a day, seven days a week</li> <li>notify UTS College and the student's Welfare Provider of any issues in a timely manner</li> <li>notify UTS College of all grievances, unresolved, resolved and any outcomes concerning student accommodation in a timely manner (Note: Students are able to raise grievances directly with UTS College at any time)</li> <li>liaise with UTS College, students and the students' Welfare provider regarding any student complaints.</li> </ul>	<p>Student Residential Accommodation Provider</p>
<p>Student Residential Accommodation Providers must make publicly available on the internet:</p> <ul style="list-style-type: none"> <li>policies and procedures outlining the fee structure and refund policy for all payments made</li> <li>their expectations of students, including campus rules and room standards</li> <li>complaint handling policies and procedures including provision to arrange for alternate room, where the student's existing room is unsuitable, and avenues for complaint and emergency escalation</li> <li>a copy of the proposed binding agreement to be signed by the Student Residential Provider, the student and their parent or legal guardian, or Welfare Provider.</li> </ul>	<p>Student Residential Accommodation Provider</p>

<p>Student Residential Accommodation Providers must provide evidence of:</p> <ul style="list-style-type: none"> <li>documented, compulsory and ongoing training for staff, including supporting data and training materials</li> </ul>	<p>Student Residential Accommodation Provider</p>
<ul style="list-style-type: none"> <li>regular communication and liaison with the student's parents, legal guardians or as appropriate welfare provider</li> <li>a documented and comprehensive approach to student orientation</li> <li>a 24/7 Emergency, their Critical Incident and Complaints Handling phone support strategy, including procedures for follow up action required</li> <li>an ongoing strategy for the management and accountability of all payments made on behalf of the student</li> <li>under 18 students adhering to an agreed curfew time between UTS UTS College and the accommodation provider.</li> <li>compliance with the Working with Children Check (WWCC) requirements</li> <li>appropriate and current, compulsory (guaranteed) insurance covers for the provider and students, as determined by UTS College from time to time, and in line with legislative and regulatory requirements.</li> </ul>	

## SCHEDULE 2: MINIMUM STANDARDS FOR WELFARE PROVIDERS

Principle	Responsible
<p>The purpose of these minimum standards is to ensure that Welfare Providers deliver high level welfare services for international students under 18 years of age.</p> <p>Welfare Providers must meet the following minimum standards to be eligible for approval by UTS College:</p> <ul style="list-style-type: none"> <li>• provide 24-hour access to emergency contact details for students and their parents or legal guardian in the event of an emergency</li> <li>• ensure that they maintain and can provide current records to UTS College, including: <ul style="list-style-type: none"> <li>○ a complete list of all past, current and pending UTS College students under the care of the welfare provider</li> <li>○ the dates of all the contact between the Welfare Provider and current students, including method of contact (in person or by phone) and a summary of the contact</li> <li>○ details of student's current and previous accommodation, including all contact details</li> <li>○ the name and contact details of the nominated individual welfare provider for each student, and their current WWCC or clearance reference</li> <li>○ copies of correspondence and documents concerning current students</li> <li>○ current course details for current students</li> <li>○ where student consent is obtained, photographs of current student</li> <li>○ a copy of the agreements between current students, parents or legal guardians and the Welfare Provider, including the commencement date and end date of the welfare arrangement.</li> </ul> </li> <li>• maintain compliance with the Working with Children Check (WWCC) requirements</li> <li>• maintain appropriate and current, compulsory (guaranteed) insurance covers for the provider and students, as determined by UTS College from time to time, and in line with legislative and regulatory requirements</li> </ul>	<p>Welfare Providers</p>

<p>Welfare Providers must:</p> <ul style="list-style-type: none"> <li>• have phone contact with the student on the day of arrival and meeting person within 48 hours of their arrival.</li> <li>• if meeting in person in 48 hours is not possible, the Welfare Provider must proactively inform UTS College of this and offer justification</li> <li>• maintain regular personal contact with all students, including speaking to students regularly by telephone and meeting student's in person</li> <li>• provide a single point of contact for under 18-year-old students</li> <li>• remain the key contact for the student, for UTS College, and the Student Residential Accommodation Providers</li> <li>• provide a 24/7 telephone advice and emergency assistance to all parties</li> <li>• provide students with a thorough induction and additional orientation of their accommodation, the city and UTS College campus</li> <li>• outline support services available to the student outside those provided by UTS College and UTS. This can include helping students to open local bank accounts and purchase SIM cards or mobile data plans, assisting students with personal problems or any issues in a timely manner as they arise</li> <li>• notify UTS College of any issues within 24 hours</li> <li>• be the main point of contact for UTS College to help address any attendance or academic progress concerns in a timely manner</li> </ul>	<p>Welfare Providers</p>
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<p>Welfare Providers must supply evidence of:</p> <ul style="list-style-type: none"> <li>• their Emergency, Critical Incident and Complaints Handling phone support strategies, including procedures for follow up action required</li> <li>• documented, compulsory and ongoing training for staff including supporting data and training materials</li> <li>• regular communication and liaison with the student's parents, legal guardians or Welfare Provider(s) as appropriate</li> <li>• a documented and comprehensive approach to student induction</li> <li>• an ongoing strategy for the management and accountability of all payments made on behalf of the student</li> <li>• complaint handling policies and procedures including provision to arrange for alternate room, where the student's existing room is unsuitable, and avenues for complaint and emergency escalation</li> <li>• advertising and expressly informing students of all fees for each calendar year</li> <li>• advertising and complying with agreed cancellation policies</li> <li>• providing each student, and UTS College, a current and accurate staff directory including an emergency point of contact available 24 hours a day, seven days a week</li> <li>• making available publicly on the internet:             <ul style="list-style-type: none"> <li>○ policies and procedures explain the fee structure and refund policy for all payments made</li> <li>○ clear expectations of students as per their 'agreements'</li> <li>○ a current 24- hour emergency contact.</li> </ul> </li> </ul>	<p>Welfare Providers</p>
<p>In regard to student support and advocacy, Welfare Providers must:</p> <ul style="list-style-type: none"> <li>• liaise with UTS College, students and the Student Residential Accommodation Provider regarding any student complaints including those regarding a student's accommodation</li> <li>• notify UTS College/UTS of all grievances, unresolved, resolved and outcomes including those concerning a student's accommodation in a timely manner. <b>(Note: Students are able to raise grievances directly with UTS College at any time)</b></li> <li>• represent the student on any discussion with UTS College, including assisting the student to lodge any complaint to UTS College.</li> </ul>	<p>Welfare Providers</p>

## ADMIN USE ONLY

APPROVAL	
Position title:	<b>Dean of Studies</b> <span style="float: right;">Date: 29 June 2020</span>
Procedure Title	Student Accommodation and Welfare Procedure
Executive Manager	Associate Dean of Studies
Manager	Manager Title
Procedure ID	PROC/OPS/08/20
Effective Date	29 June 2020

## VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0		June 2020	
1.1	Student Services and Administration Manager	Renamed Student Complaints Resolution Office (SCRO) to Complaints and Appeals Office  Added new mailbox <a href="mailto:complaints.appeals@utscollege.edu.au">complaints.appeals@utscollege.edu.au</a> .	October 2025