

International Under 18 Student Welfare Management and Orientation procedure

Approved by: Executive Director Education Enablement

Approval date: 10 June 2025

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Section 1. Purpose

- 1.1 The purpose of this procedure is to ensure TAFE NSW is committed to appropriately managing international students under the age of 18 and in alignment with the:
- a [Child Protection \(Working with Children\) Act 2012](#)
 - b [Child Protection \(Working with Children\) Regulation 2013 \(NSW\)](#)
 - c [Education Services for Overseas Students Act 2000 \(ESOS Act\)](#)
 - d [ELICOS Standards 2018](#)
 - e [International Student Management Policy](#)
 - f [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
 - g [National Principles for Child Safe Organisations 2019](#)
 - h [Student Critical Incident Policy](#)

Section 2. Scope and Audience

- 2.1 This procedure outlines the responsibilities and processes associated with managing international students under the age of 18, related to:
- a Coordinating with the [International Student Management Policy](#) and [Procedure](#).
 - b Arranging and monitoring accommodation and welfare provisions in accordance with legislative and institutional requirements.
 - c Supporting students through orientation and enrolment into their respective courses.
 - d Ensuring compliance with regulations regarding the care and welfare of international students under the age of 18.
- 2.2 This procedure does not cover academic instruction or curriculum development, nor does it apply to students aged 18 and over.
- 2.3 This procedure applies to the following TAFE NSW staff:
- a International secretariat staff, Conversion and Admissions Team, and International Customer Experience Coordinators (ICEC) and English Language Centre staff – responsible for overseeing the welfare and accommodation arrangements.
 - b International Customer Experience Coordinators (ICEC), English Language Centre staff and Student Services/Support Staff – involved in orientation, enrolment, and ongoing student support and welfare.
 - c TAFE NSW Homestay and Accommodation Officers – managing approved accommodation placements and monitoring compliance.

Section 3. Procedure

- 3.1 All staff involved in the management and support of international students under 18 must be aware and understand the requirements of the ESOS framework, TAFE NSW policies, and [child protection obligations](#) and legislation.
- 3.2 To ensure compliance with child safety regulations, TAFE NSW must implement the following measures:
- a Working with Children Checks (WWCCs) for all staff and homestay providers are completed and confirmed on the [Service NSW website](#).
 - b Ensure homestay providers provide evidence of verifying the Working with Children Check (WWCC) on the [Service NSW website](#) before accepting any application.
 - c Adhere to regulations regarding the reporting of child abuse by teachers.
 - d Ensure the availability of counsellors or other support personnel.
 - e Adhere to the minimum age requirements for the enrolment of overseas students in homestay accommodation.

Student Visa requirements

- 3.3 Prospective international students must demonstrate that they have adequate welfare arrangements in place for the length of the student visa or until they turn 18 years of age to be granted a student visa. They can do this by demonstrating that they will be accompanied by a parent or legal custodian, a suitable relative or that TAFE NSW approves the arrangements for the student's accommodation, support and general welfare. This is done when the provider issues a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.
- 3.4 Condition 8532 of the Student Visa Regulations requires international students under 18 to maintain accommodation and welfare arrangements approved by the Department of Home Affairs or TAFE NSW. These arrangements must be upheld for the period nominated by TAFE NSW or until the student turns 18. The minimum period nominated by TAFE NSW must be the length of the Confirmation of Enrolment (CoE) plus 7 days after the CoE ends or until the student reaches 18 years of age.
- 3.5 A student will be in breach of Visa Condition 8532 if they change their accommodation and guardianship arrangements without prior approval or fail to comply with TAFE NSW policies and procedures. The TAFE NSW International Unit will report any student who fails to comply with these requirements to the Department of Home Affairs via PRISMS.
- 3.6 When a student's enrolment is cancelled or suspended by TAFE NSW, the TAFE NSW International Student Unit must maintain the student's welfare arrangements until one of the following conditions is met:
- a the student is accepted by another registered provider who assumes responsibility for approving the student's accommodation, support, and general welfare arrangements.

- b the student leaves Australia
 - c other suitable arrangements are made that satisfy the Migration Regulations
 - d TAFE NSW reports that it can no longer approve the arrangements for the student.
- 3.7 If any of the circumstances described in clauses 3.15 are applicable, the student must be reported within 24 hours using the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' via PRISMS. This report may lead to the cancellation of the overseas student's visa by the Department of Home Affairs for breaching visa condition 8532.
- 3.8 TAFE NSW must make all reasonable efforts to ensure the overseas student's parents or legal custodians are notified immediately if it can no longer approve the student's welfare arrangement.
- 3.9 The responsibility of TAFE NSW for the Confirmation of Appropriate Accommodation and Welfare (CAAW) for an overseas student under the age of 18 will cease when the student turns 18 years of age.

Student's welfare arrangements not organised by TAFE NSW

- 3.10 If an international student under 18 years of age is not living in accommodation approved by TAFE NSW while in Australia, the Department of Home Affairs must approve the student's welfare arrangements before granting the student visa. Per the guidelines of the [Department of Home Affairs](#) (DoHA), the student may reside with an eligible relative who satisfies the following criteria:
 - a A parent, spouse, de facto partner, brother, sister, stepparent, stepbrother, stepsister, grandparent, aunt, uncle, niece, nephew, or a step-grandparent, step-uncle, step-niece, or step-nephew, as defined by the Department of Home Affairs.
 - b Nominated by a parent of the applicant or a guardian who has custody of the applicant.
 - c At least 21 years of age.
 - d Of good character, demonstrated by providing police clearance from countries in which they have lived for more than 12 months in the past 10 years after the age of 16.
 - e An Australian citizen, permanent resident, or holder of a valid visa (not a bridging visa) to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age, whichever occurs first.
- 3.11 The student's parent or guardian must complete the TAFE NSW Under 18 Student Accommodation and Welfare Arrangement Form provided by TAFE NSW and nominate the eligible relative as the accommodation and welfare provider.
- 3.12 TAFE NSW International will verify the details of the nominated eligible relative as per the criteria in 3.10 and request any documentation to support the verification. However, TAFE NSW is not responsible for the assessment of the nominated person according to Department of Home Affairs (DoHA) requirements.

- 3.13 The Department of Home Affairs will independently verify the relationship, and parents must provide the eligible relative's Police Clearance certificate and other supporting documents directly to DoHA.
- 3.14 TAFE NSW International is not required to issue a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter as the student's welfare and accommodation is not approved by TAFE NSW.
- 3.15 TAFE NSW International is not obligated to follow up on the arrangements established by the Department of Home Affairs. However, TAFE NSW has a duty of care for the student and will contact the Department of Home Affairs and offer appropriate support services to the student if it becomes aware that the student is not receiving proper care.
- 3.16 TAFE NSW International requires the name, address, home and mobile telephone numbers, and email address of the eligible relative, which must be recorded in TISIMS and kept up to date.

Student's welfare arrangements organised by TAFE NSW

Overview of requirements

- 3.17 TAFE NSW oversees the accommodation and welfare of students under 18 years of age through its Homestay Provider Agreement. This Agreement delineates the responsibilities of both the Homestay Provider and hosts, ensuring adherence to the requirements of the National Code 2018. To request a copy of the Homestay Service Provider Agreement, please contact TAFE NSW at international.secretariat@tafensw.edu.au.
- 3.18 Where TAFE NSW approves the accommodation, support and general welfare arrangements, the TAFE NSW International must:
 - a Designate the start and end dates of welfare responsibility by completing and signing the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter generated from PRISMS, which is created concurrently with the Confirmation of Enrolment (CoE). These dates must align with the students' visa start and end dates.
 - b Ensure the nominated dates for the student's accommodation, support and general welfare arrangements cover at least the length of the CoE plus a minimum of seven days at the end. TAFE NSW's responsibility under this provision continues until the student turns 18.
 - c Advise the Department of Home Affairs about the arrangements and any changes to them via PRISMS.
 - d Ensure all adults involved in or providing accommodation and welfare arrangements for the student have a current Working with Children Check (WWCC). This responsibility is part of the Homestay Provider's obligations under their Agreement with TAFE NSW.
 - e Check the suitability of the student's accommodation, support, and general welfare arrangements prior to approval and at least every six months thereafter. This includes a physical site visit, a student interview, and a student survey. For ongoing verification,

under-18 students are contacted each term to confirm they are in the approved accommodation and to address any issues with the arrangements. Any issues are followed up with the Homestay Provider and cross-checked with the approved Homestay host.

- f TAFE NSW is committed to managing critical incidents and emergency situations, including implementing support processes when welfare arrangements are disrupted. This is outlined in the Homestay Agreement (refer to section 6.3 of the Agreement). Refer to [Student Critical Incident Policy](#) for details. This is managed by internal process 'How do I manage critical incidents' (Section 4.3).
- g Continue welfare responsibility where a student's enrolment is terminated, suspended, or cancelled. See clause 3.67 for details.
- h Maintain up to date records of the students' contact details, including the contact details of the students' parents, legal guardian, or any adult responsible for the student's welfare.

3.19 In the event TAFE NSW is unable to contact a student and has concerns for the student's welfare, TAFE NSW will make all reasonable efforts to locate the student, including notifying the parent or guardian, police, Department of Home Affairs and the relevant ESOS Agency.

Commence Welfare Arrangements

3.20 There are three types of welfare arrangements for international students under the age of 18. These arrangements include:

- a. accommodation with an eligible relative
- b. accommodation with a non-eligible relative or family friend
- c. host family organised by TAFE NSW

3.21 Education agents or under 18 international students must include relevant documentation and forms specified in the application process to inform the Admissions Support Officer of the student's age and the type of accommodation and support arrangements required.

3.22 The Admissions Support Officer receives the Under 18 Student Accommodation and Welfare Arrangement Form and supporting documents from the under 18 international student or education agent.

3.23 The Admissions Support Officer enters the student's details into the Under 18 - Welfare Arrangement Log to manage the process of arranging accommodation and welfare for an under 18 students. This process ensures that the appropriate staff have access to the student's welfare arrangement details, safeguarding their welfare and support in accordance with [Standard 5 of the National Code 2018](#).

Eligible Relative process

3.24 When the students' parent or guardian nominates an eligible relative the Admissions Support Officer receives the TAFE NSW's Under 18 Student Accommodation and Welfare Arrangement

form from the international student or agent, while TAFE NSW will verify the documents provided, a CAAW form does not need to be issued.

- 3.25 For Eligible Relative nominations, when the Admissions Support Officer receives the Under 18 Student Accommodation and Welfare Arrangement Form, passport copy, and visa copy (if applicable) from the international student or education agent, no checks are required, and a CAAW form does not need to be issued. Upon receiving these forms, the Admissions Support Officer proceeds to issue a full offer letter.
- 3.26 The Admissions Support Officer requests the host to provide necessary documentation directly to the Department of Home Affairs and enters the host details in TISIMS.

Non-eligible relative or family friend process

- 3.27 When the students' parent or guardian nominates a non-eligible relative or family friend for accommodation and welfare, the TAFE NSW Admissions Support Officer will send the necessary documentation (see list 3.34) to the TAFE NSW-approved homestay provider and request that relevant checks, as outlined in the Homestay Service Provider Agreement, be conducted on the nominated host family.
- 3.28 The homestay provider company contracted by TAFE NSW performs necessary background checks, as outlined in the Homestay Service Provider Agreement, on the nominated non-eligible relative or family friend to ensure that the housing and host family are suitable for the under 18 students. The homestay provider then contacts and invoices the under 18 international students for services rendered.
- 3.29 The homestay provider informs TAFE NSW once they have received the screening results for the nominated non-eligible relative or family friend and have confirmed payment from the student. TAFE NSW requires supporting evidence that all checks have been completed, for example WWCC confirmation.
- 3.30 The Admissions Support Officer reviews the Homestay Accommodation Approval Form and Host Family Profile against the TAFE NSW International Admissions Guideline and provides written approval to the homestay provider to proceed with the host family.
- 3.31 The homestay provider then makes the necessary arrangements for the student with the approved Host family and completes and sends the Homestay Accommodation Approval Form to the Admissions Support Officer. This Admissions Support Officer will then issue a full offer letter to the under 18 students.
- 3.32 After issuing the e-Confirmation of Enrolment and the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) form to the under 18 international students, the Admissions Support Officer enters the host details in PRISMS under the parent/guardian section.
- 3.33 The homestay provider arranges the homestay with the approved host family and provides the homestay details to the under 18 international student or education agent. Once the arrival date is known, the homestay provider arranges airport pickup and communicates the details to the student or education agent.

Host family organised by TAFE NSW

- 3.34 The education agent or under 18 international student completes and submits an TAFE NSW's Under 18 Student Accommodation and Welfare Arrangement form to the Admissions Support Officer. This form allows TAFE NSW to send the necessary documentation, as listed below, to the homestay provider to initiate a search for a host family.
- a Copy of student's passport
 - b TAFE NSW Letter of offer
 - c TAFE NSW's Under 18 Student Accommodation and Welfare Arrangement form
 - d TAFE NSW homestay accommodation approval form
 - e Agent Information – name and email address
 - f In the case where the students' parent or guardian nominates a non-eligible relative or family friend, TAFE NSW will also send a copy of the guardians' passport and citizenship status.
- 3.35 TAFE NSW International designates the welfare responsibility start and end dates by issuing the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter generated from PRISMS, concurrently with the Confirmation of Enrolment (CoE).
- 3.36 TAFE NSW International issues a CAAW to confirm the placement of an overseas student into approved homestay arrangements. The student visa starts, and end dates will align with the dates in this letter, except when the student turns 18 during their studies, in which case the standard visa end date will apply. The Department of Home Affairs is not involved in this process.
- 3.37 TAFE NSW International may utilise a third-party service to assist in arranging accommodation for overseas students; however, TAFE NSW is responsible for ensuring the accommodation meets the requirements of the National Code (refer to 4.2.d).
- 3.38 The homestay provider company contracted by TAFE NSW performs necessary background checks, as outlined in the Homestay Service Provider Agreement, on the nominated non-eligible relative or family friend to ensure that the housing and host family are suitable for the under 18 students. The homestay provider then contacts and invoices the under 18 international students for services rendered.
- 3.39 It is important to note, that although TAFE NSW uses a Homestay provider, TAFE NSW remains ultimately responsible for the student's welfare and must ensure that the verification processes are thorough enough to confirm the student is residing in suitable accommodation. At TAFE NSW this is completed using the Homestay Service Provider Agreement.
- 3.40 The homestay provider informs TAFE NSW once they have received the screening results for the nominated non-eligible relative or family friend and have confirmed payment from the student.

- 3.41 The Admissions Support Officer reviews the Homestay Accommodation Approval Form and Host Family Profile against the TAFE NSW International Admissions Guideline and provides written approval to the homestay provider to proceed with the host family.
- 3.42 The homestay provider then makes the necessary arrangements for the student with the approved Host family and completes and sends the Homestay Accommodation Approval Form to the Admissions Support Officer.
- 3.43 The homestay provider informs the Admissions Support Officer once the student has paid their invoice. Upon receipt of this information, the Admissions Support Officer will issue a full offer letter to the under 18 students.
- 3.44 After issuing the e-Confirmation of Enrolment and the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) form to the under 18 international students, the Admissions Support Officer enters the host details in PRISMS under the parent/guardian section.
- 3.45 The homestay provider arranges the homestay with the approved host family and provides the homestay details to the under 18 international student or education agent. Once the arrival date is known, the homestay provider arranges airport pickup and communicates the details to the student or education agent.
- 3.46 The TAFE NSW International must advise the Department of Home Affairs via PRISMS within 24 hours if it is no longer able to approve the student's welfare arrangement.
- 3.47 If the TAFE NSW International enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, TAFE NSW, as the receiving registered provider, must:
 - a Negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap in providing welfare arrangements for the student.
 - b Inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved, or return to their home country until the new approved welfare arrangements take effect.

Orientation and Management of International Students Under 18

- 3.48 TAFE NSW supports under 18 international students in adjusting to study and life in Australia by ensuring they receive all necessary information pre-arrival and during their age- and culturally appropriate orientation session. The information provided includes:
 - a Support services available to assist overseas students in adjusting to study and life in Australia.
 - b Who to contact in an emergency situation, including contact numbers of the designated International Student Support contact, as required by the [National Code Standard 6.5](#).
 - c How to seek assistance and report any incident or allegation involving actual or alleged sexual, physical, or other abuse.

- d English language and study assistance programs.
- e Relevant legal services.
- f Emergency and health services.
- g TAFE NSW facilities and resources information.
- h Complaints and appeals information, including the various internal appeals processes, the internal complaints process and the details of the [NSW Ombudsmen](#).
- i Requirements for course attendance and progress, as appropriate.
- j Support services available to assist students with general or personal circumstances that adversely affect their education in Australia.
- k Inform students that they cannot change or amend their accommodation or living arrangements with approval for TAFE NSW

3.49 The TAFE NSW International Customer Experience Coordinator (ICEC) generates a report from TISIMS to identify international students under the age of 18 who will commence studies at TAFE in the upcoming semester. The ICEC then sends an invitation for the under 18 students to attend the mandatory orientation session.

3.50 The ICEC processes the enrolment activation for the student to begin their course, in accordance with the [International Student Management Procedure](#).

3.51 The under 18 international student begins their studies by attending their designated campus and classes as per their timetable.

Monitoring under 18 student welfare

3.52 TAFE NSW continually verifies the ongoing suitability of arrangements to comply with Standard 5.3.3. Students under 18 are contacted each term to confirm they are in approved accommodation and to address any issues with the arrangements. If issues are reported, TAFE NSW meets with the Homestay Provider and cross-checks with the approved Homestay host. Any changes or issues with the arrangement are continuously followed up and documented.

3.53 TAFE NSW or its contracted Homestay provider must verify that the overseas student's accommodation is suitable for their age and needs. This verification must occur:

- a Prior to the approval of the accommodation.
- b At least every six months thereafter.

3.54 As outlined in section 4.2 of the Homestay Service Provider Agreement, subsequent monitoring should be conducted using rigorous processes, which may include:

- a A physical site visit.
- b A student interviews.
- c A student surveys.

- d Any other methods to confirm that the accommodation continues to meet the overseas student's needs.
- 3.55 In the semester following the commencement of studies, the ICEC reviews the welfare of under 18 students using the Under 18 Student Welfare Checklist. The ICEC will contact the homestay provider or the designated distant relative/family friend to confirm that the welfare arrangement remains in place.
- 3.56 The homestay provider must immediately notify TAFE NSW in the event of an emergency or critical incident related to the Homestay Accommodation. The homestay provider must inspect the Homestay Accommodation and report their findings to TAFE NSW.
- 3.57 If an inspection reveals that the Homestay Accommodation does not comply with any of the Accommodation Standards, the homestay provider must promptly notify TAFE NSW and take the necessary actions to ensure compliance with all Accommodation Standards.
- 3.58 If TAFE NSW raises any concerns regarding the Homestay Accommodation, the homestay provider must inspect the Homestay Accommodation within seven days of TAFE NSW's request and report their findings. The homestay provider must also ensure that TAFE NSW has the right to inspect the Homestay Accommodation at any reasonable time with reasonable notice.
- 3.59 If issues are identified, the ICEC must inform all relevant stakeholders upon being notified by either the homestay provider or the under 18 students. Relevant stakeholders include:
 - a Always include - Parents/legal guardians of the student
 - b Always include - ICEC lead
 - c May include - Delivery team (if applicable)
 - d May include - International education agent (if applicable)
 - e May include - Homestay provider (if applicable)
- 3.60 The ICEC must conduct an interview with the under 18 students, either in person or via phone, to ascertain the issue and discuss potential solutions. Depending on the issues raised, the under 18 students may need to complete relevant forms, with assistance from the ICEC.
- 3.61 If no issues are identified, the ICEC must continue to monitor the student's welfare each academic semester until the student turns 18.
- 3.62 All relevant monitoring records must be securely stored in the student's file.

Breach of conditions by homestay provider

- 3.63 In the event of a breach of conditions by the homestay provider, the international student Officer (ISO) must liaise with the homestay provider to arrange emergency housing for the international student upon being informed of the breach. The ISO must notify the ICEC and the ICEC Lead once the emergency housing arrangement has been established.
- 3.64 The homestay provider must identify an alternate host family and complete the TAFE NSW Homestay Accommodation Approval Form when new homestay arrangements are made. Based

on the information provided by the homestay provider, TAFE NSW must update the International Student's Confirmation of Appropriate Accommodation and Welfare (CAAW) and Confirmation of Enrolment (CoE) on PRISMS as necessary.

Student requests changes to arrangements

- 3.65 Under 18 international students may request changes to their welfare arrangements, including:
- a If a student wishes to change their host family, the ICEC must liaise with the homestay provider to identify alternative arrangements. The ICEC must request relevant screening checks, as per Homestay Service Provider Agreement, on the new host family and ask the student to complete and submit the relevant form along with supporting documentation to facilitate the change.
 - b If a student requests changes involving an eligible relative, non-eligible relative or family friend, the ICEC must inform the homestay provider of this change. The homestay provider contracted by TAFE NSW must perform necessary background checks on the non-eligible relative or family friend to ensure the nominated housing and guardian are suitable for the under 18 students. When a student wishes to end their homestay arrangement and stay with a non-eligible relative or family friend, the ICEC must request the student to complete and submit the relevant forms along with supporting documentation.
 - c For short-term visits with parents, the ICEC must receive the request from the student or the homestay provider indicating that the student's eligible relatives will be in Sydney and wish to assume guardianship of the student temporarily. TAFE NSW must confirm this information, in writing, with the under 18 student's parents or legal guardians.
- 3.66 Based on any new arrangements and information provided by the homestay provider, TAFE NSW must update the International Student's Confirmation of Appropriate Accommodation and Welfare (CAAW) and Confirmation of Enrolment (CoE) on PRISMS where necessary.
- 3.67 The ICEC must communicate the outcomes to the student in writing and store all relevant documentation in the student's secure files.

Breach of condition by student

- 3.68 If a breach of conditions by the student has occurred, the ICEC must issue a warning letter to the student upon being notified of the breach. The warning letter must clearly specify the deadline by which the student must rectify their actions.
- 3.69 The ICEC must follow up with the homestay provider to verify whether the under 18 student is complying with homestay conditions. The ICEC must monitor and liaise with the student and the homestay provider. If the student continues to breach conditions, the ICEC must inform the ISO to proceed to cancel the student's electronic Confirmation of Enrolment (e-CoE) and Confirmation of Appropriate Accommodation and Welfare (CAAW) on PRISMS, thereby notifying the Department of Home Affairs.

- 3.70 The ISO must inform the international student, their parents or legal guardians, the Head Teacher, the International Customer Experience Lead and Coordinator, and other relevant stakeholders that the student's CoE and CAAW have been cancelled. All relevant documentation must be filed in the student's record.
- 3.71 Any planned travel by the student must be approved by TAFE NSW. Students must apply for travel approval from TAFE NSW using the students under 18 travel approval form.

Welfare arrangements unable to be approved or are terminated

- 3.72 TAFE NSW may only terminate welfare arrangements under the following conditions:
- a If alternative welfare arrangements have been established. TAFE NSW must confirm that the new welfare arrangements are formally in place before terminating the Confirmation of Appropriate Accommodation and Welfare (CAAW).
 - b If the student's parent, legal custodian, or eligible relative plans to care for the overseas student for a short period, TAFE NSW should maintain the CAAW arrangement rather than terminate it.
- 3.73 TAFE NSW will be unable to continue its approval of the welfare arrangements of a student in the following circumstances:
- a The overseas student refuses their accommodation or leaves their accommodation without notice, even after TAFE NSW has exhausted all avenues to assist the student in maintaining appropriate arrangement.
 - b The Homestay Provider or the Homestay Host becomes unable to maintain arrangements.
 - c The international student is missing from their accommodation and cannot be found or contacted, even after TAFE NSW has implemented its [Student Critical Incident policy](#) and actions outlined under clause 3.19.
 - d An unapproved travel, where a student has left their approved accommodation and taken a trip within or outside Australia without informing TAFE NSW.
 - e The international student's enrolment is suspended or cancelled.
- 3.74 TAFE NSW must make all reasonable efforts to ensure the overseas student's parents or legal custodians are notified immediately if it can no longer approve the student's welfare arrangement.
- 3.75 Where a student's enrolment is terminated, suspended, or cancelled TAFE NSW retains responsibility for the student's welfare, until any of the following occur:
- a the student is accepted by another registered provider who takes responsibility for the accommodation, support, and student welfare.
 - b care of the student by a parent or nominated relative is approved by Immigration
 - c the student leaves Australia.
 - d the provider appropriately reports it can no longer approve arrangements for the student.

- e TAFE NSW has notified DoHA that it is no longer able to approve the student's welfare arrangements as per clause 3.73 or TAFE NSW is unable to contact a student and has concerns for the student's welfare and clause 3.19 has been enacted.

Section 4. Monitoring

- 4.1 Homestay Service Provider Agreements are reviewed and managed under the provisions the TAFE NSW Third Party Agreement Policy.
- 4.2 Education Agent Agreements are reviewed and managed under the provisions of the Education Agent Management Policy and the TAFE NSW Third Party Agreement Policy.
- 4.3 The Responsible Officer or their delegate will monitor the effectiveness of, and feedback received relating to this policy and take action to ensure its continued improvement and adherence to legislative and regulatory requirements.
- 4.4 The Responsible Officer will coordinate a formal review of this policy every two years or where a change to legislation or organisational structures.

Section 5. Responsibilities

Position	Responsibility
Executive Director, Education Enablement (Accountable Officer)	Oversight of the development, review and amendment of this procedure, with the authority to approve revisions to the procedure to ensure alignment with regulatory and legislative requirements and current TAFE NSW operations.
Director, International	Supports the Accountable Officer in the development, monitoring, review, amendment of this procedure, to ensure alignment with regulatory and legislative requirements and current TAFE NSW operations.
International Team	International staff who: <ul style="list-style-type: none"> Manage the Homestay Service Provider Agreement and dealings with the provider. Manage applications and verification activities required for the establishment and ongoing monitoring and management of welfare, accommodation and reporting requirements.
International Customer Experience Team	Manages under 18 student welfare, critical incidents with international students and monitor progress of international students.
International students	Access, and where relevant, adhere to the requirements of this procedure.

Section 6. Governance information

Governance	Details
Related policies	<p>This procedure is governed by the following:</p> <p>International Student Management Policy</p>
Related documents	<p>This procedure is to be read together with:</p> <ul style="list-style-type: none"> - Education Agent Management Policy - TAFE NSW Third Party Agreement Policy - Student critical incident policy - How Do I Commence Welfare Arrangements for Under 18 International Students - How do I manage under 18 international students - PRISMS User Guide Forms: - Under 18 Student Accommodation and Welfare Arrangement Form - Partner Homestay Providers List - Homestay Accommodation Approval Form - Under 18 Welfare Arrangement log (Accessible upon request) - TAFE NSW International Admissions Guideline (Accessible upon request) Issued in PRISMS (Accessible by PRISMS Users) - Confirmation of Enrolment (CoE) - Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW)
Accountable Officer	Executive Director Education Enablement
Responsible Officer	Director, International
Content Manager number	PROJ20/3219
Next review date	10/6/2027 - equal to 2 years from the approval date, unless legislation states otherwise

Section 7. Definitions

Word	Definition
International student (Overseas student)	A person (whether within or outside Australia) who holds a student visa, which is subject to the ESOS Act and National Code. Students in other classes of visa are not included in the scope of this procedure.
PRISMS	Provider Registration and International Student Management System
TISIMS	TAFE International Students Integrated Management System
Provider	An institution (as defined in the ESOS Act) or other body or person in Australia that provides or seeks to provide courses to overseas students. To provide courses, a provider must comply with State or Territory approval requirements and become registered on CRICOS.
Student Visa	A visa granted under the Migration Act 1958 to overseas students. The Department of Home Affairs administers the Act and issuing of visas.

Section 8. Document history

No.	Effective	Approved by	Amendment
1	30 November 2020	General Manager - Educational Planning and Service Delivery	First release of document
2	June 2025	Director, Education Enablement	Amendments arising from a formal review, operational model changes and consolidation of the International policy and procedure suite.