

ISSE

# Evidence-guide for ISSE not-for-profit organisations



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## How to use this guide

This guide provides direction to student exchange organisations applying for either initial approval or a renewal of approval as a student exchange organisation (SEO) in Queensland.

The *Application for initial or renewal of approval as a ISSE organisation in Queensland form* requests a range of documentation to confirm the organisation's compliance with the requirements under the Queensland [Guidelines for the operation of the international secondary student exchange programs.](#)

We have grouped the guideline requirements into 10 parts:

- Part 1 – Governance / structure of SEO
- Part 2 – Staff management
- Part 3 – Third-party arrangements / sister-schools
- Part 4 – Reciprocity
- Part 5 – Marketing & recruitment
- Part 6 – Information for inbound and outbound students
- Part 7 – Student program management
- Part 8 – Host families
- Part 9 – Host schools
- Part 10 – Support for students

The application form will ask for a set of specific documentation for each part which will be assessed to confirm compliance with the elements of the Queensland Guidelines identified in that part.

For example

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### *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:*

*5.10 Third-party arrangements*

*5.23 Changes to third party arrangements*

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*The following documentation is required:*

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

*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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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.

This document maps the evidence required against the specific element of the guidelines which will be assessed. When preparing the documentation, please take a moment to check the evidence you intend to submit will address the requirement element of the guidelines.

A note on additional material – you may wish to provide evidence in addition to that identified in the application form. Should you wish to submit this evidence, please ensure you clearly label which element of the guidelines the evidence relates to (e.g., *Part 1 – social media post to recruit coordinators*).

## Dos and don'ts of a good application

### *Do's*   *Don'ts*

<p><i>Confirm the documentation to be submitted has been reviewed to ensure it</i></p> <ul style="list-style-type: none"> <li><i>meets the legislative requirements</i></li> <li><i>references any Qld specific requirements (e.g., Blue Cards)</i></li> </ul>	<p><i>Do not simply re-submit an application lodged in another jurisdiction as the evidence may not address all our Queensland requirements.</i></p>
<p><i>Ensure:</i></p> <ul style="list-style-type: none"> <li><i>each piece of evidence is clearly labelled with the relevant attachment name (e.g., Attachment 1A.) – you do not need to change your file name; simply add the attachment identification number to the beginning of the file name (e.g., Attachment 3A – Acme Brazil MoU June 2022)</i></li> </ul>	<p><i>Do not attach documentation that you cannot clearly link to an evidence requirement in the application form – if we cannot identify which element it belongs to, we may not be able to take it into account in the assessment of the application.</i></p>

- 
- *all the required evidence has been submitted*
  - *any additional evidence is clearly labelled to reflect the section of the application form it applies to*
-

## Developing the required documentation

We recommend the organisation develop a set of procedures to address key process.

### A word on policies and procedures

A number of standards in the Queensland guidelines require both a policy and a procedure.

A policy is a set of general guidelines about how the organisation conducts its services, actions or business. Policies also provide a set of guiding principles to help with decision making.

A well written policy is clear, concise and uses simple language. It explains the rule, not how to implement it.

A procedure is a detailed description of how each policy will be put into action by an organisation. Each procedure should clearly outline:

- who will do what
- what steps they need to take and when
- which supporting forms or documents to use.

A procedure should provide step-by-step instructions for each staff member (paid or volunteer) and any other person who supports the organisation meet its obligations – such as regional coordinator or volunteer host families.

A well written procedure will enable people working or volunteering know exactly what they need to do in a particular circumstance to ensure that the collective actions of the organisation meet the requirements under the Queensland guidelines.

Please note: The Queensland Guidelines refers to the *Queensland Registration Authority*. This is the International Quality Schools Unit in the Queensland Department of Education.



# Part 1 - Governance / structure of SEO

The following elements of the guidelines are assessed under this section:

*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*

## *Legislative requirement*

### **5.4 Eligibility to apply for a student exchange approval**

*Section 14 of the EOS Act provides that a school or a not-for-profit organisation may apply to the Queensland Registration Authority for approval to provide an international secondary student exchange program.*

*For State schools, the application may be made on behalf of the school by a person authorised in writing by the Queensland Department of Education. For non-State schools, the application may*

## *Assessment criteria & Evidence required to support compliance*

### *Assessment criteria*

The organisation has provided as statement confirming its programs operate in a not-for-profit capacity.

AND

The organisation has confirmed via a written statement that it has the necessary resources to fulfil its obligations and responsibilities for the duration of the approval and operates its ISSE program in a not-for-profit capacity.

*be made on behalf of the school by the school's governing body or a person authorised in writing by the school's governing body.*

**&**

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

*SEOs must operate on a not-for profit basis and be financially viable with sufficient financial resources to fulfil their obligations and responsibilities for the duration of the approval.*

*SEOs are required to provide evidence of their not-for-profit status by submitting appropriate documentation with the application.*

*SEOs are required to demonstrate that they are not-for-profit and financially viable with sufficient financial resources to fulfil their obligations and responsibilities at the time of initial approval and renewal of approval.*

*The SEO must be able to demonstrate that they remain not-for-profit.*

### **5.6 Fit and Proper Person requirement**

*SEOs must satisfy the fit and proper person requirement at the time of application and for the duration of any approval.*

...

### *Evidence required to support compliance*

**Attachment 1A** - 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

### *Assessment criteria*

The organisation as provided a 'fit and proper person' statutory declaration via the application form. The PEO meets the requirements under the Guidelines to hold this position.

*A SEO must notify the Queensland Registration Authority within 28 days if it becomes aware that a person within their management becomes subject to any of the above.*

*The Queensland Registration Authority may review whether a SEO satisfies the fit and proper person requirement at any time during the term of approval. The Queensland Registration Authority may review whether a SEO satisfies the fit and proper person requirement if the Queensland Registration Authority has been notified of changes to the ownership, management, control or operation of the SEO.*

### **5.7 Organisational Structure**

*SEO's must have an organisational structure within Queensland that:*

- *is effective and appropriate for the size of the operation;*
- *allows ready access by and communication with parents, schools, students and officers of appropriate agencies; and*
- *provides appropriate support for participating students.*

*SEO's must demonstrate through their organisational structure or third-party arrangements that they can facilitate the provision of*

A position description provided by the organisation identifies the position with responsibility for notifying of changes to the PEO in the event a PEO is replaced as they no longer meet the fit and proper person requirements.

#### *Evidence required to support compliance*

**Attachment 1C** - position descriptions for all staff (paid and volunteer) which outlines the roles and responsibilities for the management of the organisation's program; this includes changes to ownership, third-party arrangements, and fit & proper person requirements

#### *Assessment criteria*

The organisation has provided details of its organisational structure, including position descriptions, which confirm it has staff with responsibilities for inbound student and outbound student program management, as well as coordinators or local support for inbound students.

#### *Regional coordinators:*

The organisation has provided information on how it ensures it has sufficient local / regional coordinators to support its inbound student program.

*effective and appropriate support to participating inbound and outbound students overseas.*

*For inbound students, where an SEO organisational structure includes local SEO coordinators, the SEO must:*

- *provide the name, residential address, email address and contact telephone numbers for all local SEO coordinators in Queensland as part of the National Standard Annual Monitoring Form; and*
- *provide each exchange student with a local SEO coordinator residing within 200km or 2 hours travel by car whichever is the shorter from the student's host family residence.*

*For SEOs operating across more than one jurisdiction, the jurisdiction within which the organisation has its head-office or central location will be considered as their base state. A SEO seeking to be approved in Queensland must also operate as a SEO offering ISSE programs in their base state. Where a SEO ceases to operate ISSE programs in the base state, the Queensland Registration Authority may choose to review the approval.*

### **5.17 Support for students and host families**

The information confirms it is aware all local / regional coordinators must reside within 200km / 2 hours of an inbound student.

The information the organisation provides its regional coordinators clearly explains the role and responsibility of the regional coordinator.

#### *Evidence required to support compliance*

**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

*Regional coordinators:*

**Attachment 1E** - copy of the information the organisation provides its local / regional coordinators, outlining the role and responsibilities of the coordinator

#### *Assessment criteria*

*SEOs must ensure that inbound and outbound exchange students and host families have adequate local assistance and support. Support includes appropriate reception, orientation, accommodation, transport and emergency arrangements as well as providing ongoing support networks for exchange students.*

### **5.21 Changes to SEO governance**

*SEOs must notify the Queensland Registration Authority of any change in ownership, control, executive management or operation of the SEO as soon as practical, but within 10 working days of the change.*

*For SEOs that are non-state schools, this includes changes in governing body and any change of school principal.*

The organisation has provided information which identifies who is responsible for providing various elements of support to both inbound and outbound students including reception, orientation, accommodation, transport and emergency arrangements.

#### *Evidence required to support compliance*

**Attachment 1C** - position descriptions for all staff (paid and volunteer) which outline 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

**Attachment 1D** - information on the support provided to both in inbound and outbound students including reception, orientation, accommodation, transport, and emergency arrangements

#### *Assessment criteria*

A position description provided by the organisation identifies the position with responsibility for notifying of changes to the ownership, executive management (including PEO) as soon as practical, but within 10 working days of the change.

#### *Evidence required to support compliance*

**Attachment 1C** - position descriptions for all staff (paid and volunteer) which outlines the roles and responsibilities for the

*On notification of the changes, the Queensland Registration Authority may review whether a SEO remains appropriate for approval as a SEO.*

management of the organisation's ISSE program; this includes changes to ownership, third-party arrangements, and fit & proper person requirements



# Part 2 - Staff management

The following elements of the guidelines are assessed under this section:

*5.8 Criminal Record Checks / Working with Children Checks*

*5.9 Staff Training*

## *Legislative requirement*

### **5.8 Criminal Record Checks / Working with Children Checks**

*SEOs must ensure that the requirements of the Working with Children (Risk Management and Screening) Act 2000 are met. For any of its officers, employees and volunteers with access to students' personal records or information for whom a Blue Card or Blue Card exemption is not available, the SEOs must ensure that, as a minimum, a National Police Record Check is undertaken.*

## *Assessment criteria & Evidence required to support compliance*

### *Assessment criteria*

The organisation has provided information which addresses how it ensures all staff (paid or volunteer) with access to students' personal information hold appropriate Working with Children Checks as part of their employment / recruitment.

### *Evidence required to support compliance*

**Attachment 2B** - information on how the organisation ensures all staff (paid and volunteer) receive the required training, specific to their role within the organisation

## 5.9 Staff Training

SEOs must demonstrate that they provide training for local SEO coordinators and student support staff that specifically includes, as a minimum, instruction in:

- *conflict resolution;*
- *procedures for handling and reporting emergency situations and critical incidents;*
- *information on child safety standards and reporting requirements;*
- *procedures for handling and reporting allegations of sexual misconduct or any other allegations of abuse or neglect;*
- *the criteria to be used to screen potential host families and exercise good judgement in assessing if the host family will be able to provide the appropriate environment and support for an exchange student; and*
- *these Guidelines, the EOS Act and the WWC Act requirements as they relate to the role of the coordinator and student support staff.*

### *Assessment criteria*

The organisation has provided a copy of its staff training program which confirms the program includes:

- conflict resolution;
- information on how to handle and report emergency situations and critical incidents;
- information on child safety standards and reporting requirements;
- information on how to handle and report allegations of sexual misconduct or any other allegations of abuse or neglect;
- the criteria to be used to screen potential host families and exercise good judgement in assessing if the host family will be able to provide the appropriate environment and support for an exchange student; and
- these Guidelines, the EOS Act and the WWC Act requirements as they relate to the role of the coordinator and student support staff.

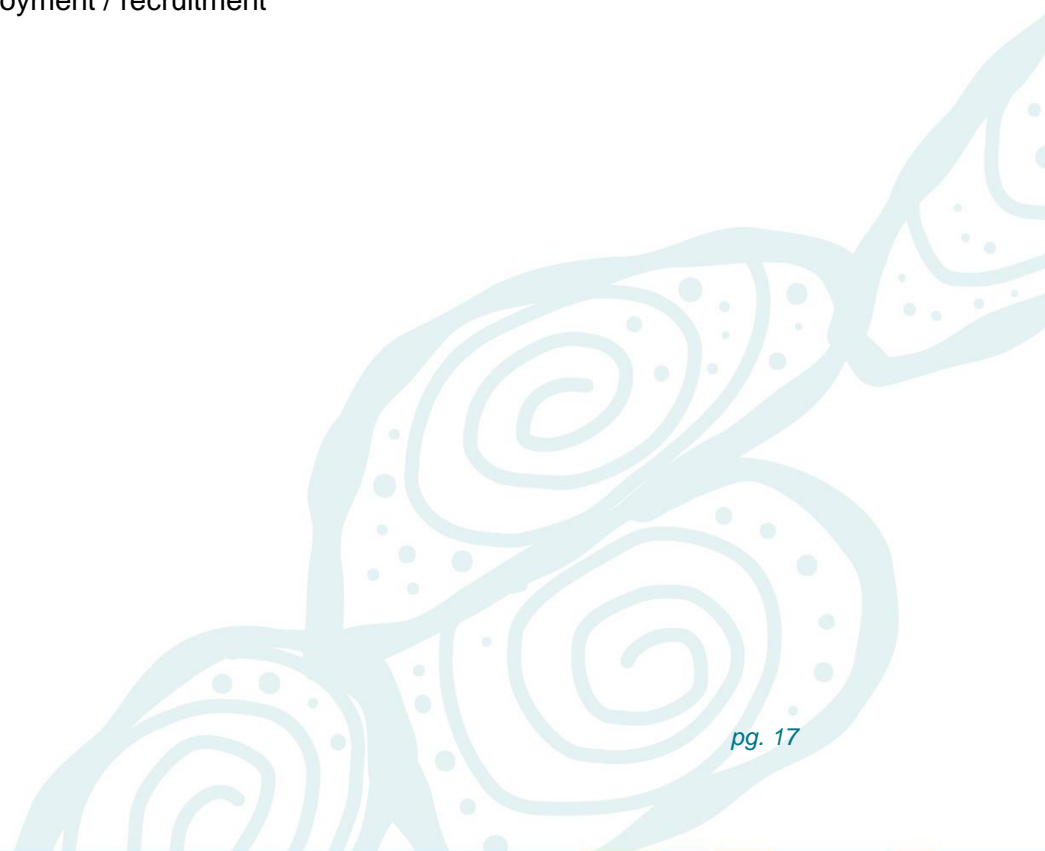


The organisation has provided information which supports it ensures all staff (paid and volunteer) receive the required training, specific to their role within the organisation.

*Evidence required to support compliance*

**Attachment 2A** - a copy of the organisation's staff training program, specific to the individual roles within the organisation.

**Attachment 2C** - 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

Please note – a ‘third-party arrangement’ refers to any overseas organisation with whom the student exchange organisation has an agreement to organise an element of the organisation’s outbound student 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 the organisation accesses as a ‘client’.

The following elements of the guidelines are assessed under this section:

5.10 Third-party arrangements

5.23 Changes to third party arrangements

## Legislative requirement

### 5.10 Third-party arrangements

SEOs must maintain up to date records of all third-party organisations used to support and deliver elements of the ISSE program, including:

- the name of the third-party organisation;
- type of arrangement made between the parties;

## Assessment criteria & Evidence required to support compliance

### Assessment criteria

**(record keeping)** - The contract between the organisation and its overseas partner organisation details the roles and responsibilities of each party, which are consistent with the actions required under the Queensland Guidelines.

- *a copy of the contracts between the SEO and the third party;*
- *information about the monitoring process the SEO undertakes in relation to the operations of the third party; and*
- *information about periodic evaluations of service delivery undertaken by the SEO for both inbound and outbound students.*

*SEO's must ensure that third party organisations supporting outbound students have policies and procedures to respond to critical incidents including natural disasters, terrorism, student illness or injury, and breakdown in the hosting relationship.*

*Information about third party arrangements must be provided at the time of application.*

*During the period of approval SEOs must notify the Queensland Registration Authority if there is a change to the organisations that the SEO has a third-party arrangement with.*

*Where an exchange organisation becomes aware that a third-party organisation has not complied with the requirements under these Guidelines, the SEO must take immediate corrective action.*

### **5.23 Changes to third party arrangements**

**(monitoring process)** - The organisation has provided information on how it monitors its third-party organisations, which includes details of what is included in the monitoring activities.

The monitoring includes at minimum a review of the third-parties' activities to recruit and select host families for outbound students.

The contract / MoU support where the organisation becomes aware a third-party organisation has not complied with the requirements of the Guidelines, the organisation will take immediate corrective actions.

#### *Evidence required to support compliance*

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

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

#### *Assessment criteria*

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*SEOs must notify the Queensland Registration Authority of any changes to the people or organisations that the SEO has a third-party arrangement with within 10 working days of the change.*

*If the SEO enters into a new third-party agreement, the Queensland Registration Authority must be advised of this new arrangement, and details of the new arrangements and any supporting documents including the contract must be provided.*

Position descriptions provided by the organisation under Part 1 identify the position with responsibility for notifying of changes to the organisation's third-party arrangements as soon as practical, but within 10 working days of the change.

*Evidence required to support compliance*

*Relevant documentation provided under Part 1:*

**Attachment 1C** - position descriptions for all staff (paid and volunteer) which outlines the roles and responsibilities for the management of the organisation's program; this includes changes to ownership, third-party arrangements, and fit & proper person requirements

# Part 4 – Reciprocity

The following elements of the guidelines are assessed under this section:

## 5.3 Reciprocity

*Please note - reciprocity points can be accrued for programs which comply with the following rules:*

*There is no minimum program duration; however, to qualify as a secondary exchange student:*

- the student must be enrolled as a full-time student at a secondary school;*
- the student must commence school in line with the agreed commencement date on the AASES form or on the Outbound Student Notification;*
- the student must attend school and participate fully in the school's academic program, as required by the school;*
- all arrangements for the welfare and accommodation of the student must meet the requirements of the Guidelines (i.e., must be accommodated with a volunteer host family); and*
- for inbound students, the student must arrive on a student visa obtained via an AASES form.*

*The maximum duration for an ISSE program is 12 months.*

### 5.3 Reciprocity

*SEOs must ensure that for each month that an overseas student participates in an ISSE program in Queensland a Queensland student participates as an exchange student overseas in a student exchange program.*

*SEOs must submit to the Queensland Registration Authority information and statistics regarding all incoming and outgoing programs, including the enrolment commencement and cessation dates for each student. This information must be confirmed annually on the National Standard Annual Monitoring Form.*

*If the annual reciprocity return of the SEO shows a significant negative reciprocity balance, the SEO is required to submit a remedial action plan in association with the annual reciprocity return. The plan should apply to any jurisdiction in which the organisation has a significant negative reciprocity balance.*

*SEOs are required to maintain a neutral or positive reciprocity balance. A negative balance over two consecutive years is considered a breach of the organisation's reciprocity obligation.*

### Assessment criteria

The organisation has provided information on how it recruits outbound students and its hosting obligations for inbound students.

The information includes marketing strategies etc to ensure the organisation can send as many students as it hosts.

The organisation has provided information on the process it takes to maintain a neutral or positive reciprocity balance.

### Evidence required to support compliance

**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

**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

*A continuing significant negative reciprocity balance of more than -50 points is considered grounds for suspension or cancellation.*



# Part 5 - Marketing & recruitment

## Part 5.1 - Marketing – general

The following elements of the guidelines are assessed under this section:

*5.1 Purpose of student exchange program*

*5.2 Use of the term 'student exchange'*

*5.19 Program participation fee discounting*

*5.31 Privacy of student information*

*5.33 Program evaluation*

### *Legislative requirement*

#### **5.1 Purpose of student exchange program**

*SEOs must demonstrate that the principal purpose of their ISSE program is to provide a broad educational experience for students and to further international / intercultural understanding.*

### *Assessment criteria & Evidence required to support compliance*

#### *Assessment criteria*

The documentation supports the principal purpose of the organisation's ISSE program is to provide a broad educational experience for students and to further international / intercultural understanding.

The documentation does not include references to an academic outcome at the conclusion of the programs.

#### *Evidence required to support compliance*



## **5.2 Use of the term ‘student exchange’**

*SEOs providing other visit or cultural programs for young people entering Australia on a Visitor Visas must:*

- *not promote or refer to such programs as ISSE programs; and*
- *make explicitly clear to participants and parents that these programs are not ISSE programs regulated under the EOS Act or these Guidelines and are not quality assured by the Queensland Registration Authority.*

*Only programs operating under these Guidelines may be identified as ‘student exchange’ programs in promotional and marketing material, both print and electronic.*

**Attachment 5.1A** - program description in the marketing material for **outbound** students

**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

### *Assessment criteria*

The documentation supports the organisation advises all inbound students of the requirement to enter Australia on a Student visa (subclass 500), issues on the basis of an AASES form.

The documentation supports the organisation confirms all inbound students arrive on a Student Visa (subclass 500).

Where the organisation also offers shorter cultural programs to Visitor visa holders:

The marketing material:

- clearly differentiates between these short programs and registered ISSE programs; and
- makes explicitly clear to participants and parents that these programs are not ISSE programs regulated under the EOS

### **5.19 Program participation fee discounting**

*Placement of an exchange student with a host family must not involve payment of board or a subsidy to the host family as a condition of the student's placement.*

*SEOs may only provide a discount of the SEOs program participation fee\* to the family of an outbound exchange student in exchange for the family undertaking to host an inbound student, if:*

Act or these Guidelines and are not quality assured by the Queensland Registration Authority.

The enrolment form or program participation contract are specific to ISSE programs, and do not make reference to short-programs. [This form is provided by the SEO under Part 5.2]

#### *Evidence required to support compliance*

**Attachment 5.1A** - program description in the marketing material for **outbound** students

**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

#### *Assessment criteria*

The organisation has provided a documentation in relation to any program participation fee discounts it offers. The documentation confirms that:

- the discount is only offered where the family meet the requirements for host families in these Guidelines and any other requirements imposed by the organisation;

- *the family meet the requirements for host families in these Guidelines and any other requirements imposed by the SEO;*
- *the discount is a maximum of 10% of the cost of the outbound student's program participation fee; and*
- *the discount is paid as a rebate at the end of the inbound student's exchange program.*

*\* The program participation fee may include airfares, transfers and administrative support throughout the student's exchange; however, the fee must not include tuition fees or board.*

- *the discount is a maximum of 10% of the cost of the outbound student's program participation fee; and*
- *the discount is paid as a rebate at the end of the inbound student's exchange program.*

*\* The program participation fee may include airfares, transfers and administrative support throughout the student's exchange; however, the fee must not include tuition fees or board.*

#### *Evidence required to support compliance*

**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

*NB – assessed under Part 10.4 – Privacy of information & social media*

### **5.31 Privacy of student information**

...

*For example, SEOs must protect the personal information, including photographs, of exchange students and, at a minimum, ensure that the organisation:*

...

- *in the recruitment of host families and in any other circumstances, does not provide personal information or photographs or images including likenesses of individual exchange students in any public or 'open' recruitment through advertising, websites, publications or displays accessible to the general public that would allow the student to be identified via social media;*
- *only provides a photograph, first name and basic information about student interests (i.e., no surname, address or contact details) to prospective host families who have registered with the SEO and who have commenced the relevant screening process, including verifying identity with photo identification;*

...

### **5.33 Program evaluation**

*SEOs must demonstrate that they have a system or process for:*

- *annual or ongoing program evaluation;*
- *seeking post-program feedback on their services from students, parents, host families and schools; and*
- *implementing improvements in response to the evaluation outcomes.*

### **Assessment criteria**

The organisation has provided information on its program evaluation process, which includes a review of students, host families and overseas partner organisations.

The information identifies the actions the organisation takes should issues be identified in the program evaluation.

### **Evidence required to support compliance**

*The program evaluation should include a review of any third-party arrangements.*

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



## Part 5.2 - Student recruitment – inbound and outbound

The following elements of the guidelines are assessed under this section:

### 5.12 Selection of students

#### *Legislative requirement*

#### **5.12 Selection of students**

*SEOs must demonstrate that they have a screening process for selecting inbound and outbound students. Only students with appropriate language proficiency or demonstrated capacity to acquire a language and maturity to benefit from the experience should be selected to take part in an ISSE program.*

#### *Assessment criteria & Evidence required to support compliance*

#### *Assessment criteria*

##### *Inbound students*

The organisation has a screening process for inbound students which requires appropriate English language proficiency and maturity to benefit from the exchange.

##### *Outbound students*

The organisation has a screening process for outbound students which requires appropriate language experience and maturity to benefit from the exchange.

The selection process must require that the student is still enrolled in high school at the point of application.

#### *Evidence required to support compliance*

**Attachment 5.2A** - information on the organisation's 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)

# Part 6 - Information for inbound and outbound students

## Part 6.1 - Inbound student information

The following elements of the guidelines are assessed under this section:

*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*

*5.16 Orientation for students and host families*

*5.20 School liaison*

*5.28 Exchange student safety card*

### *Legislative requirement*

#### **5.2 Use of the term 'student exchange'**

*The documentation supports the SEO advises all inbound students of the requirement to enter Australia on a Student visa (subclass 500), issues on the basis of an AASES form.*

### *Assessment criteria & Evidence required to support compliance*

#### *Assessment criteria*

The documentation supports the organisation advises all inbound students of the requirement to enter Australia on a Student visa (subclass 500), issues on the basis of an AASES form.

#### *Evidence required to support compliance*

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



### **5.11 Structure of student exchange programs**

...

*Where the ISSE program involves the student being placed with more than one host family, SEOs must demonstrate that the student and the student's parents are advised of this prior to the student's first placement.*

AND

#### **Standard 5.14 Screening of host families**

##### **Placement of more than one student with a host family**

*The Queensland Registration Authority may approve a request from a SEO for the placement of more than one exchange student to be accommodated with the same host family.*

*Where an SEO intends to place more than one student simultaneously with the same host family, the exchange organisation*

*Relevant documentation provided under Part 5.1:*

**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

#### *Assessment criteria*

The organisation has provided evidence they inform the student prior to the student's first placement whether the program will include placement with multiple host families.

AND

The organisation has provided information confirming they advise inbound students they may be placed with multiple host families, other exchange students or a single adult during their exchange.

#### *Evidence required to support compliance*

**Attachment 6.1A** - information provided to students on the host family arrangements, including whether the student may be placed with more than one family during their exchange

*Relevant documentation provided under Part 5.1:*

*must ensure all parties agree to the placement prior to the second student being placed with the host family.*

*If requested, the SEO must provide documentation that demonstrates that all parties have been informed that the SEO intends to place more than one student simultaneously with the same host family and that all parties support the placement.*

#### **Placement with single adult host parents without children**

*SEO's must ensure that a potential single adult host parent without a child in the home undergoes a secondary level review by a SEO representative other than the individual who recruited or screened the applicant. Such a secondary review should include demonstrated evidence of the individual's friends or family who can provide an additional support network for the exchange student and evidence of the individual's ties to his/her community. Both the exchange student and his or her parents/legal guardians must agree in writing in advance of the student's placement with a single adult host parent without a child in the home.*

#### **5.12 Selection of students**

*SEO's must provide comprehensive, current information in plain English to potential exchange students on:*

**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

#### *Assessment criteria*

- *school terms and holiday breaks;*
- *the grounds on which the student's exchange may be suspended or cancelled; and*

*the policy and process the SEO has in place for approving the host family, support and general welfare arrangements.*

### **5.16 Orientation for students and host families**

*SEOs must demonstrate that they provide both pre-departure preparation and host country orientation programs for both inbound*

The organisation has provided evidence they provide comprehensive, current information in plain English to potential exchange students on:

- school terms and holiday breaks;
- the grounds on which the student's exchange may be suspended or cancelled; and
- the policy and process the organisation has in place for approving the host family, support and general welfare arrangements.

#### *Evidence required to support compliance*

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

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

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

#### *Assessment criteria*

The organisation has provided a copy of its pre-departure and host country orientation program for inbound students, which includes:

*and outbound students, as well as an orientation program for host families.*

*The orientation program for students and host families must include:*

- information on the organisation's program rules and expectations;*
- information on the roles and responsibilities of students and host families;*
- ...;*
- information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;*
- information on the relevant child protection laws governing minors in the student's destination country;*
- who to contact in emergency situations, including for inbound students contact numbers of a nominated staff member within Australia;*
- information about the SEO's complaints process; and*
- contact details for the Queensland Registration Authority.*

## **5.20 School liaison**

- information on the organisation's program rules and expectations;
- information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;
- who to contact in emergency situations, including for inbound students contact numbers of a nominated staff member within Australia;
- information about the organisation's complaints process; and
- contact details for the Queensland Registration Authority.

### *Evidence required to support compliance*

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

### *Assessment criteria*

*SEOs must follow Queensland Registration Authority's procedures<sup>1</sup> about the placement of overseas students in schools, including attendance and academic pursuits and the recruitment of Australian students for overseas exchange.*

### **5.28 Exchange student safety card**

*SEOs must ensure that all inbound students and their parents are provided with the following information electronically prior to the departure of the student, which lists:*

- *the host family's address, home telephone number and relevant mobile numbers;*
- *emergency contact details for the relevant SEO coordinator or SEO office; and*

The organisation has provided evidence to confirm the inbound student is informed of the school's expectations, including the requirement to attend full-time and participate in the school's academic program. The information also addresses any non-tuition fees payable.

#### *Evidence required to support compliance*

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

#### *Assessment criteria*

The organisation has provided an example of the exchange student safety card, which supports the card is provided electronically prior to the arrival of the student, and includes:

- the host family's address, home telephone number and relevant mobile numbers;
- emergency contact details for the relevant coordinator or office; and

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<sup>1</sup> Note: For details of the enrolment procedure, see Standard 5.11 Structure of student exchange programs in Part 7 of this guide

- *the Queensland Registration Authority's name and email address, with a statement:*

*“(name of SEO) is a student exchange organisation registered in Queensland by the Queensland Registration Authority. Students or their parents or legal guardians can contact the Queensland Registration Authority at*

*[internationalregistration@qed.qld.gov.au](mailto:internationalregistration@qed.qld.gov.au).”*

*The exchange student safety card information must be provided before the student leaves their home country or immediately upon entry into Australia.*

- contact details of the Queensland Registration Authority

*Evidence required to support compliance*

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

## Part 6.2 - Outbound student information

The following elements of the guidelines are assessed under this section:

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*

### *Legislative requirement*

#### **5.11 Structure of student exchange programs**

...

*Where the ISSE program involves the student being placed with more than one host family, SEOs must demonstrate that the student and the student's parents are advised of this prior to the student's first placement.*

...

**AND**

#### **Standard 5.14 Screening of host families**

### *Assessment criteria & Evidence required to support compliance*

#### *Assessment criteria*

The organisation has provided evidence they inform the student prior to the student's first placement whether the program will include placement with multiple host families.

**AND**

The organisation has provided information confirming they advise outbound students they may be placed with multiple host families, other exchange students or a single adult during their exchange

#### *Evidence required to support compliance*

**Placement of more than one student with a host family**

*The Queensland Registration Authority may approve a request from a SEO for the placement of more than one exchange student to be accommodated with the same host family.*

*Where an SEO intends to place more than one student simultaneously with the same host family, the exchange organisation must ensure all parties agree to the placement prior to the second student being placed with the host family.*

*If requested, the SEO must provide documentation that demonstrates that all parties have been informed that the SEO intends to place more than one student simultaneously with the same host family and that all parties support the placement.*

**Placement with single adult host parents without children**

*SEOs must ensure that a potential single adult host parent without a child in the home undergoes a secondary level review by a SEO representative other than the individual who recruited or screened the applicant. Such a secondary review should include demonstrated evidence of the individual's friends or family who can provide an additional support network for the exchange student and evidence of the individual's ties to his/her community. Both the exchange student and his or her parents/legal guardians must agree in writing in*

**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

*Relevant documentation provided under Part 5.1:*

**Attachment 5.1A** - marketing material for **outbound** students



*advance of the student's placement with a single adult host parent without a child in the home.*

### **5.12 Selection of students**

*SEOs must provide comprehensive, current information in plain English to potential exchange students on:*

- *school terms and holiday breaks;*
- *the grounds on which the student's exchange may be suspended or cancelled; and*
- *the policy and process the SEO has in place for approving the host family, support and general welfare arrangements.*

### **Assessment criteria**

The organisation has provided evidence they provide comprehensive, current information in plain English to potential exchange students on:

- school terms and holiday breaks;
- the grounds on which the student's exchange may be suspended or cancelled; and
- the policy and process the organisation has in place for approving the host family, support and general welfare arrangements.

### **Evidence required to support compliance**

**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

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

### **5.13 Health Insurance**

*SEOs must ensure that appropriate health cover is obtained and maintained for inbound and outbound exchange students.*

*Incoming students must hold Overseas Students Health Cover in accordance with Student Visa requirements.*

*The cover obtained for outbound students may be adjusted to take into account any reciprocal health care agreements Australia has with the relevant destination country.*

### **5.16 Orientation for students and host families**

*SEOs must demonstrate that they provide both pre-departure preparation and host country orientation programs for both inbound*

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

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

#### *Assessment criteria*

The organisation has provided evidence to confirm it either provides or requires outbound students to have health insurance for the duration of their program.

Where the destination country offers reciprocal health care agreements Australia, the organisation has provided this information to its outbound students.

#### *Evidence required to support compliance*

**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

#### *Assessment criteria*

The organisation has provided a copy of its pre-departure and host country orientation program for outbound students which includes:

*and outbound students, as well as an orientation program for host families.*

*The orientation program for students and host families must include:*

- *information on the organisation's program rules and expectations;*
- *information on the roles and responsibilities of students and host families;*
- *for host families, information on handling critical incidents and issues relating to student well-being;*
- *information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;*
- *information on the relevant child protection laws governing minors in the student's destination country;*
- *who to contact in emergency situations, including:*
  - *for outbound students, contact details of a coordinator in the destination country;*
- *information about the SEO's complaints process; and*
- *contact details for the Queensland Registration Authority.*

- information on the organisation's program rules and expectations;
- information on the roles and responsibilities of students;
- information on the relevant child protection laws governing minors in the student's destination country;
- who to contact in emergency situations, including contact details of a coordinator in the destination country;
- information about the organisation's complaints process; and
- contact details for the Queensland Registration Authority.

#### *Evidence required to support compliance*

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

### **5.27 Outbound students**

SEOs must:

- *provide parents of students with information about child protection laws and services, including advice about whether or not a criminal record check was undertaken on the host family*

### **5.28 Exchange student safety card**

SEOs must ensure that all outbound students are provided with the following information electronically prior to the departure of the student, which includes:

- *the host family's address, home telephone number and relevant mobile numbers;*
- *that the organisation providing the exchange program is a registered SEO;*
- *the name of the third-party organisation that will be providing for the student while the student is overseas;*

### *Assessment criteria*

The organisation has provided evidence it provides parents of students with information about child protection laws and services, including advice about whether or not a criminal record check was undertaken on the host family.

### *Evidence required to support compliance*

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

### *Assessment criteria*

The organisation has provided an example of the exchange student safety card, which supports the card is provided electronically prior to the departure of the student, and includes:

- the host family's address, home telephone number and relevant mobile numbers;
- that the organisation providing the exchange program is a registered student exchange organisation;
- the name of the third-party organisation that will be providing for the student while the student is overseas;

- emergency contact details for the relevant SEO coordinator or SEO office in the student's destination country;
- emergency contact details for the relevant SEO in Australia; and
- the Queensland Registration Authority's name and email address, with a statement:

*“(name of SEO) is a Student Exchange Organisation registered in Queensland by the Queensland Registration Authority.*

*Students or their parents or legal guardians can contact the Queensland Registration Authority at*

*[internationalregistration@ged.qld.gov.au](mailto:internationalregistration@ged.qld.gov.au) ”*

*The exchange student safety card information must be provided to the student before the student departs Australia.*

- emergency contact details for the relevant coordinator or office in the student's destination country;
- emergency contact details for the organisation in Australia; and
- contact details of the Queensland Registration Authority

*Evidence required to support compliance*

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

# Part 7 - Student program management

The following elements of the guidelines are assessed under this section:

*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*

*5.27 Outbound students*

## *Legislative requirement*

### **5.2 Use of the term 'student exchange'**

*All inbound students entering Australia on programs advertised as an ISSE program must enter on a Student Visa (subclass 500) issued on the basis of an AASES form.*

**&**

**Part 4 - Acceptance advice of secondary exchange students (AASES) forms**

## *Assessment criteria & Evidence required to support compliance*

### *Assessment criteria*

The documentation supports the organisation advises all inbound students of the requirement to enter Australia on a Student visa (subclass 500), issues on the basis of an AASES form.

The documentation supports the organisation has a process for ensuring all inbound students entering on a Student Visa (subclass 500).

To obtain a Student Visa for Australia, overseas exchange students require an Acceptance Advice for Secondary Exchange Student (AASES) form. SEOs need to apply to the Queensland Registration Authority for AASES forms using an official AASES request form. AASES forms will be issued on consideration of the organisation's reciprocity balance, and will not be issued to SEOs that have not provided a National Standard Annual Monitoring Form.

The organisation must ensure that the host family nominated on the AASES request represents a confirmed placement at the commencement of the program. Where the student's program is to include more than one host school during the student's placement, the organisation must advise the Queensland Registration Authority of this at the time of the AASES request.

### **5.11 Structure of student exchange programs**

SEOs must follow Queensland procedures about the placement of ISSE program students in schools, including attendance and academic pursuits\*.

SEO should ensure that changes to a student's ISSE program including changes to the start date, duration, departure date, host school, or host family are minimised.

### *Evidence required to support compliance*

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

The procedure should identify the staff member with responsibility for confirming a visa has been granted prior to arrival, and detail any steps the organisation will take in the event it identifies a visa has not been granted to a student due to arrive.

### *Assessment criteria*

The organisation has provided procedural information for managing an inbound student program, including **AASES requests** and confirming a Student visa has been granted prior to arrival.

The organisation has provided procedural information for managing an outbound student program including providing an **Outbound student notification** [see also 5.27 below]

*Where the ISSE program involves the student being placed with more than one host family, SEOs must demonstrate that the student and the student's parents are advised of this prior to the student's first placement.*

*An ISSE program should not include a change of host school unless the original host school placement is not satisfactory. If the host school is the SEO, an unsuccessful placement would normally be resolved by the student returning home early.*

*SEOs may transfer student's interstate only in exceptional circumstances and only with:*

- a) parental support for the transfer; and*
- b) the approval of the both the Queensland and relevant interstate registration authority prior to the transfer.*

*(Note: for an interstate transfer a new AASES form from the relevant interstate registration authority is required. Reciprocity will be calculated by allocating the time the student spent in each state/territory and included in the relevant state/territory's annual reciprocity report.)*

*The Queensland procedures for the placement of ISSE students in schools are that:*

The organisation has provided procedural information for notifying of any **changes to the ISSE program** of inbound and outbound students

The organisation has provided procedural information for managing **interstate transfers**

*Evidence required to support compliance*

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

**Attachment 7D** - procedure for managing an outbound student program including providing an **Outbound student notification**

**Attachment 7F** - procedure for managing **interstate transfers**



- *the student must be enrolled as a full-time student at a secondary school;*
- *the student must commence school in line with the agreed commencement date on the AASES form; and*
- *the student must attend school and participate fully in the school's academic program, as required by the school*

### **5.18 Minimum scheduled SEO contact**

*SEOs must maintain, as a minimum, a monthly schedule of personal contact, face-to-face or by telephone, with all exchange students and host families. For outbound students, an SEO may satisfy this requirement by ensuring a monthly schedule of personal contact from a third-party organisation in the destination country.*

### **5.20 School liaison**

*It is an expectation that students will commence their enrolment at the host school in line with the commencement dates of the relevant school term. SEOs that are not schools must demonstrate and*

### *Assessment criteria*

The organisation has provided information on how the organisation maintains a minimum schedule of contact with both inbound and outbound students.

### *Evidence required to support compliance*

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

### *Assessment criteria*

The organisation has provided program information which supports the organisation is ensuring the inbound student's commencement and cessation date is in line with the relevant school term.

### *Evidence required to support compliance*

*maintain effective liaison with Queensland host schools through the appointment of an identified liaison officer.*

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

*SEOs must notify the Queensland Registration Authority prior to implementing any changes to an ISSE program unless there are exceptional circumstances that require an immediate change (e.g., a risk to the student's health, wellbeing or safety or the wellbeing of others).*

*If an exceptional circumstances change is made to an ISSE program the SEO must notify the Queensland Registration Authority as soon as practical but within 5 working days of the change.*

*Changes to an ISSE program may include, a change to:*

- *host school;*
- *host family;*
- *start date;*
- *duration; and*
- *departure date.*

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

#### *Assessment criteria*

The organisation has provided procedural information for notifying the IQS Unit of any changes to an ISSE program. The information confirms the notification will be made prior to the change occurring unless there are exceptional circumstances that require an immediate change (e.g., a risk to the student's health, wellbeing or safety or the wellbeing of others).

The procedural information confirms the organisation is aware of the requirement to ensure that ISSE programs are managed and organised in a manner to minimise changes to the student's agreed ISSE program.

#### *Evidence required to support compliance*

**Attachment 7E** - procedure for managing program changes – both routine and unexpected – including changes in host family and host school

*SEO must ensure that ISSE programs are managed and organised in a manner to minimise changes to the student's agreed ISSE program.*

*Changes to the host school should only be made in exceptional circumstances.*

*Where the ISSE programs involves the student changing host school as part of the approved ISSE program, approval must be sought from the Queensland Registration Authority for each host school prior to the commencement of the student's exchange.*

*If a change is made to an ISSE program, SEO must ensure that students and parents/ guardians are informed of the change.*

### **5.27 Outbound students**

*SEOs must:*

- *notify the Queensland Registration Authority of the details of all outbound students prior to their departure from Australia, including as a minimum*
  - *the student's full name,*
  - *home address,*
  - *date of birth,*
  - *home school,*

### *Assessment criteria*

The organisation has provided information on the travel arrangements the organisation makes for its outbound students. The information should include the selection of airline / airfare with transfer facilities; registration with Smart Traveller for country updates, emergency contacts of Australian Embassies or High Commissions.

The organisation has provided information on how the organisation ensures parents of outbound students are notified of the student's safe arrival as soon as practical.

- *destination country,*
  - *destination school,*
  - *destination host family address,*
  - *destination school commencement and cessation dates,*
  - *departure and return dates, and*
- *register ~~students~~ with the Australian Department of Foreign Affairs & Trade (DFAT) for Smart Traveller website for country updates of any country outbound programs will be sent to prior to the first student's departure<sup>2</sup>;*
  - *require outbound exchange students transiting en-route to the destination country to only travel with international airlines that provide full transfer facilities and have age-appropriate procedures in the event of flight delays or interruptions;*
  - *have up to date emergency contact information for airlines, Australian Embassies or High Commissions and other relevant agencies for all destination and transit countries; and*

#### *Evidence required to support compliance*

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

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<sup>2</sup> Registration of individual travellers is no longer supported by the DFAT Smart Traveller website; as an alternative SEOs must register for country warnings via the Smart Traveller website <https://www.smartraveller.gov.au/destinations>

- *arrange for parents of all outbound exchange students to receive confirmation of the student's safe arrival at the host family as soon as practicable.*



# Part 8 - Host families

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

The following elements of the guidelines are assessed under this section:

*5.14 Screening of host families*

*5.15 Prevention of conflict of interest*

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

### *Legislative requirement*

#### **5.14 Screening of host families**

*Selection of host families must not involve payment of board or a subsidy to the host family, or to any other party, as a condition of the student's placement. (For some special needs programs, some organisations may provide a subsidy to host families with the approval of the state/territory registration authority.)*

**AND**

### *Assessment criteria & Evidence required to support compliance*

#### *Assessment criteria*

The organisation has provided a copy of the information the organisation provides host families which confirms the host family is required to agree to provide accommodation and board on a voluntary basis.

#### *Evidence required to support compliance*

**Attachment 8.1A** - a copy of the information the organisation provides host families in the recruitment of families

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

*Placement of an exchange student with a host family must not involve payment of board or a subsidy to the host family as a condition of the student's placement*

### **5.14 Screening of host families**

*For inbound students:*

*SEOs must adequately screen and select exchange student host families and as a minimum must:*

- *conduct an in-person interview with all host family members aged 18 years and over residing in the home;*
- *conduct a home inspection prior to the placement of an exchange student to ensure that the host family is capable of providing a safe, comfortable and nurturing home environment;*
- *ensure that the host family understands and agrees to meet the financial obligations of hosting; and*
- *verify that every person 18 years and over residing in the home holds a Blue Card prior to the placement commencing.*

### **Assessment criteria**

The organisation has provided information on the selection criteria for the recruitment of host families which confirms the process includes a physical home inspection.

The information provided includes a selection checklist or similar outlining the accommodation arrangement the organisation deems appropriate to the organisation's needs.

The selection includes a Blue Card process for all adults in the home.

### **Evidence required to support compliance**

**Attachment 8.1B** - a copy of the organisation's selection criteria for the recruitment of host families

**Attachment 8.1C** - a copy of the selection and verification process for ensuring the suitability of a single adult without children as a host parent

### **5.14 Screening of host families**

#### **Placement with single adult host parents without children**

*SEO's must ensure that a potential single adult host parent without a child in the home undergoes a secondary level review by a SEO representative other than the individual who recruited or screened the applicant. Such a secondary review should include demonstrated evidence of the individual's friends or family who can provide an additional support network for the exchange student and evidence of the individual's ties to his/her community. Both the exchange student and his or her parents/legal guardians must agree in writing in advance of the student's placement with a single adult host parent without a child in the home.*

### **5.15 Prevention of conflict of interest**

**Attachment 8.1D** - 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

**Attachment 8.1E** - Information on the process the organisation follows to collect and maintain the currency of the organisation's Blue Card register for host families

#### *Assessment criteria*

The organisation has provided information on the selection and verification process for single adults without children to be approved as host families. The process includes the required secondary level review.

#### *Evidence required to support compliance*

**Attachment 8.1C** - a copy of the selection and verification process for ensuring the suitability of a single adult without children as a host parent

#### *Assessment criteria*



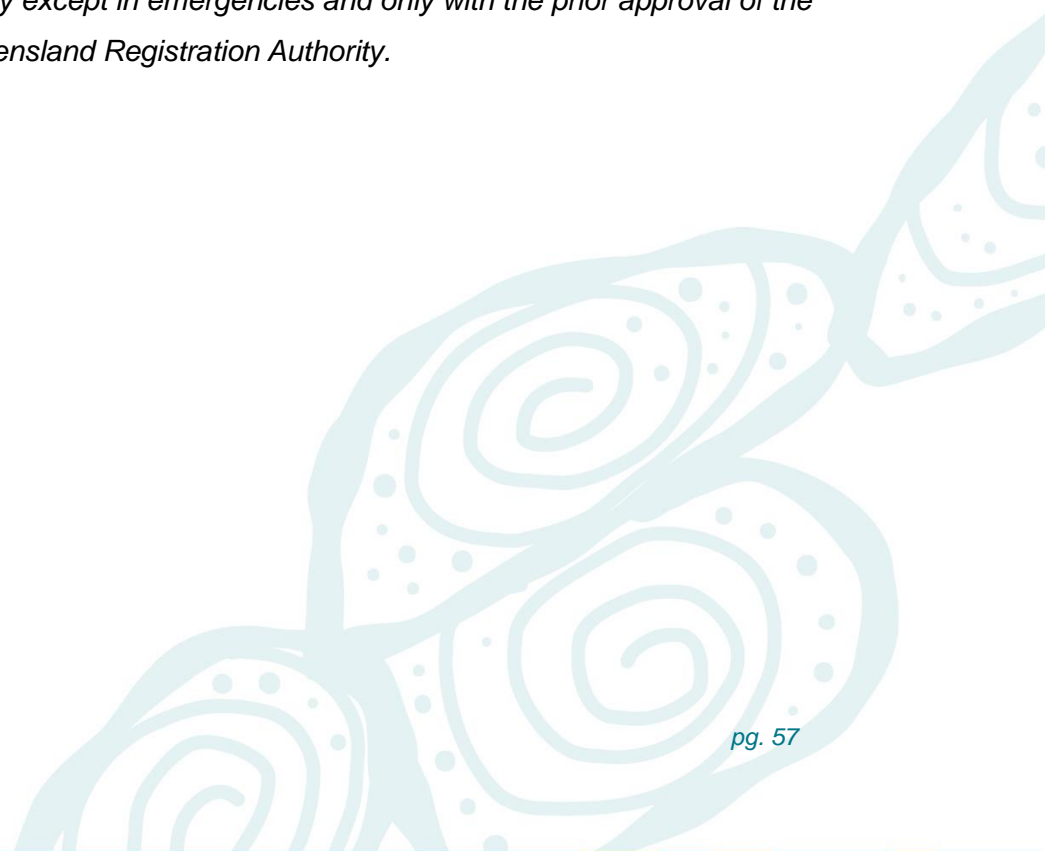
*The SEO has a procedure to ensure that any person who is an employee, volunteer or involved in the management of the SEO is not be selected as a host family for an exchange student except in emergencies and only with the prior approval of the Queensland Registration Authority.*

The organisation has provided information on how the organisation ensures the organisation manages any conflicts of interest in the placement of students with a host family.

*Evidence required to support compliance*

**Attachment 8.1F** - information on the steps the organisation takes to manage any conflicts of interest in the placement of students with a host family

*Please note - a person who is an employee, volunteer or involved in the management of an organisation must not be selected as a host family except in emergencies and only with the prior approval of the Queensland Registration Authority.*



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

The following elements of the guidelines are assessed under this section:

5.10 Third-party arrangements

5.14 Screening of host families

### Legislative requirement

#### 5.10 Third-party arrangements

SEOs must ensure that third party organisations undertaking the selection of host families for outbound students have a process to adequately screen and select exchange student host families and as a minimum the third-party organisation must:

- conduct an in-person interview with all host family members aged 18 years and over residing in the home;
- conduct a home inspection prior to the placement of an exchange student to ensure that the host family is capable of providing a safe, comfortable and nurturing home environment;

### Assessment criteria & Evidence required to support compliance

#### Assessment criteria

The organisation has provided information on the selection criteria its overseas partner organisations applies in the recruitment of host families which confirms the process includes a physical home inspection.

The organisation has provided information on its process for ensuring 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.

#### Evidence required to support compliance

- *ensure the families declares all adults and children who live in the home including those who may reside temporarily;*
- *ensure that the host family understands and agrees to meet the financial obligations of hosting; and*

*verify that each member of the host family aged 18 years and over has undergone a Criminal Record Check<sup>3</sup>.*

*AND*

#### **5.14 Screening of host families (third-party organisations)**

*Selection of host families must not involve payment of board or a subsidy to the host family, or to any other party, as a condition of the student's placement. (For some special needs programs, some organisations may provide a subsidy to host families with the approval of the state/territory registration authority.)*

#### **For outbound students:**

*SEOs must ensure there is appropriate processes in place for the screening and selection of exchange student host families for*

**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, the organisations is required to provide the required information for the same 3 organisations as signed MoU's required under Part 3.*

**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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<sup>3</sup> Note: In some destination countries it may be argued that a Criminal Record Check is not available – see 5:14 for further information on the process to be undertaken in such circumstances.

*outbound students. At a minimum the screening and selection process must include:*

- *an in-person interview with all host family members aged 18 years and over residing in the home;*
- *ensuring that the host family is capable of providing a safe, comfortable and nurturing home environment;*
- *ensuring that the host family understands and agrees to meet the financial obligations of hosting; and*
- *verification that every person 18 years and over residing in the home has undergone a Criminal Record Check.*

## Part 8.3 - Host family orientation

The following elements of the guidelines are assessed under this section:

5.16 Orientation for students and host families

5.17 Support for students and host families

### Legislative requirement

#### **5.16 Orientation for students and host families**

SEOs must demonstrate that they provide ..., as well as an orientation program for host families.

The orientation program for students and host families must include:

- information on the organisation's program rules and expectations;
- information on the roles and responsibilities of students and host families;
- for host families, information on handling critical incidents and issues relating to student well-being;

### Assessment criteria & Evidence required to support compliance

#### Assessment criteria

The organisation has provided information in relation to its orientation program for host families, which confirms the information required under the guidelines is provided to host families.

This includes

- information on handling critical incidents and issues relating to student well-being;
- information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse; and
- information about the organisation's complaints process

- *information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;*
- *information about the SEO's complaints process; and*
- *contact details for the Queensland Registration Authority.*

### **5.17 Support for students and host families**

*SEOs must ensure that inbound and outbound exchange students and host families have adequate local assistance and support.*

*Support includes appropriate reception, orientation, accommodation, transport and emergency arrangements as well as providing ongoing support networks for exchange students.*

#### *Evidence required to support compliance*

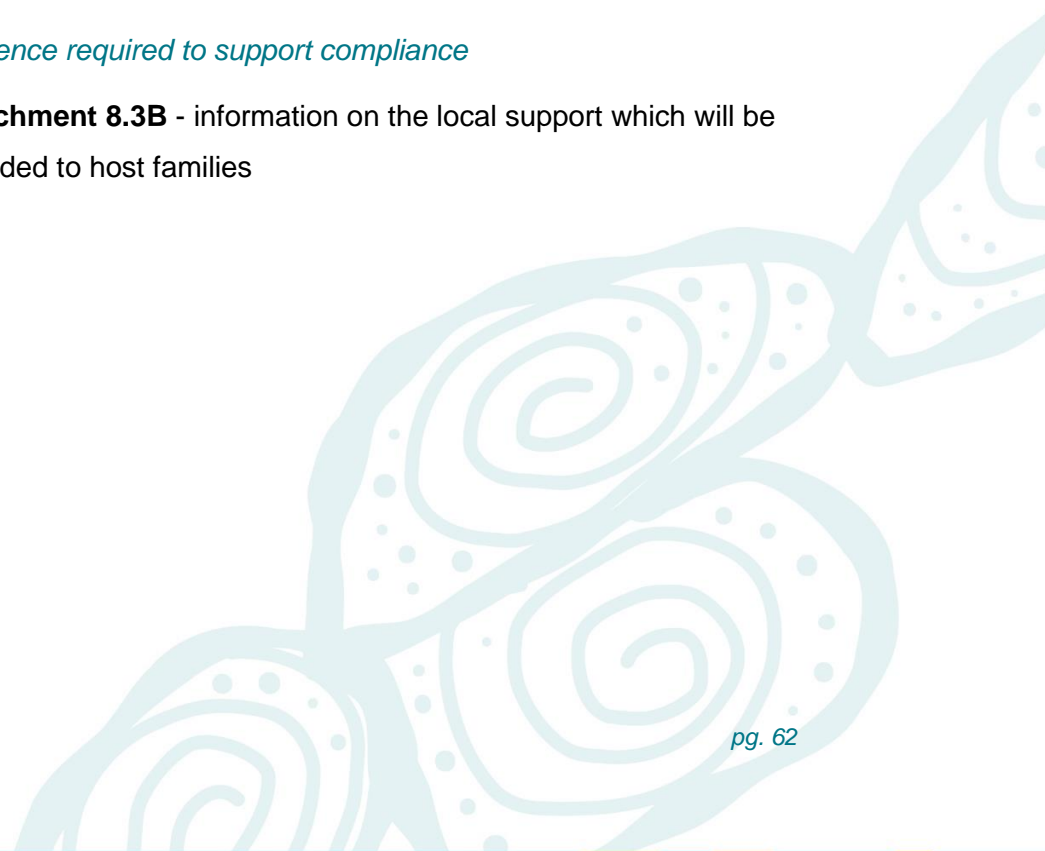
**Attachment 8.3A** - a copy of the orientation program for host families

#### *Assessment criteria*

The organisation has provided information in relation to the support it provides host families. The information identifies a contact person for the host family.

#### *Evidence required to support compliance*

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



# Part 9 - Host schools

The following elements of the guidelines are assessed under this section:

## 5.20 School liaison

### Legislative requirement

#### 5.20 School liaison

*SEOs must follow Queensland Registration Authority's procedures<sup>4</sup> about the placement of overseas students in schools, including attendance and academic pursuits and the recruitment of Australian students for overseas exchange.*

*It is an expectation that students will commence their enrolment at the host school in line with the commencement dates of the relevant school term. SEOs that are not schools must demonstrate and maintain effective liaison with Queensland host schools through the appointment of an identified liaison officer.*

### Assessment criteria & Evidence required to support compliance

#### Assessment criteria

The organisation has provided information in relation to its recruitment of, and ongoing support for, host schools.

The information confirms:

- the school has identified a liaison person and clearly explains the role and responsibilities of the liaison
- the school has been advised the organisation is responsible for all accommodation and welfare matters

#### Evidence required to support compliance

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<sup>4</sup> Note: For details of the enrolment procedure, see *Standard 5.11 Structure of student exchange programs* within Section 7 of this guide.

*For inbound exchange students, SEOs must provide the host school with:*

- *host family and exchange organisation contact details; and*
- *information about the student, including copies of school and other reports as requested.*

*SEOs must maintain procedures for ensuring that students are fulfilling all relevant school requirements (e.g., abiding by the school's code of conduct, the school rules and policies about uniform and attendance) and meeting the Student Visa conditions.*

*Note: Schools are not expected to provide support and pastoral care for exchange students more than that normally provided to Australian students. They are not expected to provide crisis or emergency management networks for exchange students except where they are the SEO for the student.*

**Attachment 9A** - a copy of the program information provided when recruiting a host school

**Attachment 9B** - a sample of the information provided to schools on a prospective student prior to the student's commencement with the school

**Attachment 9C** - information on the role and responsibilities of the school liaison person

**Attachment 9D** - 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 guidelines are assessed under this section:

### 5.30 Resolution of problems

#### *Legislative requirement*

#### **5.30 Resolution of problems**

*The SEO must have and implement a documented complaints handling and appeals process and policy, and provide the exchange student and parent/guardians with comprehensive, free and easily accessible information about that process and policy.*

*The SEO's internal complaints handling and appeals process must:*

- *include a process for the exchange student to lodge a formal complaint or appeal if a matter cannot be resolved informally;*
- *include that the SEO will respond to any complaint or appeal the exchange student makes regarding his or her dealings with the SEO, or any related party the SEO has an*

#### *Assessment criteria & Evidence required to support compliance*

#### *Assessment criteria*

The organisation has provided a copy of its documented complaint handling and appeals process and policy.

The organisation's internal complaints handling and appeals process includes all elements required under the Queensland Guidelines.

The policy states in a prominent way:

- that an exchange student may contact the Queensland Registration Authority if the exchange student or parent/guardian is concerned about the conduct of a

*arrangement with to deliver the exchange program or related services;*

- *commence assessment of the complaint or appeal within 10 working days and finalise the outcome as soon as practicable;*
- *ensure the exchange student is given an opportunity to formally present his or her case in writing at minimal or no cost, and be accompanied and assisted by a support person at any relevant meetings;*
- *conduct the assessment of the complaint or appeal in accordance with the requirements of procedural fairness;*
- *ensure the exchange student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome;*
- *keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome; and*
- *outline the internal review process available to the student and their parent/guardian.*

*The policy must state in a prominent way:*

Queensland registered student exchange organisation under these Guidelines; and

- the Queensland Registration Authority, under part 6, division 1 of the Act may suspend or cancel the registration of an organisation; and
- the complaints handling and appeals process described in the policy does not prevent an exchange student from exercising the student's rights to other legal remedies.

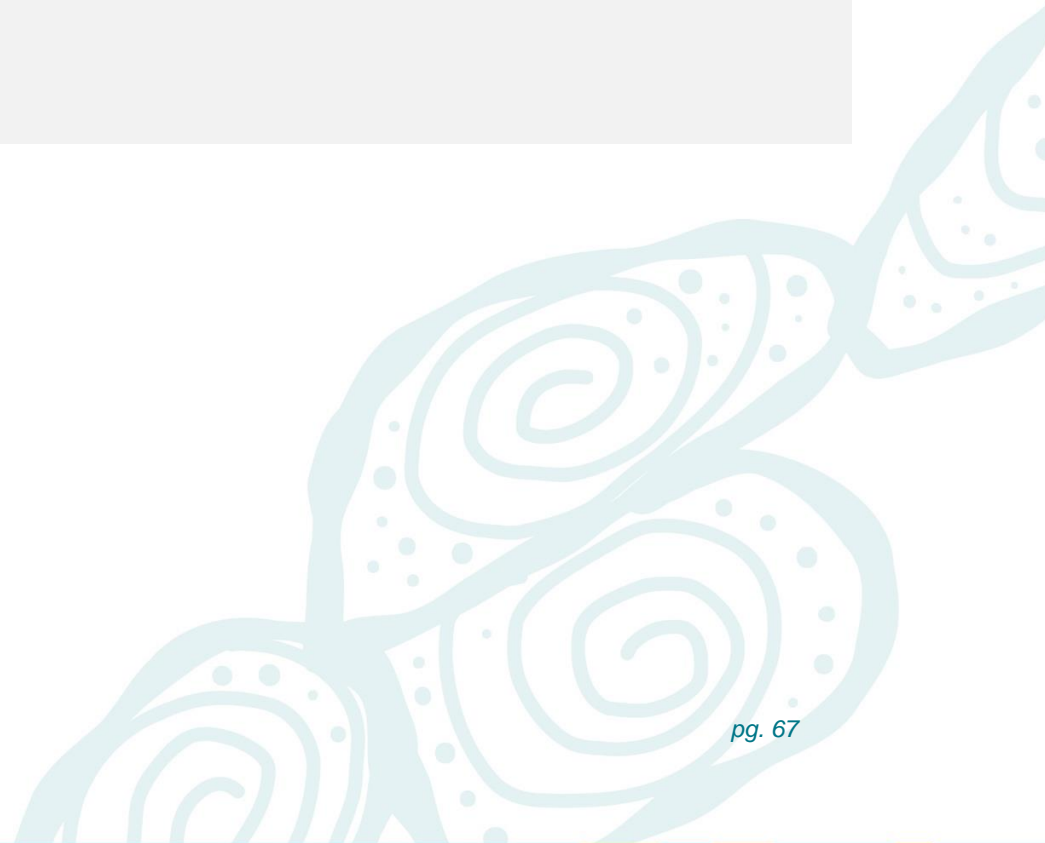
*Evidence required to support compliance*

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

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

- *that an exchange student may contact the Queensland Registration Authority if the exchange student or parent/guardian is concerned about the conduct of a Queensland registered SEO under these Guidelines; and*
- *the Queensland Registration Authority, under part 6, division 1 of the Act may suspend or cancel the registration of an SEO; and*
- *the complaints handling and appeals process described in the policy does not prevent an exchange student from exercising the student's rights to other legal remedies.*

*The SEO must give the complainant the contact details for the Queensland Registration Authority.*



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

The following elements of the guidelines are assessed under this section:

### 5.29 Reporting incidents and allegations of abuse

#### Legislative requirement

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

*SEOs that are schools must have processes for reporting incidents or allegations of abuse that comply with their obligations under the Education (General Provisions) Act 2006 and the Child Protection Act 1999 and any subsequent regulations that are in force.*

*SEOs that are non-state schools must also comply with the Education (Accreditation of Non-State Schools) Act 2017 and Regulation.*

*All other SEOs must immediately report 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.*

#### Assessment criteria & Evidence required to support compliance

#### Assessment criteria

The organisation has a process for 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.

The organisation's policy and process for reporting incidents or allegations of abuse includes provision to advise the Queensland Registration Authority about the incident or allegation and what steps the organisation has taken in response.

#### Evidence required to support compliance

**Attachment 10.2A** - Child protection policy

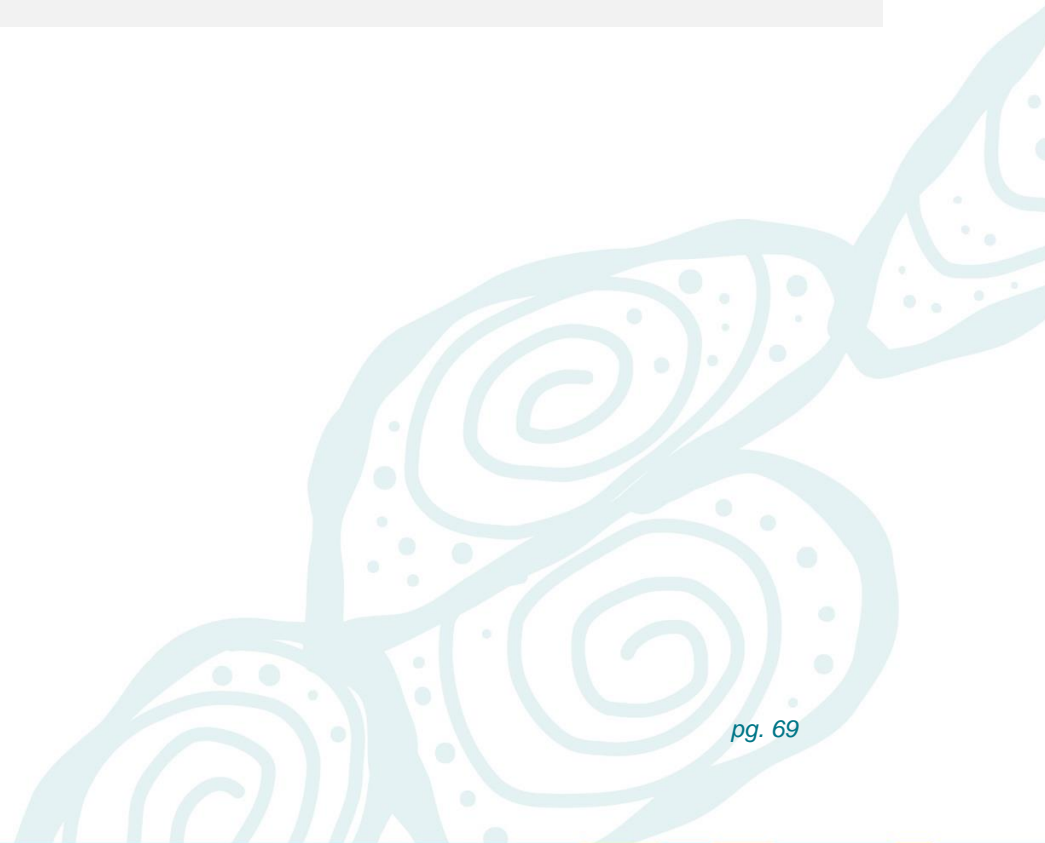
*Failure to report such incidents shall be grounds for suspension or cancellation of a student exchange approval.*

*SEOs must also advise the Queensland Registration Authority about the incident or allegation and what steps the SEO has taken in response.*

**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

**Attachment 10.2D** - procedure for 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 guidelines are assessed under this section:

*5.26 Response to critical incidents*

*5.10 Third-party arrangements (critical incidents)*

### *Legislative requirement*

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

*SEOs must ensure that third party organisations supporting outbound students have policies and procedures to respond to critical incidents including natural disasters, terrorism, student illness or injury, and breakdown in the hosting relationship.*

#### **5.26 Response to critical incidents**

### *Assessment criteria & Evidence required to support compliance*

#### *Assessment criteria*

The organisation has provided information on how the overseas partner organisation managed critical incident, including the communication protocols to inform the organisation of any incident impacting an outbound student.

#### *Evidence required to support compliance*

**Attachment 10.3D** - 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

#### *Assessment criteria*

*SEOs must have policies and procedures to that apply to inbound and outbound students to address critical incidents and serious issues impacting on student well-being. At a minimum these must include procedural information on how the organisation will manage incidences arising from:*

- *natural disasters;*
- *terrorism;*
- *student well-being, illness or injury; or*
- *breakdown in the host family arrangements.*

*The policies and procedures must provide that appropriate contact is maintained with the student and that the student's parents are kept informed.*

*A written record of any critical incident and remedial action taken by the SEO must be maintained for at least two years after the exchange student ceases to be an accepted exchange student.*

The organisation has provided a copy of its critical incident policy, which applies to both inbound and outbound students. The policy identifies what constitutes a critical incident.

The policy confirms the organisation understands its obligations to retain copies of any critical incident for a minimum of 2 years after the student ceases to be an accepted exchange student.

The organisation has provided information on how it manages critical incidents and serious issues impacting on student well-being. The information includes a process for keeping parents informed and involved.

#### *Evidence required to support compliance*

**Attachment 10.3A** - Critical incident policy

**Attachment 10.3B** - training material to staff on how to manage a critical incident

**Attachment 10.3C** - information on how the organisation managed critical incidents, including support measures for students and communication with any affected party

## Part 10.4 - Privacy of information & social media

The following elements of the guidelines are assessed under this section:

*5.31 Privacy of student information*

*5.32 Information for students and host families on privacy*

### *Legislative requirement*

#### **5.31 Privacy of student information**

*Private sector SEOs should deal with student personal information as if they are bound by the Australian Privacy Principles.*

*School sector SEOs should deal with student personal information in accordance with the Information Privacy Act 2009 and the Education (General Provisions) Act 2006.*

*For example, SEOs must protect the personal information, including photographs, of exchange students and, at a minimum, ensure that the organisation:*

- *obtains appropriate written consent for the publication or use of student images or information in any advertising or*

### *Assessment criteria & Evidence required to support compliance*

#### *Assessment criteria*

The organisation has provided a copy of its Privacy policy, which confirms the organisation acknowledges its obligations to deal with student personal information as if they are bound by the Australian Privacy Principles.

The organisation has provided a copy of its Social media policy, which addresses the organisation's use of social media as a business tool. The information provided addresses who within the organisation is responsible for the information the organisation publishes on its own social media (e.g., via Facebook or Twitter); what content is acceptable; what review there is of published content etc.



*promotional material and clearly outlines the intended use of the material;*

- *in the recruitment of host families and in any other circumstances, does not provide personal information or photographs or images including likenesses of individual exchange students in any public or 'open' recruitment through advertising, websites, publications or displays accessible to the general public that would allow the student to be identified via social media;*
- *only provides a photograph, first name and basic information about student interests (i.e., no surname, address or contact details) to prospective host families who have registered with the SEO and who have commenced the relevant screening process, including verifying identity with photo identification;*
- *appropriately safeguards the access, use, storage and archiving of electronic and hard copies of all exchange student applications, files and documents containing student personal information;*
- *retains and securely stores details of host families and student placements; and*

The organisation has provided information on the use of student's personal information in recruiting host schools and host families, which addresses the organisations process for ensuring it protects the personal information and identity of individual students. (E.g., a student's personal information is only provided to a host family who has passes the verting process and not as part of the recruitment process.)

#### *Evidence required to support compliance*

**Attachment 10.4A** - Privacy of student information policy

**Attachment 10.4B** - Social media policy

**Attachment 10.4C** - 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)

**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

- *implements a social media policy including record management and monitoring process.*

### **5.32 Information for students and host families on privacy**

*SEOs must have a policy and procedure in place that is provided to all exchange students and host families with information about the need for students to protect their personal privacy, and the privacy of members of their host family, while participating in a student exchange program. This includes advice regarding the appropriate use and risks of the internet, social media such as Facebook and Twitter, internet chat rooms, YouTube diaries and weblogs.*

#### *Assessment criteria*

The organisation has provided a copy of the information it provides student and host families advising of the risk of publishing personal information on social media platforms.

#### *Evidence required to support compliance*

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

