ISSE

Evidence-guide for schools approved to offer an international secondary student exchange (ISSE) under a sister-school arrangement

Contents

How to use this guide

This guide provides direction to schools either seeking approval, or a renewal of approval, to offer an international secondary student exchange (ISSE) program under a sister-school arrangement in Queensland.

The *Application for initial or renewal of approval as a ISSE school in Queensland form* requests a range of documentation to confirm the school'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 8 parts:

- [Part 1 – Governance / structure of SEO](#)

- [Part 2 – Sister-school arrangements](#)

- [Part 3 – Reciprocity](#)

- [Part 4 – Marketing & recruitment](#)

- [Part 5 – Information for inbound and outbound students](#)

- [Part 6 – Student program management](#)

- [Part 7 – Host families](#)

- [Part 8 – 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

Part 2 – Sister-school arrangement

The following elements of the Queensland Guidelines will be assessed under Part 2 – Sister-school arrangement:

    5.10 Third-party arrangements

    5.23 Changes to third party arrangements

The following documentation is required:

Attachment 2A   a copy of each sister-school agreement

Attachment 2B   information on how the school monitors the activities of its sister-schools, including verifying the selection of host families in destination countries meets the requirements under the Guidelines

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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 2A – sister-school agreement Kanto International High School).* 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*
Confirm the documentation to be submitted has been reviewed to ensure it • *meets the legislative requirements* • *references any Qld specific requirements (e.g., Blue Cards)*	*Do not simply submit documents on a domestic process or study-tours program.*
Ensure: • *each piece of evidence is clearly labelled with the relevant attachment name (e.g., Attachment 2A) – 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 2A – sister-school agreement Kanto International High School)* • *all the required evidence has been submitted*	*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.*

• *any additional evidence is clearly labelled to reflect the section of the application form it applies to*	
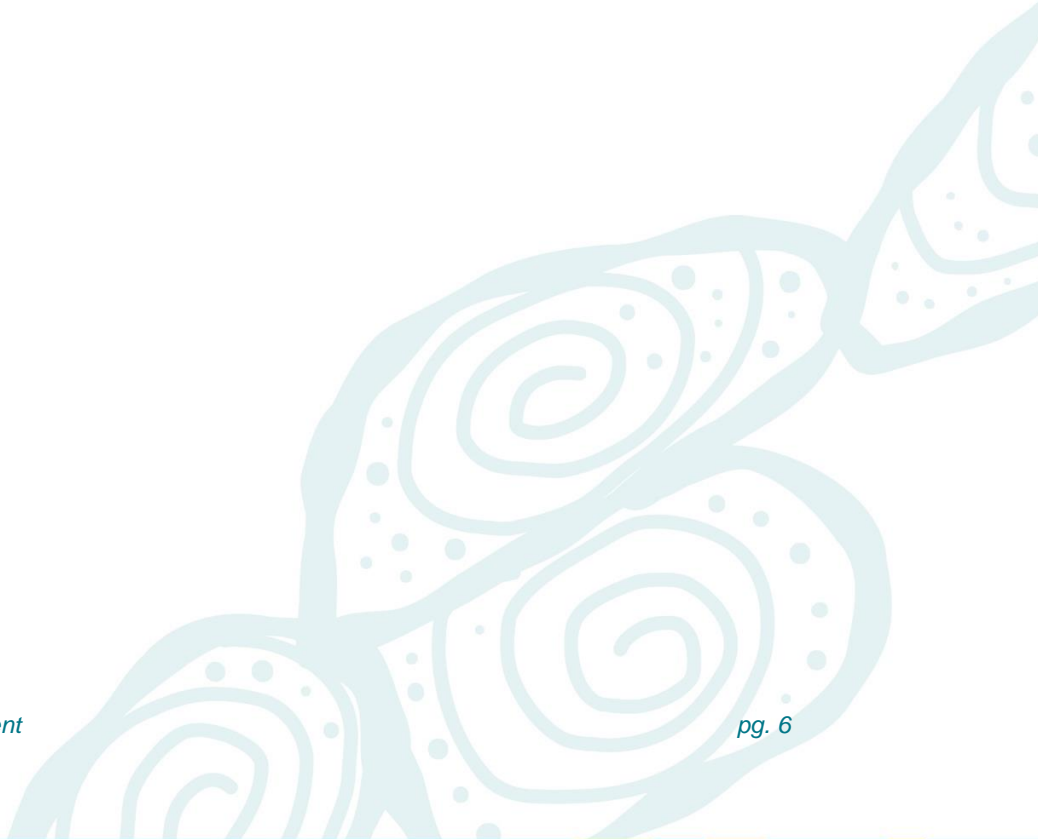
Developing the required documentation

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

5.7 Organisational structure

5.17 Support for students and host families

5.21 Changes to SEO governance

Legislative requirement	*Assessment criteria & Evidence required to support compliance*
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 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.*	*Assessment criteria* The school is a state school or accredited non-state school *Evidence required to support compliance* The school's accreditation will be confirmed via the Department of Education's School Directory.

5.7 Organisational Structure

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

Assessment criteria

The school has provided information on the staff involved in the school's ISSE program, including role descriptions, which confirm it has staff with responsibilities for inbound student and outbound student program management.

Evidence required to support compliance

Attachment 1A - information in relation to which staff at the school will be involved in the management of the school's ISSE program, including role descriptions outlining the responsibilities of each role including staff with responsibility to advise of changes to the Principal's position within 10 working days

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.

Assessment criteria

The school 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 1A - information in relation to which staff at the school will be involved in the management of the school's ISSE program, including role descriptions outlining the responsibilities of each role including staff

with responsibility to advise of changes to the Principal's position within 10 working days

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

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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.

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

Assessment criteria

A position description provided by the school identifies the position with responsibility for notifying of changes to the Principal within 10 working days of the new Principal commencing.

Evidence required to support compliance

Attachment 1A - information in relation to which staff at the school will be involved in the management of the school's ISSE program, including role descriptions outlining the responsibilities of each role including staff with responsibility to advise of changes to the Principal's position within 10 working days.

Part 2 - Sister-school arrangements

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

5.10 Third-party arrangements

5.23 Changes to third party arrangements

Please note – in the context of school's approved to offer an ISSE program, 'third-party arrangements' refers to sister-school arrangements.

Legislative requirement	Assessment criteria & Evidence required to support compliance
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;* • *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*	*Assessment criteria* **(record keeping) -** The agreement between the school and its sister-school sets out the roles and responsibilities of each party, which are consistent with the actions required under the Queensland Guidelines. **(monitoring process) -** The school has provided information on how it monitors its sister-schools, which includes details of what is included in the monitoring activities. The monitoring includes at minimum a review of the sister-school's activities to recruit and select host families for outbound students.

• *information about periodic evaluations of service delivery undertaken by the SEO for both inbound and outbound students.* *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.* *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.*	The agreement supports where the school becomes aware its sister-school has not complied with the requirements of the Guidelines, the school will take immediate corrective actions. *Evidence required to support compliance* **Attachment 2A -** a copy of each sister-school agreement **Attachment 2B** - information on how the school monitors the activities of its sister-schools, including verifying the selection of host families in destination countries meets the requirements under the Guidelines
5.23 Changes to third party arrangements *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.*	*Assessment criteria* The role descriptions provide by the school under Part 1 identify who within the school has responsibility for notifying of changes to the school's sister-school agreements as soon as practical, but 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.

Evidence required to support compliance

Relevant documentation provided under Part 1:

Attachment 1A - information in relation to which staff at the school will be involved in the management of the school's ISSE program, including role descriptions outlining the responsibilities of each role including staff with responsibility to advise of changes to the Principal's position within 10 working days.

Part 3 – 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.

Legislative requirement	Assessment criteria & Evidence required to support compliance
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 school has provided information on the frequency and size of its exchange program, including inbound and outbound student numbers, which demonstrates the school will operate a reciprocal program. *Evidence required to support compliance* **Attachment 3A -** information on the frequency of inbound and outbound exchanges, the length of the exchange program and the number of inbound and outbound students the school anticipates will participate in these programs.

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

Part 4 - Marketing & recruitment

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

5.12 Selection of students

Legislative requirement

Assessment criteria & Evidence required to support compliance

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

Outbound students

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

Evidence required to support compliance

Attachment 4A - a copy of the selection criteria for Queensland students.

Attachment 4B - information on the school's selection process to ensure it accepts students who meet its selection criteria.

Part 5 - Information for inbound and outbound students

Part 5.1 - 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	*Assessment criteria & Evidence required to support compliance*
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* The documentation supports the school 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 5.1A -** program description for inbound students which the school provides its sister-school.

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 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

Assessment criteria

The school has provided evidence it informs the student prior to the student's first placement whether the student's accommodation will include placement with multiple host families.

AND

The school has provided information confirming it advises 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 5.1B - information provided to students and their parents on the host family arrangements, including whether the students may be placed with multiple host families, other exchange students or a single adult during their exchange**.**

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

5.12 Selection of students	*Assessment criteria*
SEOs must provide comprehensive, current information in plain English to potential exchange students on:	The school has provided evidence they provide comprehensive, current information in plain English to potential exchange students joining the school on:
o *school terms and holiday breaks;*	o school terms and holiday breaks;
o *the grounds on which the student's exchange may be suspended or cancelled; and*	o the grounds on which the student's exchange may be suspended or cancelled; and

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

o the process the school follows to select and support host family, as well as general welfare arrangements for inbound students.

Attachment 5.1A - program description for inbound students which the school provides its sister-school

Attachment 5.1B - information provided to students and their parents on the host family arrangements, including whether the students may be placed with multiple host families, other exchange students or a single adult during their exchange.

Attachment 5.1C - a copy of the program rules and expectations.

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

The orientation program for students and host families must include:

o *information on the organisation's program rules and expectations;*

Assessment criteria

The school has provided a copy of its orientation program for inbound students, which includes:

o information on the school's program rules and expectations;

o information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;

- o *information on the roles and responsibilities of students and host families;*

  ...;

- o *information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;*

- o *information on the relevant child protection laws governing minors in the student's destination country;*

- o *who to contact in emergency situations, including for inbound students contact numbers of a nominated staff member within Australia;*

- o *information about the SEO's complaints process; and*

- o *contact details for the Queensland Registration Authority.*

- o who to contact in emergency situations, including for inbound students contact numbers of a nominated staff member at the school;

- o information about the school's complaints process; and

- o contact details for the Queensland Registration Authority.

Evidence required to support compliance

Attachment 5.1C - a copy of the school's orientation program for inbound students.

5.20 School liaison	*Assessment criteria*
SEOs must follow Queensland Registration Authority's procedures[1] about the placement of overseas students in schools, including	The school has provided evidence to confirm the inbound student is informed of the school's expectations, including the requirement to

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[1] Note: For details of the enrolment procedure, see Standard 5.11 Structure of student exchange programs in Part 7 of this guide

attendance and academic pursuits and the recruitment of Australian students for overseas exchange.

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 5.1D - a copy of the program rules and expectations.

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 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@ded.qld.gov.au."

Assessment criteria

The school 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:

- o the host family's address, home telephone number and relevant mobile numbers;

- o emergency contact details for staff member at the school; and

- o contact details of the Queensland Registration Authority

Evidence required to support compliance

Attachment 5.1E - a copy of inbound student safety card

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

Part 5.2 - 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	Assessment criteria & Evidence required to support compliance
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* 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	**Attachment 5.2A -** information provided to students and their parents on the host family arrangements, including whether the students may be placed with multiple host families, other exchange students or a single adult during their exchange.
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	

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 5.2A - information provided to students and their parents on the host family arrangements, including whether the students may be placed with multiple host families, other exchange students or a single adult during their exchange

Attachment 5.2B - a copy of the program rules and expectations

Attachment 5.2C - a copy of the information the school provides an outbound student in relation to the sister-school's expectations

Attachment 5.2E - a copy of the pre-departure information and orientation program for outbound students

5.13 Health Insurance	*Assessment criteria*
SEOs must ensure that appropriate health cover is obtained and maintained for inbound and outbound exchange students.	The school has provided evidence to confirm it either provides or requires outbound students to have health insurance for the duration of their program.
Incoming students must hold Overseas Students Health Cover in accordance with Student Visa requirements.	Where the destination country offers reciprocal health care agreements Australia, the school has provided this information to its outbound students.
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.	*Evidence required to support compliance*
	Attachment 5.2F - 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.
5.16 Orientation for students and host families	*Assessment criteria*
SEOs must demonstrate that they provide both pre-departure preparation and host country orientation programs for both inbound	The school has provided a copy of its pre-departure and host country orientation program for outbound students which includes:
	o information on the school's program rules and expectations;

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

The orientation program for students and host families must include:

- o *information on the organisation's program rules and expectations;*

- o *information on the roles and responsibilities of students and host families;*

- o *for host families, information on handling critical incidents and issues relating to student well-being;*

- o *information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;*

- o *information on the relevant child protection laws governing minors in the student's destination country;*

- o *who to contact in emergency situations, including:*

  - • *for outbound students, contact details of a coordinator in the destination country;*

- o *information about the SEO's complaints process; and*

- o *contact details for the Queensland Registration Authority.*

- o information on the roles and responsibilities of students;

- o information on the relevant child protection laws governing minors in the student's destination country;

- o who to contact in emergency situations, including contact details of a member of the sister-school in the destination country;

- o information about the school's complaints process; and

- o contact details for the Queensland Registration Authority.

Evidence required to support compliance

Attachment 5.2B - a copy of the program rules and expectations

Attachment 5.2C - a copy of the information the school provides an outbound student in relation to the sister-school's expectations

Attachment 5.2D - information provided to students and their parents on child protection laws and services in the sister-school country

Attachment 5.2E - a copy of the pre-departure information and orientation program for outbound students

5.27 Outbound students	*Assessment criteria*
SEOs must:	The school has provided a copy of the information it provides students and parents about child protection laws and services, including advice about whether or not a criminal record check was undertaken on the host family.
o *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*	*Evidence required to support compliance*
	Attachment 5.2D - information provided to students and their parents on child protection laws and services in the sister-school country
5.28 Exchange student safety card	*Assessment criteria*
SEOs must ensure that all outbound students are provided with the following information electronically prior to the departure of the student, which includes:	The school 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:
o *the host family's address, home telephone number and relevant mobile numbers;*	o the host family's address, home telephone number and relevant mobile numbers;
o *that the organisation providing the exchange program is a registered SEO;*	o emergency contact details for a member of staff at the sister-school;
o *the name of the third-party organisation that will be providing for the student while the student is overseas;*	o emergency contact details for a member of staff at the Australian school; and
	o contact details of the Queensland Registration Authority

o *emergency contact details for the relevant SEO coordinator or SEO office in the student's destination country;*

o *emergency contact details for the relevant SEO in Australia; and*

o *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 "

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

Evidence required to support compliance

Attachment 5.2G - a copy of outbound student safety card

Part 6 - 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*
>
> *5.22 Changes to student exchange programs – inbound and outbound*
>
> *5.27 Outbound students*
>
> *5.33 Program evaluation*

Legislative requirement	*Assessment criteria & Evidence required to support compliance*
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* The information provided supports the school to advise all inbound students of the requirement to enter Australia on a Student visa (subclass 500), issued on the basis of an AASES form. *Evidence required to support compliance*

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.

Attachment 6D - 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.

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.

Assessment criteria

The school 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 school 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.

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

- o *the student must be enrolled as a full-time student at a secondary school;*

- o *the student must commence school in line with the agreed commencement date on the AASES form; and*

- o *the student must attend school and participate fully in the school's academic program, as required by the school*

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

Evidence required to support compliance

Attachment 6D – procedure for managing an inbound student program, including *AASES requests* and confirming a Student visa has been granted prior to arrival.

Attachment 6E – procedure for managing an outbound student program including providing an *Outbound student notification.*

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.

Assessment criteria

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

Evidence required to support compliance

Attachment 6B - information on how the school maintains a minimum schedule of contact with both inbound and outbound students.

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.*

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

Assessment criteria

The school 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).

Evidence required to support compliance

Attachment 6F - procedure for managing program changes to host families – both routine and unexpected.

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:
 	
   o *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,*
 	
       • *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*
	Assessment criteria
	
	The school has provided information on the travel arrangements the school makes/requires 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 school has provided information on how it ensures parents of outbound students are notified of the student's safe arrival as soon as practical.
	
	Evidence required to support compliance
	
	Attachment 6A - information on the travel arrangements the school makes for its outbound students, including confirmation of the student's safe arrival.

any country outbound programs will be sent to prior to the first student's departure[2];

- o *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;*

- o *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*

- o *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.*

5.33 Program evaluation	*Assessment criteria*
SEOs must demonstrate that they have a system or process for:	The school has provided information on its program evaluation process, which includes a review of students, host families and overseas partner organisations.
o *annual or ongoing program evaluation;*	

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[2] 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

o *seeking post-program feedback on their services from students, parents, host families and schools; and*

o *implementing improvements in response to the evaluation outcomes.*

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

Evidence required to support compliance

Attachment 6C - information on how the school evaluates its program – including its evaluation of its sister-school. The information should identify the actions the school takes should issues be identified in the program evaluation.

Part 7 - Host families

Part 7.1 - 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	Assessment criteria & Evidence required to support compliance
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* The school has provided a copy of the information it 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 7.1A -** a copy of the information the school 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	*Assessment criteria*
For inbound students:	The school has provided information on the selection criteria for host families.
SEOs must adequately screen and select exchange student host families and as a minimum must:	The information includes a selection checklist or similar outlining the accommodation arrangement the school deems appropriate and includes a physical home inspection.
• *conduct an in-person interview with all host family members aged 18 years and over residing in the home;*	The school's host family verification includes a Blue Card process for all adults 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;*	*Evidence required to support compliance* **Attachment 7.1B -** a copy of the school's selection criteria for the recruitment of host families.
• *ensure that the host family understands and agrees to meet the financial obligations of hosting; and*	**Attachment 7.1C -** a copy of the selection and verification process for ensuring the suitability of a single adult without children as a host parent.
• *verify that every person 18 years and over residing in the home holds a Blue Card prior to the placement commencing.*	

Attachment 7.1D - a copy of any support documents the school uses in the selection and screening process, such as host family home check lists or similar.

Attachment 7.1E - information on the process the school follows to collect and maintain the currency of the school's Blue Card register for host families.

Attachment 7.1G – a procedure for selecting and screening host families.

5.14 Screening of host families	*Assessment criteria*
Placement with single adult host parents without children	The school 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.
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 advance of the student's placement with a single adult host parent without a child in the home.	*Evidence required to support compliance* **Attachment 7.1C -** a copy of the selection and verification process for ensuring the suitability of a single adult without children as a host parent.

5.15 Prevention of conflict of interest

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.

Assessment criteria

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

Evidence required to support compliance

Attachment 7.1F - information on the steps the school takes to manage any conflicts of interest in the placement of students with a host family.

Please note - the person who is the Principal Executive Officer for the school's registration (this is usually the Principal of the school) must not be selected as a host family except in emergencies and only with the prior approval of the Queensland Registration Authority.

Part 7.2 - 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	*Assessment criteria & Evidence required to support compliance*
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* The school has provided information on selection and verification process the sister-school will follow in the recruitment of host families for outbound students. The school has provided information to confirm the process the sister-school uses to ensure recruitment process of the host family for outbound students met the requirements of the guidelines and included Criminal Record Checks for all adults residing in the home. *Evidence required to support compliance* **Attachment 7.2A** - information on the selection and verification-process the sister-school will follow in the recruitment of host families for outbound students.

- *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[3].

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 7.2B - information on the process the school uses to ensure recruitment process of the host family for outbound students met the requirements of the guidelines and included Criminal Record Checks for all adults residing in the home.

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[3] 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 7.3 - 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	Assessment criteria & Evidence required to support compliance

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:
 	
  o *information on the organisation's program rules and expectations;*
 	
  o *information on the roles and responsibilities of students and host families;*
 	
  o *for host families, information on handling critical incidents and issues relating to student well-being;*
	Assessment criteria
	
	The school 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
	
	  o information on handling critical incidents and issues relating to student well-being;
	
	  o information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse; and
	
	  o information about the school's complaints process.

|	
o *information on seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;*	*Evidence required to support compliance* **Attachment 7.3A** - a copy of the orientation program for host families.
o *information about the SEO's complaints process; and*	
o *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.*	*Assessment criteria* The school has provided information in relation to the support it provides host families. The information identifies a contact person at the school. *Evidence required to support compliance* **Attachment 7.3B** - information on the local support which will be provided to host families.
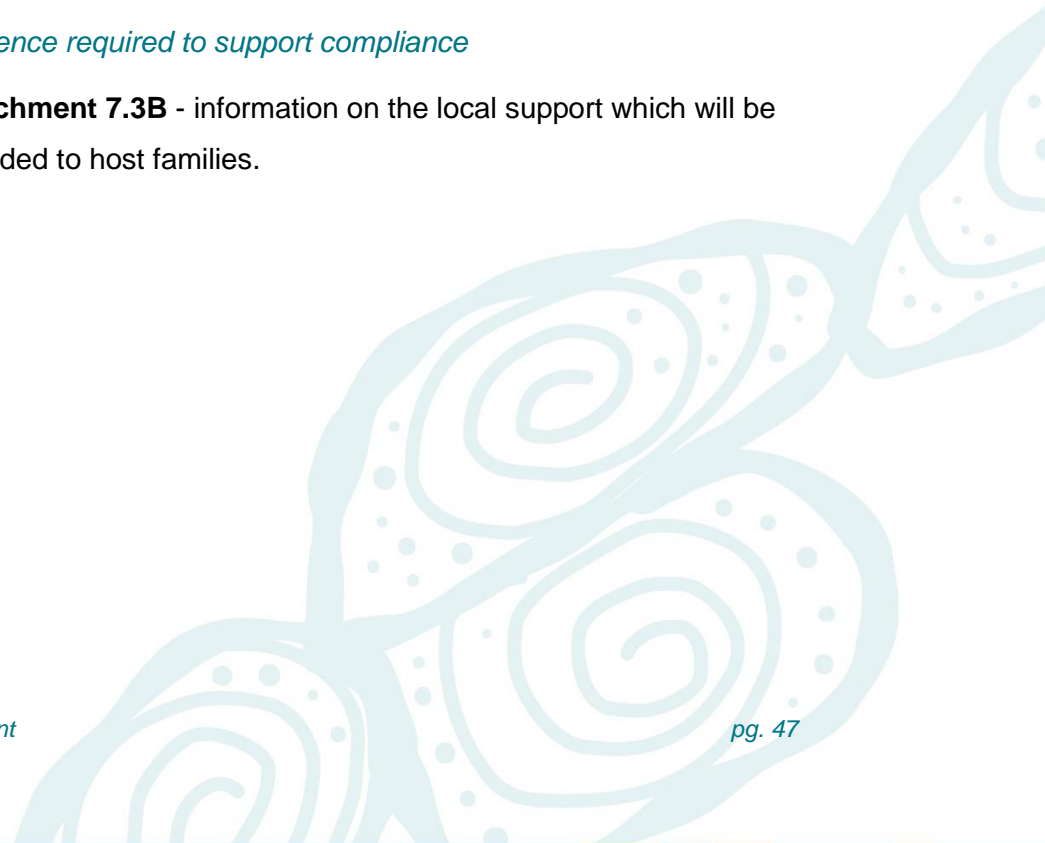
Part 8 - Support for students

Part 8.1 - Resolution of problems

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

5.30 Resolution of problems

Legislative requirement	*Assessment criteria & Evidence required to support compliance*
5.30 Resolution of problems	*Assessment criteria*
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 school has provided a copy of its documented complaint handling and appeals process and policy.
The SEO's internal complaints handling and appeals process must:	The organisation's internal complaints handling and appeals process includes all elements required under the Queensland Guidelines.
o *include a process for the exchange student to lodge a formal complaint or appeal if a matter cannot be resolved informally;*	The policy states in a prominent way:
o *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*	o 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;

- o *commence assessment of the complaint or appeal within 10 working days and finalise the outcome as soon as practicable;*

- o *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;*

- o *conduct the assessment of the complaint or appeal in accordance with the requirements of procedural fairness;*

- o *ensure the exchange student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome;*

- o *keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome; and*

- o *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

- o the Queensland Registration Authority, under part 6, division 1 of the Act may suspend or cancel the registration of an organisation; and

- o 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 8.1A - Complaints and appeals / Resolution of problems policy.

Attachment 8.1B - 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 8.2 - 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	*Assessment criteria & Evidence required to support compliance*
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* The school has a process for reporting any incident or allegation involving actual or alleged sexual or physical abuse of an outbound student to the relevant authority in the destination country. *Evidence required to support compliance* **Attachment 8.2A -** information provided to outbound students on how to report an incident or allegation involving actual or alleged sexual or physical abuse while on their exchange. **Attachment 8.2B -** information on the process for reporting any incident or allegation involving actual or alleged sexual or physical abuse of an outbound student to the relevant authority in the destination country.

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.	

Part 8.3 - 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	*Assessment criteria & Evidence required to support compliance*
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.*	*Assessment criteria* The school has provided information on how it's sister-school manages critical incident, including the communication protocols to inform the school of any incident impacting an outbound student. *Evidence required to support compliance* **Attachment 8.3D -** Information on how the sister-school manages critical incident, including the communication protocols to inform the school of any incident impacting an outbound student.
5.26 Response to critical incidents *SEOs must have policies and procedures to that apply to inbound and outbound students to address critical incidents and serious*	*Assessment criteria* The school has provided information on how it manages critical incidents and serious issues impacting on student well-being. The

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.

information includes a process for keeping parents informed and involved.

Evidence required to support compliance

Attachment 8.3A - Critical incident policy.

Attachment 8.3B - training material to staff on how to manage a critical incident.

Attachment 8.3C - information on how the school manages critical incidents, including support measures for students and communication with parents.