

# Education Agent Communication

## Under-18 Arrivals Reminder

In accordance to the obligations listed on the ESOS Act, agents are required to provide information on an under-18 student's arrival plans in advance. All information must be precise and supplied in a timely manner. This is a criterium we consider when measuring agent performance at the end of the year.

### Under-18 Requirements

#### Arrival requirements

All under-18 students with a CAAW letter are required to use the airport pickup service provided by RMIT. The Agent must arrange this service before the student arrives and with adequate time confirm the service.

**This applies to students staying in a Purpose Built Student Accommodation, Hostel or Homestay.**

An Agent must remain in close communication with an under-18 student and their parents to ensure that any last minute travel plans or bookings are known and appropriately monitored. Students who decide to travel with very little notice must be informed it is a condition of their CAAW to use the airport pickup service.

#### Arriving with a parent

If the student is arriving with a parent the Agent must submit the Temporary Welfare Waive form within a reasonable timeframe for approval. Students arriving with an approved Temporary Welfare Waive are not required to use the airport pickup, but are still able to if they wish.

- A student will not be approved to stay or travel with a family friend or other relative to the parent, unless this relative is the student's legal guardian.

#### Non-compliance

Students who arrive without notice may have problems checking in to their accommodation, are unknown to their caregiver and cannot be adequately monitored by RMIT to ensure their safety and wellbeing.

Agents who do not adhere to these requirements will be reported to the RMIT Regional Manager in their area. Non-compliance with under-18 requirements are treated seriously and remedial action may be taken.

#### RMIT Contacts

**Airport pickup service:** [Hughes Chauffered Limousines](#)

**Arrivals assistance:** Angela Low [isarrival@rmit.edu.au](mailto:isarrival@rmit.edu.au)

**Under-18 information:** Lucy Jenkins [isunder18@rmit.edu.au](mailto:isunder18@rmit.edu.au)