

# Application for initial approval or re-approval to provide an International Secondary Student Exchange (ISSE) program in Queensland (Not-for-profit organisations)

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This form is to be used by NOT-FOR-PROFIT ORGANISATIONS to apply for initial approval or re-approval to provide an International Secondary Student Exchange (ISSE) program in Queensland.

Schools who wish to apply for approval or re-approval to offer exchange under a Sister-school arrangement, please apply via the [Application for approval or re-approval \(Schools\) \(ISSE\) form](#).

*If you have any queries regarding this application, please contact the International Quality (Schools) Unit on:*

*(07) 3513 6748 or via email at [internationalregistration@qed.qld.gov.au](mailto:internationalregistration@qed.qld.gov.au)*

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## Submission

Please submit the application form and all required support documents to the International Quality (Schools) Unit via email at:

[InternationalRegistration@qed.qld.gov.au](mailto:InternationalRegistration@qed.qld.gov.au)

Label all items in accordance with the individual attachment ID (e.g., Attachment 1A – SEO staff).

*Please be advised, there is a size limit on this inbox. You may wish to zip files before emailing or alternatively email the submission across multiple separate emails.*

*Information can be sent via email or SharePoint.*

*Please don't send documentation via any Cloud-based service (e.g., Google Drive) as the submission will be blocked by the Department's firewall and will be inaccessible.*



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## Student Exchange Organisation (SEO) details

Legal Entity Name	
Trading Name	
ABN / ACN	

### Declaration – Authorised person (Principal Executive Officer)

By signing the declaration, the person identified below confirms the information provided in this application is, to the best of their knowledge, true and correct.

Full name		
Position in relation to organisation		
Signature		Date

### Authorised person details – Principal Executive Officer (PEO)

Given name/s	
Family name	
Position	
Email address	
Mobile number	

*Please ensure the **Fit and Proper Person Declaration**, in Attachment A of this application, has been completed as part of this application.*

Does the PEO consent to all correspondence relation to the organisation's registration and compliance under the Qld Guidelines being provided electronically to the above email address?

- Yes
- No [All correspondence will be posted to the postal address provided.]

### Contact person for day-to-day operational matters

Please nominate a day-to-day contact for operational matters in relation to the organisation's ISSE approval.

Please indicate whether this person is to be included in any correspondence in relation to this application for registration:	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Full name	
Position	
Email address	
Phone number	

## Organisation address details

Street Address			
Suburb			
State		Post code	
Phone number			
Email address			
Website			

## Postal address

<input type="checkbox"/> Please tick if Postal Address is the same as the Street Address			
Postal Address			
Suburb			
State		Post code	

## Details of Partner Organisations

Please provide details of the overseas partner organisations involved in the recruitment of inbound students or the program provision for outbound students.

***Please note** – ‘third-party arrangement’ refers to any organisation or company this organisation has an agreement with to organise an element of the outbound program (e.g., arranging overseas host families, overseas host school placements and general support). These arrangements do not include companies such as travel agents, airlines or transport providers accessed as a ‘client’.*

1.	Name of organisation	
	Address	
	Email address	
	Country of operation	
2.	Name of organisation	
	Address	
	Email address	
	Country of operation	
3.	Name of organisation	
	Address	
	Email address	
	Country of operation	

*Note: to advise of additional overseas partner organisations, please insert as many additional sections as required*

## Details of authorised AASES officer

The 'authorised person' has been approved by the Principal Executive Officer to request AASES forms for students participating in a Queensland ISSE program.

1.	Full Name	
	Position	
	Email address	
2.	Full Name	
	Position	
	Email address	
3.	Full Name	
	Position	
	Email address	

*Note: to advise of additional authorised persons, please insert as many additional sections as required*

## Details of Regional Coordinators

Please provide details of the Regional Coordinators (paid or volunteer) who support the organisation's ISSE program.

1.	Full Name	
	Home address (Not PO Box)	
	Mobile number	
2.	Full Name	
	Home address (Not PO Box)	
	Mobile number	
3.	Full Name	
	Home address (Not PO Box)	
	Mobile number	

*Note: to advise of additional regional coordinators, please insert as many additional sections as required*

## Details of the SEO's history of registration

Is the organisation registered as a student exchange organisation in any other State / Territory in Australia?

- Yes                       No

If Yes, please tick all applicable states:

- ACT     NSW     NT     SA     TAS     VIC  
 WA

Is the organisation currently subject to any sanctions (including suspensions) in any State / Territory in which it operates?

- Yes                       No

If Yes, please provide details:

Has the organisation previously been refused OR had its student exchange organisation registration cancelled in any State / Territory in which it operates?

- Yes                       No

If Yes, please provide details:



# Required documentation

When preparing the documentation for submission, please ensure each piece of evidence is labelled to clearly identify which element of the application form the evidence speaks to (for example: *Attachment 3A – contract with ACME exchange Brazil*). This will ensure the assessment officer can readily identify the evidence to confirm compliance.

## Part 1 - Governance / structure of SEO

The following elements of the Queensland Guidelines will be assessed under Part 1 – Governance / structure of SEO

*5.4 Eligibility to apply for a student exchange approval*

*5.5 Not-for-profit status and financial viability*

*5.6 Fit and Proper Person requirement*

*5.7 Organisational Structure*

*5.17 Support for students and host families*

*5.21 Changes to SEO governance*

Please provide the following documentation

### **Attachment 1A**

a statement regarding the organisation's financial viability which:

- confirms the organisation has the necessary resources to fulfil its obligations and responsibilities for the duration of the approval and
- confirmation the organisation operates its ISSE program in a not-for-profit capacity

### **Attachment 1B**

organisational chart showing all positions with responsibility for the organisation's ISSE program

### **Attachment 1C**

position descriptions for all staff (paid and volunteer) which outlines the roles and responsibilities for the management of the organisation's ISSE

	program; this includes changes to ownership, third-party arrangements, and fit & proper person requirements
<b>Attachment 1D</b>	information on the support provided to both in inbound and outbound students including reception, orientation, accommodation, transport, and emergency arrangements
<b>Attachment 1E</b>	copy of the information the organisation provides its local / regional coordinators, outlining the role and responsibilities of the coordinator
<b>Attachment 1F</b>	information on how the organisation ensures it has sufficient local / regional coordinators to support its inbound student program

## Part 2 - Staff management

The following elements of the Queensland Guidelines will be assessed under Part 2 – Staff management

*5.8 Criminal Record Checks / Working with Children Checks*

*5.9 Staff Training*

Please provide the following documentation

<b>Attachment 2A</b>	a copy of the organisation's staff training program, specific to the individual roles within the organisation
<b>Attachment 2B</b>	Information on how the organisation ensures all staff (paid and volunteer) receive the required training, specific to their role within the organisation
<b>Attachment 2C</b>	Information on how the organisation ensures all staff (paid or volunteer) with access to student's personal information hold appropriate Working with Children Checks as part of their employment / recruitment

## Part 3 - Third-party arrangements

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The following elements of the Queensland Guidelines will be assessed under Part 3 – Third-party arrangements

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*5.10 Third-party arrangements*

*5.23 Changes to third party arrangements*

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Please provide the following documentation

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**Attachment 3A** a copy of the contract / agreement the organisation has with each of its overseas partners.

*The organisation has agreements with more than 3 overseas partners and provide 3 signed current agreements and a complete list of all overseas partner organisations*

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**Attachment 3B** Information on how the organisation monitors its third-party organisations, including details of which elements of the organisation's ISSE program are included in the monitoring activities (e.g., the recruitment and verification of host families in destination countries)

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## Part 4 – Reciprocity

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The following elements of the Queensland Guidelines will be assessed under Part 4 - Reciprocity

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*5.3 Reciprocity*

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Please provide the following documentation

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**Attachment 4A** Marketing plan which includes information on the number of inbound students the organisation is committed to placing under its third-party arrangement and market targets for outbound students. The plan should also address the strategy the organisation uses to recruit outbound students

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**Attachment 4B** Information on the process the organisation will follow to ensure it meets its reciprocity obligations in Queensland across a rolling 2-year period

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## Part 5 - Marketing & recruitment

### Part 5.1 - Marketing – general

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The following elements of the Queensland Guidelines will be assessed under Part 5.1 - Marketing – general

*5.1 Purpose of student exchange program*

*5.2 Use of the term ‘student exchange’*

*5.19 Program participation fee discounting*

*5.33 Program evaluation*

Please provide the following documentation

**Attachment 5.1A** Marketing material for **outbound** students including

- Program description
- Destination countries
- Program fees and inclusions, including any applicable discounts or program participation fee discounts
- Travel dates

**Attachment 5.1B** Program information provided to overseas partner organisation for use in the recruitment for students who intend to participate in a Queensland **inbound** program with your organisation

**Attachment 5.1C** a copy of the organisation’s program evaluation for students and host families and results of the last program evaluation

**Attachment 5.1D** information on how the organisation evaluates its program – including its evaluation of its overseas partner organisations. The information

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should identify the actions the organisation takes should issues be identified in the program evaluation

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## Part 5.2 - Student recruitment – inbound and outbound

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The following elements of the Queensland Guidelines will be assessed under 5.2 - Student recruitment – inbound and outbound

### *5.12 Selection of students*

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Please provide the following documentation

**Attachment 5.2A** information on the organisations screening process to ensure it accepts students who meet its selection criteria

**Attachment 5.2B** a copy of the selection criteria for inbound and outbound students

**Attachment 5.2C** a copy of the inbound student application form (if applicable)

**Attachment 5.2D** a copy of the outbound student application form

**Attachment 5.2E** a copy of the program participation contract (if separate to the application form)

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## Part 6 - Information for inbound and outbound students

### Part 6.1 - Inbound student information

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The following elements of the Queensland Guidelines will be assessed under Part 6.1 - Inbound student information

*5.2 Use of the term ‘student exchange’*

*5.11 Structure of student exchange program*

*5.12 Selection of students*

*5.14 Screening of host families*

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*5.16 Orientation for students and host families*

*5.20 School liaison*

*5.28 Exchange student safety card*

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Please provide the following documentation

**Information in relation to 6.1A-C is contained with an inbound student handbook**

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**Attachment 6.1A** information provided to students on the host family arrangements, including whether the students may be placed with multiple host families, other exchange students or a single adult during their exchange

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**Attachment 6.1B** a copy of the program rules and expectations

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**Attachment 6.1C** a copy of the information the organisation provides an inbound student in relation to the host school's expectations

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**Attachment 6.1D** a copy of the pre-departure information and orientation program for inbound students

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**Attachment 6.1E** a copy of inbound student safety card

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## Part 6.2 - Outbound student information

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The following elements of the Queensland Guidelines will be assessed under Part 6.2 - Outbound student information

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*5.11 Structure of the student exchange program*

*5.12 Selection of students*

*5.13 Health Insurance*

*5.14 Screening of host families*

*5.16 Orientation for students and host families*

*5.27 Outbound students*

*5.28 Exchange student safety card*

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Please provide the following documentation

**Information in relation to 6.1A-D is contained with an outbound student handbook**

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**Attachment 6.2A** information provided to students on the host family arrangements, including whether the student may be placed with more than one family during their exchange

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**Attachment 6.2B** a copy of the program rules and expectations

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**Attachment 6.2C** a copy of the information the organisation provides an outbound student in relation to the host school's expectations

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**Attachment 6.2D** information provided to students and their parents on child protection laws and services in the student's destination country

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**Attachment 6.2E** a copy of the pre-departure information and orientation program for outbound students

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**Attachment 6.2F** details of the inclusions of the travel insurance for outbound students / information on any reciprocal health arrangements that apply in the student's destination country

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**Attachment 6.2G** a copy of the outbound student safety card

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## Part 7 - Student program management

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The following elements of the Queensland Guidelines will be assessed under Part 7 - Student program management

*5.2 Use of the term 'student exchange' & Part 4 - Acceptance advice of secondary exchange students (AASES) forms*

*5.11 Structure of student exchange programs*

*5.18 Minimum scheduled SEO contact*

*5.20 School liaison*

*5.22 Changes to student exchange programs – inbound and outbound*

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## 5.27 Outbound students

Please provide the following documentation

**Attachment 7A** information on the travel arrangements the organisation makes for its outbound students, including confirmation of the student's safe arrival

**Attachment 7B** information on how the organisation maintains a minimum schedule of contact with both inbound and outbound students

Please provide the following information on the process the organisation follows to manage the following scenarios:

**Information in relation to 7C-F is contained with a staff handbook**

**Attachment 7C** inbound student program, including *AASES requests* and confirming a Student visa has been granted prior to arrival

**Attachment 7D** outbound student program including providing an *Outbound student notification*

**Attachment 7E** program changes – both routine and unexpected – including a change in host family and host school

**Attachment 7F** interstate transfers

## Part 8 - Host families

### Part 8.1 - Recruitment & management of host families in Australia

The following elements of the Queensland Guidelines will be assessed under Part 8.1 - Recruitment & management of host families in Australia

5.14 *Screening of host families*

5.15 *Prevention of conflict of interest*

5.19 *Program participation fee discounts for families hosting exchange students*

Please provide the following documentation



<b>Attachment 8.1A</b>	a copy of the information the organisation provides host families in the recruitment of families
<b>Attachment 8.1B</b>	a copy of the organisation's selection criteria for the recruitment of host families
<b>Attachment 8.1C</b>	a copy of the selection and verification process for ensuring the suitability of a single adult without children as a host parent
<b>Attachment 8.1D</b>	a copy of any support documents the organisation intends to use in the selection and screening process, such as host family home check lists or similar
<b>Attachment 8.1E</b>	Information on the process the organisation follows to collect and maintain the currency of the organisation's Blue Card register for host families
<b>Attachment 8.1F</b>	information on the steps the organisation takes to manage any conflicts of interest in the placement of students with a host family
Please provide the following information on the process the organisation follows to manage the following scenarios:	
<b>Information in relation to 8.1G is contained with a staff handbook</b> <input type="checkbox"/>	
<b>Attachment 8.1G</b>	selecting and screening host families

## Part 8.2 - Recruitment & management of host families via an overseas partner organisation

The following elements of the Queensland Guidelines will be assessed under Part 8.2 - Recruitment & management of host families via an overseas partner organisation

*5.10 Third-party arrangements*

*5.14 Screening of host families*

Please provide the following documentation

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**Attachment 8.2A**

Information on the selection and verification process each overseas organisation will follow in the recruitment of host families for outbound students.

*Where the organisation has more than 3 overseas partner organisations, please provide the required information for the same 3 organisations as signed MoU's required under Part 3.*

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**Attachment 8.2B**

Information on the process the organisation uses to ensure the host family for each outbound student was appropriately recruited by its overseas partner organisation and Criminal Record Checks were conducted for all adults residing in the home

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## Part 8.3 - Host family information

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The following elements of the Queensland Guidelines will be assessed under Part 8.3 - Host family information

*5.16 Orientation for students and host families*

*5.17 Support for students and host families*

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Please provide the following documentation

**Attachment 8.3A** a copy of the orientation program for host families

**Attachment 8.3B** Information on the local support which will be provided to host families

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## Part 9 - Host schools

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The following elements of the Queensland Guidelines will be assessed under Part 9 - Host schools

*5.20 School liaison*

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Please provide the following documentation

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<b>Attachment 9A</b>	a copy of the program information provided when recruiting a host school
<b>Attachment 9B</b>	a sample of the information provided to schools on a prospective student prior to the student's commencement with the school
<b>Attachment 9C</b>	information on the role and responsibilities of the school liaison person
<b>Attachment 9D</b>	information on the process the organisation will follow to maintain for effective liaison with each host school

## Part 10 - Support for students

### Part 10.1 - Resolution of problems

The following elements of the Queensland Guidelines will be assessed under Part 10.1 - Resolution of problems

#### *5.30 Resolution of problems*

Please provide the following documentation

**Attachment 10.1A** Complaints and appeals / Resolution of problems policy

Please provide the following information on the process the organisation follows to manage the following scenarios:

**Information in relation to 10.1B is contained with a staff handbook**

**Attachment 10.1B** complaints handling and appeals process

## Part 10.2 - Child protection – inbound and outbound students

The following elements of the Queensland Guidelines will be assessed under Part 10.2 - Child protection – inbound and outbound students

### *5.29 Reporting incidents and allegations of abuse*

Please provide the following documentation

**Attachment 10.2A** Child protection policy

**Attachment 10.2B** Information provided to inbound and outbound students on how to report an incident or allegation involving actual or alleged sexual or physical abuse

**Attachment 10.2C** Training material to staff on how to report an incident or allegation involving actual or alleged sexual or physical abuse

Please provide the following information on the process the organisation follows to manage the following scenarios:

**Information in relation to 10.2D is contained with a staff handbook**

**Attachment 10.2D** reporting any incident or allegation involving actual or alleged sexual or physical abuse of an inbound student to the Queensland Police, or in the case of an outbound student, the relevant authority in the destination country

## Part 10.3 - Critical incident management

The following elements of the Queensland Guidelines will be assessed under Part 10.3 - Critical incident management

### *5.26 Response to critical incidents*

### *5.10 Third-party arrangements (critical incidents)*

Please provide the following documentation

<b>Attachment 10.3A</b>	Critical incident policy
<b>Attachment 10.3B</b>	Training material to staff on how to manage a critical incident
<b>Attachment 10.3C</b>	Information on how the organisation managed critical incidents, including support measures for students and communication with any affected party
<b>Attachment 10.3D</b>	Information on how the overseas partner organisation manages critical incident, including the communication protocols to inform the organisation of any incident impacting an outbound student

## Part 10.4 - Privacy of information & social media

The following elements of the Queensland Guidelines will be assessed under Part 10.4 - Privacy of information & social media

*5.31 Privacy of student information*

*5.32 Information for students and host families on privacy*

Please provide the following documentation

<b>Attachment 10.4A</b>	Privacy of student information policy
<b>Attachment 10.4B</b>	Social media policy
<b>Attachment 10.4C</b>	Information to staff on the use of social media as a business tool, including direction on publishing information, photos and content referencing student who are participating in an exchange (either inbound or outbound)

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**Attachment 10.4D** Information on the review process the organisation applies to any marketing or recruitment information which is student specific to ensure any published material does not identify an individual student

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**Attachment 10.4E** a copy of the information the organisation provides to student and host families in relation to the use of social media

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## Privacy notice

The International Quality (Schools) Unit collects 'personal information' within the meaning of the Queensland Government [Information Privacy Act 2009](#), which deals with the collection and handling of such information by government agencies.

Information collected on this form is in accordance with the [Education \(Overseas Students\) Act 2018](#) to assess your application for approval.

Personal information is collected and used to:

- process applications
- ask further questions or request further information
- enable the International Quality (Schools) Unit to make decisions under the [Education \(Overseas Students\) Act 2018](#)

The type of personal information collected may include:

- personal details, including name, postal address, phone number, email
- enquiries or complaints

Personal information may be disclosed to third party entities if applicable. Examples of these entities are:

- The Queensland Minister for Education
- The Director-General (or delegate) and other relevant areas within the Queensland Department of Education
- The Australian Government's Department of Home Affairs
- International Quality (Schools) Unit staff administering and processing applications and registration amendments

Certain information collected may also be published under the Open Data ([data.qld.gov.au](http://data.qld.gov.au)) if suitable for release. In other instances, information collected can be disclosed without further consent where authorised or required by law.

## Attachment A – Fit & Proper Person Declaration

This person assumes responsibility for the organisation’s compliance with legislative requirements in the [Education \(Overseas Students\) Act 2018](#) [the ‘EOS Act’] and [Guidelines for the operation of international secondary student exchange programs](#) in Queensland.

The person identified as the Principal Executive Officer will be the point of contact for any matters pertaining to the organisation’s compliance under the EOS Act.

Given name/s	
Family name	
Position	

'Fit and Proper person' declaration		
1.	Were you involved in the management of a student exchange organisation at the time that the organisation had their registration suspended or cancelled by a state/territory registration authority in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	Were you involved in the management of a student exchange organisation at the time that the organisation had conditions imposed on their registration by a state/territory registration authority in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	Have you ever been charged with or convicted of an indictable offence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.	Have you ever become bankrupt?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.	Have you ever been disqualified from managing corporations under the Corporations Act?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.	Have you ever been refused a Working with Children Check in any state/territory in which the organisation operates?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.	Have you ever been found not to be a fit and proper person under the Queensland Guidelines or any equivalent interstate guidelines?	<input type="checkbox"/> Yes <input type="checkbox"/> No

8.	Have you ever been found to have provided a state/territory registration authority with false or misleading information or made a false or misleading statement to a state/territory registration authority in relation to any matter under the Queensland Guidelines or equivalent interstate guidelines?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If you have answered YES to any of the questions 1-8 above, you must provide further details below:

Declaration:

Made under the Queensland *Oaths Act 1867*<sup>1</sup>

I<sup>2</sup>, \_\_\_\_\_, do solemnly and sincerely declare that the information I have provided in this Fit and proper person requirements declaration is true and accurate and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the *Oaths Act 1867*.

Signed<sup>3</sup>

Declared at \_\_\_\_\_ the \_\_\_\_\_ day of \_\_\_\_\_ (month)  
(year)

Before me, \_\_\_\_\_<sup>4</sup>

\_\_\_\_\_<sup>5</sup>

<sup>1</sup> A person who wilfully makes a false declaration is guilty of an offence punishable by imprisonment.

<sup>2</sup> Here print the name, address and occupation of person making the declaration.

<sup>3</sup> Signature of person making the declaration.

<sup>4</sup> Signature of person before whom the declaration is made.

<sup>5</sup> Here insert title of person before whom the declaration is made (Justice of the Peace, notary public, Commissioner for taking affidavits, etc).