

## **[Duty of Care]**

International students under 18 also tend not to be very independent or even very self-aware. Culturally, some will not be expected to act independently until they are somewhat older. Therefore, coherent and structured boundaries are required to ensure consistent duty of care. International students under 18 will generally have limited experience outside their own cultural context. They are likely to be unprepared for some of the surprises they will meet and may not feel comfortable with them. There will be much that is unfamiliar, and they may not be mature or independent enough to work things out for themselves - or worse, may be overconfident in their abilities. It is important to be mindful of this and make sure that there is an airport meeting service and backup for this service. Make sure that there is a mobile number that the student can call and make sure that the mobile is with someone twenty-four-seven.

Put simply, the majority of these students may expect that things will be done for them just like at home. Assessors sometimes hear from students that nobody contacted their family when they arrived or that nobody transported them to the Centre on the first day. It's important that steps are taken to make these students feel safe and secure from the moment they step off the plane.