

**Information for Agents Regarding International  
Students Who are Under 18 Years of Age**  
Swinburne International Student Advisory and Support

International students under the age of 18 can only obtain a student visa to study in Australia if they are to reside with a relative approved by the Department of Home Affairs (DoHA); or if Swinburne University approves their accommodation, support and general welfare arrangements for the period that they will be under 18 whilst in Australia.

**AGENTS SHOULD NOTE:**

- **Students DO NOT require a Confirmation of Appropriate Accommodation and Welfare (CAAW) form if DoHA approves a nominated relative with whom the student will live while in Australia.**
- **Students DO require a CAAW form when Swinburne University approves the student's accommodation and accepts responsibility for the student's support and general welfare arrangements.**

**ACCEPTANCE OF AN UNDER 18 INTERNATIONAL STUDENT – GENERAL GUIDELINES**

Swinburne University will only accept a student if:

- 1) They are no younger than 17 years of age at the time they are due to commence their studies.
  - 2) They engage a Swinburne University approved care provider agency.
- or
- They have their parent or legal custodian nominated and DoHA approved relative with whom they will live while in Australia.
- 3) They live, either, in the Swinburne Residential College or Swinburne University approved homestay accommodation (**This does not apply to those students who will live with a DoHA approved relative while in Australia**).
  - 4) The required documentation is returned to the University concurrently with, or prior to, the student's completed Offer Acceptance Form.

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**Under 18 International students are required to choose one of the two options available for their care arrangements in order to meet the student visa requirements.**

**OPTION 1: AS PER THE OFFER LETTER – WHEN DoHA APPROVES A RELATIVE**  
**(A CAAW FORM IS NOT REQUIRED)**

Students can reside with a DoHA approved relative.

A relative is defined as a spouse, de facto partner, a child, brother or sister of the applicant, step-child, step-parent, step-brother or step-sister of the applicant, grandparent, grandchild, aunt, uncle, niece or nephew, or a step-grandparent, step-grandchild, step-aunt, step-uncle, step-niece or step-nephew of the applicant. Every applicant for a Student Guardian visa must satisfy the criteria for visa grant. These criteria include, but are not limited to, their relationship to the student, their age, financial capacity, family composition and arrangements for any dependent family members, intention to comply with visa conditions and other relevant matters.

Information on these criteria and conditions, which are likely to be attached to the student's visa, can be found on the DoHA website, Student Guardian Visa <https://www.border.gov.au/Trav/Visa-1/590->.

Please note: Students/ Agents/ Relatives to apply for guardian visa directly with DoHA and final approval rests with DoHA.

When a parent or legal custodian nominates an approved relative with whom the student is to reside in Australia, they must complete and return to Swinburne University:

1. the **'Care Arrangements Declaration for International Students'** form with proof of identity such as driving license and/or passport.
2. a National Police Check of the nominated approved relative

DoHA has its own practices in place to establish:

1. the relationship between the student and the nominated relative
2. the age of the nominated relative (must be over 21)
3. the character of the nominated relative: <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/character>
4. the health and financial status of the nominated relative

When a relative is approved by DoHA, Swinburne University is not responsible for ensuring the accommodation, support and general welfare arrangements for the student. In such cases, the relative must make an application to DoHA for an appropriate visa.

Please refer to the following link for more information on eligibility and visa application requirements as well as important information on the accommodation and general welfare arrangements applicable to international students Under 18 years of age: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18>.

If the student wishes to have a member of their family accompany them (including spouse) to Australia, please contact the Australian embassy in their home country, DoHA or refer to <https://www.homeaffairs.gov.au/> for relevant visa information.

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**OPTION 2: AS PER THE OFFER LETTER - WHEN SWINBURNE UNIVERSITY ACCEPTS RESPONSIBILITY FOR  
THE STUDENT**

**(A CAAW FORM IS REQUIRED)**

A Confirmation of Appropriate Accommodation and Welfare (CAAW) form is a signed statement confirming that the student's education provider has taken on the responsibility for approving the under 18 international student's accommodation, support and general welfare arrangements for a particular period of time whilst they study in Australia. The education provider, in this case Swinburne University, uses the CAAW form to inform the Department of Home Affairs (DoHA) accordingly. The CAAW form will not be issued until a Confirmation of Enrolment (CoE) has been created.

The following documents will be issued for all students requiring a CAAW form.

- (a) a CoE/s that identifies the start and end date of the course/s the student is applying to study.
- (b) a CAAW form/s is generated concurrently when issuing a CoE form for an under 18 international student with the welfare arrangement details and a nominated welfare period. The nominated welfare period identifies the period Swinburne University will be responsible for the accommodation, support and general welfare of the student.
  - I. Nominated welfare start date: Swinburne University's Under 18 International Student Adviser (U18 ISA) will confirm the date in a welfare approval email to the respective admissions team, to ensure all the required welfare arrangements are in place.
  - II. Nominated welfare end date: The date will normally conclude one week after the end date of the course or until the student turns 18 years of age, whichever occurs first.

**Students will not be permitted to enter Australia before the nominated start date on the CAAW form.**

Once a student turns 18, Swinburne University is no longer responsible for ensuring the suitability of the student's accommodation, support and general welfare arrangements.

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**OFFER CONDITIONS**

Current Australian Government regulations require certain criteria to be met before a student visa can be granted to applicants under the age of 18. Swinburne University's offers to students under the age of 18 years will be conditional upon certain strict criteria being met. Students have **two options** available to them.

**OPTION 1: TWO REQUIREMENTS IN TOTAL**

- **Requirement 1: Care Arrangements Declaration for International Students**  
The student's parent or legal custodian to complete the 'Care Arrangements Declaration for International Students' form.  
  
On this form the student's parent or legal custodian nominates a Department of Home Affairs (DoHA) approved relative with whom the student will live while in Australia until the student turns 18 years of age. It will be the responsibility of the nominated relative to provide suitable accommodation, support and welfare arrangements for the student.
- **Requirement 2: National Police Check**  
Provide a National Police Check of the nominated approved relative from the Australian Federal Police

**OPTION 2: THREE REQUIREMENTS IN TOTAL**

- **Requirement 1: Accommodation**  
Documentary evidence that the student has secured accommodation at the Swinburne Residential College (Hawthorn Campus) or at a Swinburne approved homestay.  
  
See below, page 5, for details of how to secure accommodation.
- **Requirement 2: Care Provider Agency**  
Documentary evidence that they have engaged a Care Provider Agency approved by Swinburne International until they turn 18 years of age.  
  
Care provider agencies currently recommended by Swinburne University are **A&J Student Care Services** and **ISA Guardian & Welfare Services**. See Appendix, page 8, for relevant contact details.
- **Requirement 3: Underage Student Agreement**  
Complete the 'Underage Student Agreement' form signed by both the student and their parent/s or legal custodian.

All documentation must be submitted to the relevant Swinburne Regional Admissions Team before finalising the student's course acceptance. See Appendix, page 8, for the email addresses.

## Information for Agents Regarding International Students Who are Under 18 Years of Age

### Swinburne International Student Advisory and Support

#### AGENT'S ROLE IN ARRANGING ACCOMMODATION

#### THE SWINBURNE RESIDENTIAL COLLEGE

- STEP 1:** Under 18 students can ONLY apply for college rooms; other on-campus accommodation options are not available. Make an appropriate booking application for the student via the following website link: <https://www.swinburne.edu.au/current-students/student-services-support/accommodation/on-campus/>.
- STEP 2:** If a room is available at the Residential College, an **'Offer for Swinburne Residential College'** will be sent. Upon receipt, submit proof of payment and reservation documentation to the College.
- STEP 3:** Once all conditions of the **'Offer for Swinburne Residential College'** are met, an accommodation confirmation will be sent via email.
- Upon receipt of the email, please send the booking confirmation to the student's respective Swinburne University Regional Admissions Team email address. Please cc ANNIE PEAKE (U18 ISA) and the student's Care Provider Agency (A&J Student Care Services or ISA Guardian & Welfare Services). See Appendix, page 8, for contact details.

#### HOMESTAY ACCOMMODATION

- STEP 1:** Make an appropriate booking application for the student via the following website link: <https://www.swinburne.edu.au/current-students/student-support-services/accommodation/off-campus/homestay/>. The Australian Homestay Network (AHN) is the only homestay company recognised and approved by Swinburne University. See Appendix, page 8, for relevant contact details.
- Please note that there are different logins for individual student requests and requests for more than one student. Please refer to <http://www.homestaynetwork.org> for more information.
- STEP 2:** Once you receive a homestay profile from AHN, please forward it to the student's parent/legal custodian for their consideration and approval
- STEP 3:** Inform ANNIE PEAKE ([anniepeake@swin.edu.au](mailto:anniepeake@swin.edu.au)), the U18 ISA, via email as to whether or not the parent/legal custodian approve of the proposed homestay.

#### **PLEASE NOTE: Homestay Allocation and Visa Implications**

The CAAW form will not be issued until the homestay is inspected, approved and confirmed by Swinburne University. As part of AHN's internal process, it may take up to four weeks prior to the student's course start date to allocate a suitable homestay, followed by the required Swinburne homestay inspection. The Swinburne homestay inspection and approval of allocated host suitability may take a few days depending on the host's availability. This may have implications for students who submitted their acceptance form one month prior to class commencement date. It is advisable that students or agents submit the homestay application as early as possible (if homestay is the first preference).

For students who require accommodation confirmation within a short time-frame, it is recommended that they apply for accommodation at the Residential College. Please note that rooms are subject to availability therefore it is advisable to apply in advance to allow time for accommodation application assessments and a guaranteed spot at the college room. Agents are required to explain to both parents and students regarding the accommodation processing time, depending on the choice of accommodation.

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**AGENT'S ROLE IN ARRANGING AIRPORT PICK UP**

**It is compulsory for U18 students to use the free Swinburne airport pickup service on first arrival in Australia.**

- STEP 1:** Request the confirmed flight booking/ itinerary from the student.
- STEP 2:** Upon receipt of the flight booking/ itinerary confirmation, email the student's full arrival details to [isa@swin.edu.au](mailto:isa@swin.edu.au) and CC ANNIE PEAKE ([anniepeake@swin.edu.au](mailto:anniepeake@swin.edu.au)) with **SUBJECT: "U18 enquiry"**.
- STEP 3:** On the receipt of full itinerary and delivery address details, Swinburne University will make an airport pick-up booking for the student via Swinburne's airport agent, Harlan. The Swinburne U18 ISA will forward the pick-up confirmation to all associated parties, including the student, agent, guardian and homestay host/ Swinburne Residences.

**PLEASE NOTE: Failure to notify Swinburne or Harlan of any changes/ cancellations will result in the student being held liable for the fees and charges of this pick-up service.** A minimum of 24 hours' notice is required for bookings/amendments of arrival details during normal business days.

**PRE-DEPARTURE ADVICE TO BE GIVEN TO THE STUDENT**

1. Any last minute changes/ flight delay or cancellations outside of business hours, please contact Harlan by phone on (+613) 9354 5025 or (+61) 412 073 749.
2. All students must contact ANNIE PEAKE ([anniepeake@swin.edu.au](mailto:anniepeake@swin.edu.au)), the Swinburne University Under18 ISA, within four days of their arrival in Melbourne. See Appendix, page 8, for the U18 ISA contact details.
3. Please inform students and their parents that upon arriving, students are likely to experience delays:
  - at the airport; and
  - when being transferred from the airport to their accommodation.

This is due to immigration clearance or airport pick up drivers may have to wait for other student arrivals in one transfer. Students can arrive from various countries at different times. While drivers plan to avoid delays as much as possible, delays are sometimes unavoidable.

**PLEASE NOTE:** The Swinburne Under18 ISA will be in contact with the Under18 students directly upon their arrival to confirm that they have arrived at their accommodation safely on the expected arrival date. However, if for any reason this has not been possible, it is important that students contact U18 ISA within four days of arrival, as per the Underage Student Agreement.

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**ENROLMENT PROCEDURE**

**IMPORTANT: All students are expected to arrive at the Hawthorn Campus in time to attend the enrolment and/ or orientation session/s stated in the Offer Letter.**

**FOR STUDENTS WHO ARRIVE AFTER THE OFFICIAL ENROLMENT AND/ OR ORIENTATION SESSION**

**ELICOS Students**

- Refer to CoE comments for the late enrolment date. If the student is unable to arrive by the date stated on the CoE, the student or agent must contact the respective admissions team for further advice.
- Students should visit one of the Student HQs for assistance in enrolling into their programs.
- Ensure students are told to bring the following with them:
  - a) Swinburne University offer letter
  - b) Passport
  - c) A certified photocopy of the photo and visa pages of your passport (or eVisa)
  - d) Original or certified copies of transcripts from their previous course/s and a copy of the associated syllabus for exemptions purposes (if any)
  - e) Any documentation to satisfy conditions on their offer letter eg. IELTS test score sheet (if any)
- Must contact ANNIE PEAKE ([anniepeake@swin.edu.au](mailto:anniepeake@swin.edu.au)), the Swinburne University Under18 ISA, within four days of arrival in Melbourne to schedule an appointment for Under18 Orientation (separate from the International Student Orientation).

**Pathways (Foundation & Unilink Diploma) and Higher Education Students**

- Refer to CoE comments for the late enrolment date. If the student is unable to arrive by the date stated on the CoE, the student or agent must contact the respective admissions team for further advice.
- Higher Education students ONLY: Register and attend one of the International Student Welcome – repeat sessions if the student did not attend the official welcome and orientation day. Please visit this link to for more the session dates and times <http://www.swinburne.edu.au/events/>.
- Pathways and Higher Education students can enrol online via this website <https://www.swinburne.edu.au/current-students/manage-course/enrolment-timetable/how-to-enrol/>.
- Refer to this website for key enrolment dates <https://www.swinburne.edu.au/current-students/manage-course/enrolment-timetable/key-dates/>.
- Students should visit one of the Student HQs for assistance if they require help in enrolling into their Higher Education courses.
- Ensure students are told to bring the following with them:
  - a) Swinburne University offer letter
  - b) Passport
  - c) A certified photocopy of the photo and visa pages of your passport (or eVisa)
  - d) Original or certified copies of transcripts from their previous course/s and a copy of the associated syllabus (if seeking exemptions)
  - e) Any documentation to satisfy conditions on their offer letter eg. IELTS test score sheet (if any)
- Must contact ANNIE PEAKE ([anniepeake@swin.edu.au](mailto:anniepeake@swin.edu.au)), the Swinburne University Under18 ISA, within four days of arrival in Melbourne to schedule an appointment for Under18 Orientation (separate from the International Student Orientation).

**PLEASE NOTE:** Under 18 students have conditions surrounding their welfare and safety upon arrival that they must adhere to. The Under 18 International Student Adviser will explain these conditions to the student upon arrival, during a scheduled Under 18 orientation.

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**APPENDIX: RELEVANT CONTACT DETAILS**

**Swinburne University International Student Adviser (ISA) for International Students Under 18 Years of Age**

Ms. Annie PEAKE  
International Student Adviser (Under 18s)  
International Student Advisory and Support  
Student and Academic Services  
Swinburne University of Technology  
AMDC Building  
Room 106, 477 Burwood Rd  
Hawthorn VIC 3122

Tel: (+613) 9214 4691

Email: [anniepeake@swin.edu.au](mailto:anniepeake@swin.edu.au)

24-Hour urgent assistance: (+613) 9214 6741

Mob: (+61) 405 127 549

*(For student emergencies ONLY. Please contact the respective admissions team for any course applications, CoE and CAAW forms queries).*

**Swinburne University Regional Admissions Team Email Addresses:**

Americas and Europe:

[AEadmissions@swin.edu.au](mailto:AEadmissions@swin.edu.au)

Australia and New Zealand, Pacific and North Asia:

[AUSTadmissions@swin.edu.au](mailto:AUSTadmissions@swin.edu.au) or [NAadmissions@swin.edu.au](mailto:NAadmissions@swin.edu.au)

South Asia and Africa:

[SAadmissions@swin.edu.au](mailto:SAadmissions@swin.edu.au)

South East Asia and the Middle East:

[SEAadmissions@swin.edu.au](mailto:SEAadmissions@swin.edu.au)

**Care Provider Agency Contact Details:**

Care provider agencies currently recommended by Swinburne University are:

A&J Student Care Services:

[www.guardians4student.com.au](http://www.guardians4student.com.au)

[ajstudentcare@bigpond.com](mailto:ajstudentcare@bigpond.com)

ISA Guardianship and Welfare Services

[www.studentguardians.com](http://www.studentguardians.com)

[info@studentguardians.com](mailto:info@studentguardians.com)

**Accommodation Contact Details**

Swinburne Residences:

(+613) 9214 5555

[residences@swin.edu.au](mailto:residences@swin.edu.au)

Australian Homestay Network (AHN):

(+613) 9435 6621

[melbourne@homestaynetwork.org](mailto:melbourne@homestaynetwork.org)

**Harlan Airport Pick-Up Contact Details:**

Harlan (after-hours):

(+613) 9354 5025 or (+61) 412 073 749

*Any changes/ cancellations during business hours, please contact Swinburne University's International Student Adviser for Under 18 Students.*