
Under 18 Student Management Policy

This policy is current as of 1 January 2014 and will be reviewed by Kaplan at least annually.

Scope

This is applicable to Kaplan Business School Pty Ltd and applies to:

- any domestic students who are under the age of 18 years old
- any international students who are aged under 18 years where Kaplan has taken on the responsibility under Standard 5 of the National Code 2007 where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative or friend.

Purpose

The purpose of the Under 18 student management Policy is to:

- provide guidance when making decisions concerning students who are under the age of 18 years
- ensure appropriate arrangements are made to protect the personal safety and social wellbeing of those students
- ensure all relevant legislation is adhered to for international and domestic students.

Principles

Kaplan takes special care and interest in the welfare of Under 18 students. Staff are expected to be aware of all students attending Kaplan who are younger than 18 years of age and to assist in providing the extra level of care that is required for these minor students. This applies with effect from the student's arrival in a course (or Australia for international students), unless the student is accompanied by a parent or guardian.

The policy is designed to meet the requirements of the Commonwealth of Australia, Tertiary Education Quality and Standards Agency Act 2011, Higher education Standards Framework (Threshold Standards) 2011, Provider Course Accreditation Standards.

This policy has been also developed to meet the requirements of the ESOS National Code 2007 Standard 5, where international students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative. By default, the nominated date for which Kaplan accepts responsibility for approving the international student's accommodation, support and general welfare arrangements is for the period of the Confirmation of enrolment (CoE) plus 7 days before and after the CoE date. This is done using the DIBP pro forma letter available through PRISMS.

Procedures

International students

Kaplan is required to confirm to DIBP that appropriate arrangements are in place by completing a declaration called the Confirmation of Appropriate Accommodation and Welfare (CAAW), using the pro forma letter available through PRISMS, which is to be submitted by the student as part of the visa application; and advise, in writing, of the approval using the pro forma letter available through PRISMS.

Kaplan will sign the CAAW on the conditions that students live in an approved homestay or with an approved caregiver.

For students with a student visa that covers multiple courses, Kaplan will approve the welfare of students who are enrolled in course offered by Kaplan, as covered by the period of the Confirmation of enrolment (CoE) plus 7 days, using the pro forma letter available through PRISMS.

Parents can apply to nominate themselves or a relative for the student to live with and act as the approved caregiver. Kaplan is not responsible for ensuring the relative is genuine as DIBP uses its own processes to determine the authenticity of relationships in the arrangements it approves. Kaplan acknowledges it has a duty of care to contact DIBP if it becomes aware that the student is not being well looked after.

For students to live with an approved caregiver – either a parent or relative - the carer must meet the criteria as stated in the management of International Students policy and sign an agreement form with Kaplan.

Kaplan will send CoE, accommodation and internet access consent forms and information letter to parents and guardians regarding under 18's studying at Kaplan and the responsibilities of the parent/guardian. Kaplan will also send an information letter to students regarding studying at Kaplan and the responsibilities of the student.

Procedure before and on arrival

To ensure that all students who are under the age of 18 are managed appropriately pre-arrival Kaplan will:

- Identify all under 18 students prior to an intake commencement and compile into a master list. This will assist Kaplan to monitor attendance and academic achievement and deal with as appropriate
- Record in the database those students who are under 18 including full name and contact details of parents and caregivers/guardians and add any relevant hard copy documentation on an ongoing basis into the students' hard copy folders in Admissions
- Check that the above-mentioned internet access form has been signed, returned to Kaplan and recorded in student's database records
- For international students, ensure that the agent representing this student is aware of and able to access information regarding Kaplan's Under 18 policy (including the student's, care-givers and Kaplan's obligations) and ask that this is forwarded on to the student's parents.

Accommodation

Where appropriate, Kaplan will ascertain the student's accommodation arrangements. Please see Management of International Students for information on accommodation needs.

Teacher support

Kaplan will undertake the following processes in relation to the student's academic support needs:

- Assign each under 18 student to a Home Class Teacher, who will take responsibility for conducting an initial interview and any regular ongoing interviews with the students, and reporting appropriately to parents and to the relevant Academic Manager. Home Class Teachers are required to be contract teaching staff who are also one of the student's regular teachers
- Should a suitable Home Class teacher not be available, the regular meetings will be conducted by a nominated Academic staff member
- Ensure all identified Home Class teachers have received training in requirements and appropriate responses with regards to regular meetings with under 18 students.

Orientation

Kaplan will undertake the following processes in relation to the student's orientation needs:

- Host an under 18s information session at or after orientation discussing with them the obligations of the accommodation provider, the Institute's obligations and responsibilities towards them, and their own obligations towards the Institute and the accommodation provider
- Organise for each student to visit the relevant Academic manager after they have received their timetable or the allocated Home Class Teacher at a certain time and day each fortnight.

Fortnightly meetings

- These are compulsory one-on-one meetings every fortnight between the nominated academic or the allocated Home Class teacher and the student with a minimum duration of 10 minutes
- At the meeting, areas of student welfare that may be covered include: accommodation; their general health and welfare; their general behaviour; their attendance; their relationships; their contact with their parents, additionally check with the student that our database details correctly reflect their current address
- The student should be specifically invited to provide information on anything about their welfare/living arrangements/health, etc. that is a concern to them
- Record on the student's database record that this meeting has taken place and record any serious issues. If the meeting is conducted by the Home Class teacher, any issue must be reported to the Manager of Student Learning for appropriate follow up
- After the meeting with the student, student's parents are emailed the outcomes of the meeting, a record of the meeting is recorded in the student database the hard-copy that this email has been sent, file the hard-copy in the student's under 18 file and any issues of importance are raised with the relevant Kaplan Manager or the Campus Head/Manager as appropriate

- Notes of these meetings should be maintained. The purpose of these meetings is to monitor the student's accommodation arrangements, their general health and well-being, their behaviour and attitude, their attendance, their relationships with other students, staff and homestay family members; and their contact with parents and/or agents
- Students who miss these meetings will be contacted and reminded (given a warning about the need for the meetings). If further meetings are missed, this should be reported to the student's parents/agent in writing and also to the Campus Head/Manager, who may have to intervene.

Procedures for on-going management of students

Kaplan will compile a list of all students under the age of 18 years currently studying in Kaplan and must make up a separate student file for these students and keep these files in a separate filing cabinet. All documents relating to the welfare of the under-aged students will be kept in these files – including, but not limited to:

- Internet Consent Form
- Homestay details – name, address, Working with Children card, etc.
- Notes taken at inspection of homestay
- Parent's consent for student to live with nominated guardian and details of this guardian – name, address, telephone contact, and evidence of the relevant Kaplan Manager having visited the guardian's home to ensure that all arrangements for the welfare of the student are suitable.

At the commencement of each trimester, all teachers should be informed about which student(s) in their class is under 18 years of age. Teachers of under aged students should meet with each other and relevant academic and operational Managers once per fortnight, or as required to go through the list of students and briefly note if there are any matters regarding the student(s) that need attention.

All under 18 students and caregivers will be provided with a 24 hour contact telephone number in case of emergency.

Enrolment matters (International students)

If a student transfers to another provider before the actual finish date according to the students CoE, Kaplan will report under National Code Standard 5.1.d that it can no longer approve the arrangements for the student according to Kaplan's Cancellation of Enrolment/Transfer Policy.

If the student is suspended from studies or has their enrolment cancelled, Kaplan must continue to check the suitability of arrangements for that student until:

- The student is accepted by another registered provider who agrees to take over responsibility for the student's welfare and safety
- The student leaves Australia
- Other suitable arrangements are made for the student and these satisfy the Migration Regulations.

Kaplan must inform DIBP of the change in the student's status.

Teaching requirements

Kaplan ensures that staff who teach students in the course of study have an understanding of pedagogical and/or adult learning principles relevant to the student cohort being taught. Teachers will regularly monitor, evaluate and report on under 18 student's achievement. This may be achieved through methods such as:

- providing students with feedback on their performance
- engaging in ongoing communication with parents/caregivers/guardians about student achievement and progress
- making judgements of student achievement in relation to expected standards
- administer prescribed system assessments
- using student performance information to plan future learning programs.

Ongoing communication throughout the year is critical to ensure parents/caregivers/guardians are kept informed of the under 18 student's progress. It also provides an opportunity for parents to inform the school of any developments at home. As such, teachers can report informally in a variety of ways, including:

- interim reporting, to Academic Coordinators
- teacher discussions
- telephone discussions between parents and teachers and informal encounters and discussions
- letters, email and other forms of correspondence from teachers and/or Kaplan to advise parents about successes or concerns
- student-directed reporting, in which students show how their knowledge, skills and understandings have developed through discussions or presentations of key achievements
- responses to requests from parents for additional information.

Related policies

This policy should be read in conjunction with the following Kaplan policies:

- Access and Equity Policy
- Attendance policy
- Critical incident policy
- Management of International Students policy
- Complaints and Appeals Policy

Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education.