

Policy and Procedure – Under 18 Student Welfare and Accommodation Arrangement

Document

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28/06/2019	TEQSA renewal and to update related documents	28/06/2021

1. Purpose and Scope

The purpose of this document is to ensure that all staff are aware of the procedures which are related to the arrangement of welfare and accommodation for under 18 students.

2. Background

It is a condition of enrolment that all Navitas English students under 18 years of age must have adequate welfare arrangements in place during their stay in Australia, regardless of visa type. In order to maintain standardised process across all campus this document outlines the following procedures:

Student Visa Holders

- Arrangement of welfare and accommodation
 - Student resides with a parent or legal custodian
 - Student resides with a DIBP approved relative nominated by the student's parents
 - Accommodation and welfare arrangements are approved by Navitas English
 - Living with Navitas English approved family
 - Living with Navitas English approved family requested by students' parents
 - Change of Navitas English living arrangements for student visa holders
 - Suspension or cancellation of enrolment for student visa holders
 - Welfare arrangements approved by another registered provider

Tourist Visa Holders

- Arrangement of welfare and accommodation
 - Student resides with parent or legal custodian
 - Student resides with a relative
 - Student resides with a family friend
 - Accommodation and welfare arrangements are approved organised by Navitas English

Student and Tourist Visa Holders

- Welfare arrangements approved by another registered provider
- Excursions
- Welfare arrangements approved by another registered provider
- Verifying homestay accommodation remains appropriate every six months
- Critical incidents and processes for managing emergency situations when the welfare arrangements of students under 18 are disrupted
- Unstable and threatening student behaviours in homestay
- Maintenance of up-to-date contact details for students, parents, hosts, legal guardians and any adult responsible for the student's welfare
- Early notification to DIBP of changes to U18 students' welfare arrangements

Documented processes for verifying accommodation is appropriate to the student's age and needs

The Navitas English Student Services team works closely with younger students' families/legal guardians and agents, in advance of their arrival, to gain an understanding of their needs and preferences in order to provide appropriate homestay accommodation.

Prior to accommodation being allocated and approved, a Homestay Preferences form is completed by the student and returned to SSOs to ascertain the following.

The student's:

- Age
- Gender
- Hobbies & interests
- Previous studies
- Medical conditions
- Special needs
- Languages spoken
- Level of English
- Composition of family of origin
- Urban, regional or rural background
- Personality traits

Additionally, the student's preferences for;

- quiet or busy home
- young children, teenagers, no children
- other students
- pets (cats and dogs)
- smoking/non smoking
- single room or sharing

Navitas English maintains a detailed host database with similar categories to those above within the host's profile. This information assists staff with making informed placement decisions that take into account student maturity, needs and preferences. Through regular phone contact with hosts and close monitoring of student homestay evaluations, SSOs are able to gain a richer understanding of which hosts amongst the available host pool are more likely to suit individual student profiles.

3. Policy and Procedures

All Navitas English staff are to follow the procedures below when arranging adequate welfare and accommodation for under 18 students regardless of visa type

Student Visa Holders

Arrangement of Welfare and Accommodation

Navitas English students studying on a student visa and are under 18 have a number of options regarding their accommodation and welfare arrangements which are approved by DIBP. The procedure for each of these is detailed below:

Student Resides with a Parent or Legal Custodian

1. The AO will receive the completed application form with notification that the student will live with a parent or legal custodian
2. The AO will send to the agent/parent/legal custodian and cc ACO/SSM the following form:
 - a. Under 18 Guardianship Form: Living with Parent or Legal Custodian
3. The parent/legal custodian and student are required to complete the form, supply accompanying documents and return them to the AO
4. The AO receives the completed form and accompanying documents and checks that they are completed correctly. If they are completed correctly the AO issues the eCOE (if applicable). No CAAW letter is to be issued

5. The AO saves the completed form and accompanying documents on the S:Drive and sends a copy to the ACO/SSM
6. ACO/SSM receives the completed form, accompanying documents, updates the SMS diary section with accommodation and parent/legal custodian information and files the form in an appropriate location
7. The SSM is responsible for ensuring the completed forms are received prior to commencement of the students course

Student resides with a DIBP approved relative* ± nominated by the student parents

*A relative under DIBP regulations means a brother, sister, step-parent, step brother, step sister, grandparent, aunt, uncle, niece, nephew, step-grandparent, step-aunt, step-uncle, step-niece, or step nephew

±A relative under DIBP regulations must be over 21 years of age, of good character and be eligible to live in Australia for the duration of the students studies

1. If the student's parents are arranging accommodation for their child for the duration of the stay in Australia then the AO will receive the completed application form and notification that the student will live with a DIBP approved relative
2. The AO will send to the agent/parent/legal custodian and cc ACO/SSM the following form:
 - Under 18 Guardianship Form: Living with an Approved Relative
3. The parent/legal custodian, student and the DIBP approved relative are required to complete the forms, supply accompanying documents and return them to the AO
4. The AO receives the completed forms and accompanying documents and checks that they are completed correctly. If they are completed correctly the AO issues the eCOE. No CAAW letter is to be issued
5. The AO saves the completed form and accompanying documents on the S:Drive and sends a copy to the ACO/SSM
6. ACO/SSM receives the completed form, accompanying documents, updates the SMS diary section with accommodation and relative information and files the form in an appropriate location
7. The SSM is responsible for ensuring the completed forms are received prior to commencement of the students course

Accommodation and welfare arrangements are approved by Navitas English

Living in a Navitas English Approved Family

Navitas English will approve of the student welfare and accommodation if they live with a Navitas English approved family and are appointed a separate Navitas English approved carer/guardian.

1. The AO will receive the completed application form and notification that the student will have accommodation and welfare organised by Navitas English
2. The AO will send to the agent/parent/legal custodian and cc ACO/SSM the following form:
 - Under 18 Guardianship Form: Accommodation and Welfare Arranged by Navitas English
3. The parent and student are required to complete the forms, supply accompanying documents and return them to the AO
4. The AO receives the completed forms and accompanying documents and checks that they are completed correctly. If they are completed correctly the AO issues the eCOE and CAAW
5. The AO saves the completed form and accompanying documents on the S:Drive and sends a copy to the ACO/SSM
6. ACO/SSM receives the completed form, accompanying documents, updates the SMS and files the form in an appropriate location

7. The SSM/ACO will organise suitable Navitas approved homestay and guardianship for the duration of the students requested accommodation upon the student meeting payment requirements

Living in a Navitas English Approved Family Requested by Student Parents

If the student's parents request that the student live with a family friend, then the following procedure needs to be followed. In this instance the student must pay a homestay inspection fee but there are no weekly homestay fees. The student must have a Navitas English approved carer (appropriate fees are payable)

1. The AO receives the completed application form and notification that the student would like to live in a family requested by the student parents
2. In the homestay section on the SMS the AO will enter the request for the whole duration of the welfare and accommodation. The AO will request that the agent/parent sends the host registration fee payment (non-refundable)
3. Upon receipt of the host registration fee the AO will inform the SSM that the homestay application process needs to be commenced
4. The SSM/ACO will follow the homestay recruitment processes as described in ETP 3.01 Policy Procedure NE Homestay Recruitment, Maintenance and Arrangement. Upon completion the SSM/SCO will advise the AO of the approval or rejection^o of the homestay application.
5. If approved the AO will email the agent/parent/legal custodian and cc ACO/SSM the following form:
 - Under 18 Guardianship Form: Accommodation and Welfare Arranged by Navitas English
6. The parent and student are required to complete the forms, supply accompanying documents and return them to the AO
7. The AO receives the completed forms and accompanying documents and checks that they are completed correctly. If they are completed correctly the AO issues the eCOE and CAAW
8. The AO saves the completed form and accompanying documents on the S:Drive and sends a copy to the ACO/SSM
9. ACO/SSM receives the completed form, accompanying documents, updates the SMS and files the form in an appropriate location
10. The SSM/ACO will organise the homestay as requested and appoint a Navitas English carer for the duration of the students requested welfare upon the student meeting payment requirements

^oIf the homestay application is rejected then the parents must choose an alternative accommodation and welfare option if they wish to continue their child's enrolment.

If the student is applying for a student visa, Navitas English will approve welfare arrangements for the duration of the accommodation booked by the student. The AO will complete a Confirmation of Appropriate Accommodation/Welfare (CAAW) form when issuing the CoE if Navitas English has been requested by the parents to approve the student's welfare arrangements. The nominated dates on the CAAW form will align with the requested accommodation dates or a minimum of 1 week after their course finishes. DIBP stipulates that providers must nominate a minimum period of CoE plus seven days at the end of the CoE, or if the student turns 18 during the course, the provider must nominate a period of the start of the CoE through until the students 18th Birthday.

Change of Navitas English living arrangements for student visa holders

1. Should an under 18 year old student holding a student visa who is under Navitas English welfare arrangements change their living arrangements or if Navitas English no longer approves of the arrangements, the SSM must notify the SAO who is to notify DIBP via PRISMS
2. If an under 18 year old student changes their living arrangements and Navitas English approves the changed arrangement, the SSM must notify the SAO who is to inform DIBP of the change via PRISMS

3. If the student changes their living arrangements and Navitas English no longer approves of the arrangements, the SSM must notify the SAO who is to inform DIBP of the change via PRISMS. The student may be in breach of their student visa and their visa may be subject to cancellation

Suspension or cancellation of enrolment for student visa holders

If Navitas English suspends or cancels the enrolment of an under 18 year old student holding a student visa then Navitas English will continue to check the suitability of arrangements for that student until either:

- The student is accepted by another registered provider and that registered provider takes over responsibility for approving the students accommodation, support and general welfare arrangements
- The student leaves Australia
- Other suitable arrangement are made that satisfy migration regulations, or
- Navitas English can no longer approve the arrangements of the student

In the event of any of the above circumstances the SSM will notify the SAO who is to notify DIBP via PRISMS.

Tourist Visa Holders

Navitas English students studying on a tourist visa and are under 18 have a number of options regarding their accommodation and welfare arrangements. The procedure for each of these is detailed below:

Arrangement of Welfare and Accommodation

Student Resides with a Parent or Legal Custodian

1. The AO will receive the completed application form with notification that the student will live with a parent or legal custodian
2. The AO will send to the agent/parent/legal custodian and cc ACO/SSM the following form:
 - a. Under 18 Guardianship Form: Tourist Visa
3. The parent/legal custodian and student are required to complete the form, supply accompanying documents and return them to the AO
4. The AO receives the completed form and accompanying documents and checks that they are completed correctly
5. The AO saves the completed form and accompanying documents on the S:Drive and sends a copy to the ACO/SSM
6. ACO/SSM receives the completed form and accompanying documents and updates the SMS diary section with accommodation and parent/legal custodian information and files the form and accompanying documents in an appropriate location
7. The SSM is responsible for ensuring the completed forms and accompanying documents are received prior to commencement of the students course

Student resides with an approved relative± nominated by the student parents

±A relative must be over 21 years of age and be eligible to live in Australia for the duration of the student studies

1. If the students' parents are arranging accommodation for their child for the duration of the stay in Australia then the AO will receive the completed application form and notification that the student will live with a relative
2. The AO will send to the agent/parent/legal custodian and cc ACO/SSM the following form:
 - Under 18 Guardianship Form: Tourist Visa

3. The parent/legal custodian, student and relative are required to complete the form, supply accompanying documents and return them to the AO
4. The AO receives the completed forms and accompanying documents and checks that they are completed correctly.
5. The AO saves the completed form and accompanying documents on the S:Drive and sends a copy to the ACO/SSM
6. ACO/SSM receives the completed form and updates the SMS diary section with accommodation and relative information and files the form and accompanying documents in an appropriate location
7. The SSM is responsible for ensuring the completed forms and accompanying documents are received prior to commencement of the students course

Student resides with an approved family friend nominated by the student parents

±A family friend must be over 21 years of age and be eligible to live in Australia for the duration of the student studies

1. If the students' parents are arranging accommodation for their child for the duration of the stay in Australia then the AO will receive the completed application form and notification that the student will live with a family friend
2. The AO will send to the agent/parent/legal custodian and cc ACO/SSM the following form:
 - Under 18 Guardianship Form: Tourist Visa
3. The parent/legal custodian, student and family friend are required to complete the forms, supply accompanying documents and return them to the AO
4. The AO receives the completed forms and accompanying documents and checks that they are completed correctly.
5. The AO saves the completed form and accompanying documents on the S:Drive and sends a copy to the ACO/SSM
6. ACO/SSM receives the completed form and accompanying documents and updates the SMS diary section with accommodation and family friend information and files the form in an appropriate location
7. The SSM is responsible for ensuring the completed forms and accompanying documents are received prior to commencement of the students course

Accommodation and welfare arrangements are organised by Navitas English

Navitas English will approve of the student welfare and accommodation if they live with a Navitas English approved family and are appointed a separate Navitas English approved carer/guardian.

1. The AO will receive the completed application form and notification that the student will have accommodation and welfare organised by Navitas English
2. The AO will send to the agent/parent/legal custodian and cc ACO/SSM the following form:
 - Under 18 Guardianship Form: Tourist Visa
3. The parent and student are required to complete the forms, supply accompanying documents and return them to the AO
4. The AO receives the completed forms and accompanying documents and checks that they are completed correctly.
5. The AO saves the completed form and accompanying documents on the S:Drive and sends a copy to the ACO/SSM
6. ACO/SSM receives the completed form and accompanying documents and updates the SMS and files the form in an appropriate location
7. The SSM/ACO will organise suitable Navitas approved homestay and guardianship for the duration of the students requested accommodation upon the student meeting payment requirements

Student and Tourist Visa Holders

Excursions

1. If an under 18 student wants to take part in an overnight excursion either organised by Navitas English or by an external provider, the student must receive approval from their parent and guardian
2. The student is to speak to the ACO/SSM regarding their excursion request
3. ACO/SSM sends the student the following form:
 - Under 18 Guardianship Form: Excursion
4. The students parent and carer (if applicable) are required to complete the form and return it to the ACO/SSM prior to the excursion
5. ACO/SSM receives the completed form, accompanying documents, updates the SMS and files the form in an appropriate location
6. The SSM is responsible for ensuring the completed forms are received prior to excursion

Welfare arrangements approved by another registered provider

If Navitas enrolls an international student under 18 years of age who has welfare arrangements approved by another registered provider, it is the responsibility of Navitas to negotiate with the releasing provider to ensure there are no welfare gaps. This may mean the Navitas may have to take on welfare earlier than anticipated or make alternative arrangements for the student.

Verifying homestay accommodation remains appropriate every six months

Accommodation Officers (ACO) are in regular telephone contact with each of Navitas English's active hosts when placing students, updating host details, inquiring about host availability, checking on course break arrangements, or checking on student welfare and the progress of the hosting relationship.

Revisits are arranged whenever hosts move houses, make changes to the lay-out of their existing properties or when an inquiry is received that requires a home visit. Revisits may also occur when ACOs or hosts request them, following breaks from or disruptions to, hosting and following complaints or concerns being raised by students, parents or agents.

In the case of homestay families that host under 18 students, the SSM is to verify every 6 months that the accommodation is appropriate to the student's age and physical needs by:

- (a) undertaking a physical site visit to verify the accommodation is appropriate prior to the accommodation being approved and:
- (b) at least every 6 months thereafter by conducting subsequent physical site visits
- (c) Additional to the verification processes of homestay families that host under 18 students in (a) and (b), Navitas English also conduct the following processes which enable further ongoing verification that the accommodation is appropriate for under 18 students:
 - (i) any under 18 student at Navitas English is assigned an *independent* Carer (meaning, the Carer is not employed by Navitas English in any other capacity other than as a Carer nor is a member of the Homestay Family to which the student resides, including if the student is placed in with an external accommodation provider) and if the student is not living with a Parent or Legal Custodian or living with a DHA approved relative.

The Carer's obligation as per the NES 3.04 D1 Carer Agreement is to contact the and Homestay Family (whether a Navitas English homestay family or external accommodation provider) at least once a week to verify that the student is well and

that their living and welfare arrangements are appropriate. This is reported back to the SSM/ACO by the Carer on a weekly basis. The Carer must also meet with the student in person at least once per fortnight to check upon their welfare.

- (ii) all students residing with a homestay organised by Navitas English are asked to complete a Homestay Feedback Questionnaire to provide feedback about their homestay experience at the end of their stay. This is assessed and filed by the SSM/ACO who is able to follow up on any notable feedback made by the student. The student is also asked to provide a rating regarding their experience which is collated by the SSM/ACO for quality control purposes in addition to Navitas English's online student survey which is undertaken by all students every 3 months
- (iii) all Navitas English students undertake a student survey every 3 months whereby they are asked to rate and provide feedback on their accommodation if organised by Navitas English. This feedback is presented back to the SSM/ACO for quality control purposes

In addition to the above, hosts are encouraged to telephone or email the ACOs or Student Services Manager (SSM) in the relevant centre should they have any concerns they may have about students in their care. Regular communications allow staff to keep close tabs on active hosts and resolve misunderstandings and intercultural issues within the hosting relationships as they arise.

Students have access to ACOs in each centre between 9am-5pm Monday to Friday to discuss any concerns that they may have with regard to homestay. Students also have on-campus access to counselling and other advice during business hours. Outside business hours, students (and hosts) are asked to call the 1800 NAVITAS student assistance line for advice and assistance.

Critical incidents and processes for managing emergency situations when the welfare arrangements of students under 18 are disrupted

Examples of critical incidents may include but are not limited to: a student going missing from their approved accommodation; the death of, or serious injury of, a student; a student being the victim of serious crime, or the student being the victim of physical, sexual or psychological abuse. If a student who is under 18, is involved in a critical incident, the Navitas English Critical Incident Policy for international students will be enacted.

If a student is missing from their Navitas English centre or the approved homestay accommodation and cannot be found after 24 hours despite implementation of the Navitas Critical Incident Policy, the details will be reported to the DIBP through its Student Integrity Unit and related information will be entered into PRISMS.

In the event that the hosting relationship with a student who is under 18 and holds a Navitas English CAAW, is disrupted due to an emergency or critical incident (health, mental health, environmental, abuse, crime or another problem) students and hosts are instructed to contact the Student Services team in their centre without delay so immediate assistance can be provided.

Student Services will endeavour to organise emergency accommodation that provides for safety and welfare of an under 18 student, either until the situation can be resolved, or until an alternative homestay placement can be made.

When a disruption to welfare arrangements occurs outside business hours, hosts and/or students are asked to call the 1800 NAVITAS student assistance line for advice and assistance. Possible available options include:

- temporary placement with an alternative Navitas English host if there is a space available;

- temporary placement in an alternative homestay arranged via and external homestay provider;
- temporary placement with a friend, family friend or relative approved by the 1800 NAVITAS emergency phone contact.

Unstable and threatening student behaviours in homestay

Navitas English acknowledges its duty of care to hosts as well as students. If a student's behaviour is threatening, or is judged too unstable psychologically for the host to cope with, the Emergency Planning Committee (EPC) as per the Critical Incident policy and/or the police may be called on to assess the situation and may direct what occurs next.

In these circumstances, the host and the student and any third parties involved are asked to contact Navitas English staff or the 1800 NAVITAS student assistance line so the student's parents/legal guardians can be informed without delay. Staff will then consider the future implications for the student and host.

Temporary placement into a mental health or other secure facility arranged by the EPC or police may occur if it is deemed to be necessary. If a younger student is detained, Navitas English will provide information and support to the parents/legal guardian and ongoing support to the student as advised and deemed appropriate.

Whenever there is a disruption to a younger students welfare arrangements, every effort will be made to communicate with all necessary parties to secure the students' ongoing safety and welfare arrangements without further delay.

Maintenance of up-to-date contact details for students, parents, hosts, legal guardians and any adult responsible for the student's welfare

- Students are asked to notify Student Services of any changes to their personal or emergency contact or visa details **as soon as** the new details are known, but no later than within 7 days (as per the National Code). This request is both in the Student Handbook and in the Day One presentation as part of orientation.
- Contact details for the parents of younger students are provided to Student Services at the time of enrolment and noted in the SMS.
- Additional contact details for any responsible adult that the parents would like listed on the student's record are collected at Registration or soon after the student's commencement at Navitas English.
- Following registration and reconfirmation that each student's contact details are correct, an upload is made to PRISMS.
- Contact details for students who are living with a DIBP approved 'suitable relative' are collected at the time of enrolment and checked at the commencement of the student's studies.
- Contact details for homestay hosts are provided to students and their families prior to their arrival. All host details are recorded in the SMS.
- Students who wish to change homestay are assisted by SSOs. Changed details are recorded in the SMS.
- All students are required every 5 weeks to confirm that their contact details in the SMS are current and correct. Updates notified by the student are uploaded into the SMS.

Early notification to DIBP of changes to U18 students' welfare arrangements

Circumstances requiring changes to the welfare arrangements of younger students include:

1. Navitas English receives appropriate confirmation that the student will be cared for by a parent or suitable relative approved by DIBP;
2. The parents/guardians inform Navitas English that the student is transferring into the care of another provider who will approve the student's welfare arrangements;

3. The students' parents or guardians request the cancellation of the student's enrolment in order that the student leaves Australia and/or returns home.

In each of the above circumstances, Navitas English will inform DIBP as soon as is practicable after receiving confirmation from the parents/legal guardians that there has been or will be a change to a younger students' welfare arrangements. Changes will be reported via PRISMS.

4. Responsibilities

The **DSSE** is responsible for:

- Overall guidelines on this policy and those that are related to student support services
- Authoritative decisions on issues related to the policies outlined above

SSMs are responsible for:

- Monitoring and proper application of these procedures included homestay and carer recruitment and accommodation inspections or the reporting of as per the related policies
- Interviewing student and contacting agent (if required, in consultation with relevant Market Manager) about Transfer Between Provider Request
- Providing detailed information to the Admissions team as described in relevant Policy and Procedure, using Change of Provider Form
- Providing a homestay questionnaire feedback form to all students residing in a homestay to garner feedback and to assess and evaluate all student feedback relating to student services and Navitas English arranged accommodation on the quarterly online evaluations
- Receiving the weekly Carer's report and following up on any notable items

Carers are responsible for:

- Tracking the welfare of an under 18 student as per the Carer Agreement and to whom they are assigned to if the student does not reside with a Parent, Legal Custodian or a DIBP approved relative. The Carer is obliged to contact both the underage student and the homestay parent(s) where the student resides weekly to check on the welfare of the student and to act as a contact for the student should they need any assistance or guidance.
- The Carer is responsible for reporting back to the SSM on a weekly basis to update of the welfare of the student they have been assigned to and as per the weekly contact they maintain with student and homestay. The Carer must also meet with the student in person at least once per fortnight to check upon their welfare (as per the Carer Agreement)

Navitas English Approved Homestay Families are responsible for:

- The care of students whilst they reside with them and under the prior agreed arrangements and conditions such as providing the agreed number of meals per week. The Homestay Family must respond to the weekly communications with the Carer (if the student has been assigned a Carer and if under 18) as per the Carer obligations in NES 3.04 D1 Carer Agreement
- Homestay families are requested to contact the Carer and the SSM if there are any issues with the student they are hosting if the matter is more immediate than what can be communicated via the weekly Carer check in (phone call) and subsequent Carer's weekly report to the SSM.

Admissions staff are responsible for:

- Proper application of these procedures
- Filling of all documentation relating to these procedures

- Recording welfare arrangements in PRISMS under delegated authority from the PEO

Market Manager are responsible for:

- Liaison with agents, as applicable, including in ascertaining agents position with respect to accommodation and welfare arrangements for students under the age of 18.

5. Definitions

Reference to Senior Academic staff includes Senior Teachers. Centre Manager & Director of Studies is used to refer to the CM-DoS **or** their nominated delegate.

CRICOS : Commonwealth Register of Institutions and Courses for Overseas Students

DIBP : Department of Immigration and Border Protection

ESOS Act 2000 : The Education Services for Overseas Students Act 2000.

National Code 2018 : The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2018.

Principal Course : The final or highest level app\of study to be undertake by an international student.

SMS : Student Management System

6. Review

This template document is reviewed every 2 years by the relevant manager to ensure alignment to appropriate strategic direction and its continued relevance to Navitas English's current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

7. Related documents

Policy and Procedure Younger Overseas Students (NES 3.15)

Policy and Procedure Homestay Recruitment, Maintenance and Arrangement (NES 3.01)

Policy and Procedure External homestay recruitment maintenance and arrangement (NES 3.13)

Policy and Procedure Carer Recruitment, Maintenance and Arrangement (NES 3.04)

Policy and Procedure: Critical Incident Management and Disruption to Welfare Arrangements involving Students Under-18 (NES 6.34)

Critical Incident Management Plan (HR 3.20 D1)

Under 18 Procedure: Under 18 Flowcharts (NES 8.02 D1)

Under 18 Pathway Students (NES 8.03)

Policy Procedure Student Deferral, Suspension, Withdrawal and Refund (NES 2.10)

Policy and Procedure Transfer Between Registered Providers (NES 2.20)



Transfer Between Registered Providers - Student Guidelines (NES 2.20 D1)

Change of Provider Form (NES 2.20 F1)

Carer Agreement (NES 3.04 D1)