Application for renewal of approval to provide an International Secondary Student Exchange (ISSE) program in Queensland (Schools)

This form is to be used by SCHOOLS seeking approval to provide an International Secondary Student Exchange (ISSE) program in Queensland.

Not-for-profit student exchange organisation who wish to apply for approval in Queensland, please apply via the *ISSE – Application for a renewal of approval (Not-for-profit) form*.

The EOS Act requires the Director-General of the Department of Education (or delegate) to make a decision on an application within 6 months of lodgement. If the Director-General or delegate require further time to consider an application, this time can be extended by mutual agreement.

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

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

# Part 1 – Student Exchange Organisation (SEO) details

|  |  |
| --- | --- |
| Legal Entity Name |  |
| Trading Name |  |
| ABN / ACN |  |

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

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

|  |  |  |
| --- | --- | --- |
| Full name |  | |
| Position in relation to the governing body |  | |
| Signature | | Date |

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

This person assumes responsibility for the school’s compliance with legislative requirements in the [*Education (Overseas Students) Act 2018*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2018-001) [the ‘EOS Act’] and [*Guidelines for the operation of international secondary student exchange programs*](https://www.qld.gov.au/education/schools/information/programs/exchange/pages/organisations) in Queensland.

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

|  |  |
| --- | --- |
| Title |  |
| First name/s |  |
| Surname |  |
| Position |  |
| Email address |  |
| Phone number |  |

## 1.3 Additional application contact

If the PEO wishes to nominate an additional contact for matters relation to this application, please provide these additional details.

|  |  |
| --- | --- |
| Full name |  |
| Position |  |
| Email address |  |
| Phone number |  |

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

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

|  |  |
| --- | --- |
| Please indicate whether this person is to be included in any correspondence in relation to this application for registration:  Yes  No | |
| Full name |  |
| Position |  |
| Email address |  |
| Phone number |  |

## 1.5 Address details

|  |  |  |  |
| --- | --- | --- | --- |
| Street Address |  | | |
| Suburb |  | | |
| State |  | Post code |  |
| Phone number |  | | |
| Email address |  | | |
| Website |  | | |

Postal address

|  |  |  |  |
| --- | --- | --- | --- |
| Please tick if Postal Address is the same as the Street Address | | | |
| Postal Address |  | | |
| Suburb |  | | |
| State |  | Post code |  |

## 1.6 Details of sister school

Please provide details of the sister-schools involved in the provision of the ISSE program to inbound and outbound students.

*Note: to advise of additional sister-school arrangements, please insert as many additional sections as required*

|  |  |  |
| --- | --- | --- |
| 1. | Name of sister-school |  |
| Address |  |
| Country |  |
| 2. | Name of sister-school |  |
| Address |  |
| Country |  |
| 3. | Name of sister-school |  |
| Address |  |
| Country |  |

## 1.7 Details of Authorised Persons

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

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

|  |  |  |
| --- | --- | --- |
| 1. | Full Name |  |
| Position within the school |  |
| Email address |  |
| Phone number |  |
| 2. | Full Name |  |
| Position within the school |  |
| Email address |  |
| Phone number |  |
| 3. | Full Name |  |
| Position within the school |  |
| Email address |  |
| Phone number |  |

# Part 2 – Organisation

## 2.1 – Eligibility for approval

### Eligibility to apply for a student exchange approval (St. 5.4)

Please confirm – the school is:

a non-state school accredited by the Queensland Non-state Schools Accreditation Board

a Queensland state-school

### Changes to SEO governance (St. 5.21)

Please provide the following documentation:

the procedure for notifying any change in its governance (including changes to the PEO) as soon as practicable, but within 10 days of the change. The procedure should identify the staff member with responsibility for providing this notification.

*For student exchange organisations that are non-state schools, changes include those to governing body and school principal.*

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

## 2.2 – Structure of the ISSE program

### Use of the term ‘student exchange’ (St.5.2)

Please provide the following documentation:

the procedure for ensuring all inbound students enter Australia on a student visa (subclass 500). The procedure should identify the staff member with responsibility for confirming a visa has been granted prior to arrival, and detail any steps the school will take in the event it identifies a visa has not been granted to a student due to arrive.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Reciprocity (St. 5.3)

Please provide the following documentation:

the process for ensuring the school maintains reciprocity across its Queensland program. The procedure must address the process for ensuring the school will send an equal number of students as it hosts from its sister-school over a 2-year period.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

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.*

## 2.3 – Organisational structure

### Organisational Structure (St. 5.7)

Please provide the following documentation:

an outline of the program’s resources, including details of the staff involved and their responsibilities specific to the ISSE program.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Criminal record checks / Working with Children Checks (St. 5.8)

The school must ensure the requirements of the *Working with Children (Risk Management and Screening) Act 2000* are met*.* Should the school engage external staff (either paid or volunteer) to assist with the operation of the school’s ISSE program, the school must ensurethe staff member has the appropriate Blue Card or Blue Card exemption.

Please provide the following documentation:

procedure for ensuring all external staff (paid and volunteer) with access to ISSE students’ personal information hold an appropriate Working with Children check. Please ensure the procedure identifies a staff member with responsibility for monitoring this requirement and addresses the steps you take to ensure these checks remain current.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Training (St. 5.9)

Please provide the following documentation:

a copy of the school’s staff training program specific to its ISSE program.

*Please note, the staff training program must include, 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, including information on child protection measures in the school’s sister-school country;*
* *procedures for handling and reporting allegations of sexual misconduct or any other allegations of abuse or neglect, including any reports made by students while at the sister-school;*
* *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*
* *Guidelines, informed by the EOS Act and the WWC Act requirements as they relate to the role of the coordinator and student support staff.*

the procedure for ensuring all staff (paid and volunteer) are provided with training which addresses the requirements above, specific to their role within the school’s ISSE program. Please ensure the procedure identifies the staff member with responsibility for ensuring compliance with this requirement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Selection of students (St. 5.12)

Please provide the following documentation:

a copy of the selection criteria for inbound and outbound students.

a copy of the outbound exchange student application form.

a copy of the inbound exchange student application form (if applicable).

the procedure for the recruitment and selection of students. Please ensure the procedure identifies the staff member with responsibility for the selection of students.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Support for students and host families (St. 5.17)

Please provide the following documentation:

a copy of the information the school provides to host families, outlining all available support. Please ensure this information addresses the requirements outlined in St. 5.17 and identifies the various staff with responsibility and their duties.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

## 2.4 – Third-party arrangements (Sister-school arrangements)

### Third-party arrangements (St. 5.10) – Record keeping for third party arrangements

Please provide the following documentation:

a copy of the contract / agreement the school has with its sister-school.

If the school has agreements with more than 3 sister-schools, provide 3 signed current agreements and a statement confirming the school has a current agreement with all other sister-schools outlined in Part 1 section 1.7.

### Third-party arrangements (St. 5.10) – Monitoring of third-party arrangements

Please provide the following documentation:

the procedure for monitoring the sister-schools service delivery, including host family recruitment and placement and general support. The procedure should identify the steps the school will take in the event the sister-school does not comply with the requirements under Standard 5.10.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Third-party arrangements (St. 5.10) – Management of critical incidents

Please provide the following documentation:

a copy of the sister-school’s critical incident policy specific to its ISSE program. Please ensure the policy addresses all the requirements under this standard

the procedure for managing any overseas critical incident which may affect the school’s ISSE program. The procedure should identify who within the school is responsible for liaising with the sister-school in the event of a critical incident.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Changes to third-party arrangements (Sister-school arrangements)– St. 5.10 and 5.23

Please provide the following:

the procedure for ensuring the school notifies us (as the Queensland Registration Authority) of any changes to the school’s sister-school arrangements within 10 days of the change taking effect. The procedure should identify the staff member with responsibility for providing this notification.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

# Part 3 – Information for inbound and outbound students

## 3.1 – Marketing to prospective students

### Purpose of student exchange program (St. 5.1)

*And*

### Use of the term ‘student exchange’ (St. 5.2)

*And*

### Structure of student exchange programs (St. 5.11)

And

### Selection of students (St. 5.12)

Please provide the following documentation:

a copy of the program information for outbound students the school provides to students prior to acceptance into the program. Please ensure this material addresses the requirements under St.5.1, 5.2, 5.11 and 5.12.

### Health insurance (St. 5.13)

Please provide the following documentation:

copy of the information the school provides to both inbound and outbound students in relation to the requirement to have appropriate heath cover. If the school arranges health insurance on behalf of either inbound or outbound students, please ensure the submission includes information on what is covered in the insurance.

the procedure for ensuring every inbound and outbound student has appropriate insurance on commencement of their program. Please ensure the procedure identifies the staff member with responsibility for ensuring compliance with this requirement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Program discounting (St. 5.19)

If the school offers a program discount, please provide the following documentation:

a copy of the information the school provides to outbound students in relation to the program discount and associated expectations.

## 3.2 – Information for students and host families

### Orientation for students and host families (St. 5.16)

Please provide the following documentation:

a copy of the orientation program for students.

a copy of the orientation program for host families.

an outline of when the orientation program will be conducted for both student and host families.

the procedure for ensuring every outbound student and every host family has access to the orientation program prior to or on commencement of the exchange program. The procedure should identify the staff member with responsibility for overseeing the orientation programs as well as the staff member with responsibility for delivering the orientation program.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

*Please note, the school’s ISSE orientation program for students and host families must include information about:*

* *the program’s rules and expectations;*
* *roles and responsibilities of students and host families;*
* *seeking assistance and reporting any incidence or allegations involving actual or alleged sexual, physical or other abuse;*
* *relevant child protection laws governing minors in student’s destination country;*
* *emergency contacts (inbound - nominated staff member of the school; outbound – nominated staff member at the sister-school);*
* *the school’s ISSE complaints and appeals process; and*
* *how to contact the Queensland Registration Authority.*

### Outbound students (St. 5.27)

Please provide the following documentation:

a copy of the information the school provides to parents of students in relation to child protection laws and services in the student’s destination country, including the process for a criminal record check of the overseas host family.

Please confirm:

The required documentation is included in the attached Exchange Student Handbook.

OR

The required information has been included in the submission as stand-alone documents.

# Part 4 – Student Welfare / Host families

## 4.1 Host families

### Screening of host families (St. 5.14)

Please provide the following documentation:

a copy of the information the school provides host families confirming the family is providing accommodation and board on a voluntary basis, and does not receive payment of board or any subsidy as a condition of the student’s placement.

### Prevention of conflict of interest (St. 5.15)

Please provide the following documentation:

the procedure for ensuring the school manages any conflicts of interest in the placement of students with a host family. Please ensure the procedure identifies the staff member with responsibility for identifying and managing potential conflicts of interest.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

*Please note - a person who is involved in the senior management 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.*

## 4.2 Inbound student requirement

### Screening of host families (St. 5.14) – inbound students

Please provide the following documentation:

a copy of the school’s selection criteria for the recruitment of host families.

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

a copy of the contract the school enters into with each host family.

a copy of the school’s Blue Card register specific to host families in its ISSE program.

the procedure for selecting and screening host families. Please ensure the procedure identifies the staff member with responsibility for the initial recruitment of families, as well as the staff member with responsibility for the screening and ongoing monitoring of host families.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Screening of host families (St. 5.14) – multiple placements

Please provide the following documentation:

the procedure for the placement of more than one student with the same host family. Please ensure the procedure identifies the staff member with responsibility for communicating the multiple placement to all involved parties.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Screening of host families (St.5.14) – single adult host

Please provide the following documentation:

the procedure for selecting and screening a single adult host parent without children in the residence. Please ensure the procedure identifies the staff member with responsibility for the initial review as well as the staff member with responsibility for the secondary review. The procedure should also identify the staff member with responsibility to ensuring the student and their family agree to the placement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

## 4.3 Outbound student requirement

### Selection and screening of host families under a third-party arrangement

*And*

### Screening of host families (St. 5.14) – third-party organisations

Please provide the following documentation:

the procedure for ensuring the school’s sister-school has appropriately selected and screened the host family for each outbound student. Please ensure the procedure identifies the staff member with responsible for overseeing this requirement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

# Part 5 – Student protection and consumer protection

## 5.1 – Student protection

### Structure of student exchange program (St. 5.11)

*And*

### Changes to student exchange programs – inbound and outbound (St. 5.22)

Please provide the following documentation:

the procedure for managing program changes. Please ensure the procedure identifies the staff member with responsibility for managing and notifying of program changes.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Minimum scheduled SEO contact with students and host families (St. 5.18)

Please provide the following documentation:

the procedure for the maintaining the required minimum schedule of contact. Please ensure the procedure addresses both inbound and outbound students and identifies the staff member with responsibility for ensuring the schedule for minimum contact is maintained for all students.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

*Please note, the school may satisfy this requirement for its outbound students by ensuring a monthly schedule of personal contact by a member of the sister-school is maintained and communicated to the Queensland school.*

### Response to critical incident (St. 5.26)

Please provide the following documentation:

the procedure for responding to and managing critical incidents. Please ensure the procedure addresses both inbound and outbound students and identifies the staff member with responsibility for managing a critical incident for inbound students and liaising with the school’s sister-school for outbound students.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Outbound students (St. 5.27)

Please provide the following documentation:

the procedure for managing outbound student travel which addresses the requirements of Standard 5.27. Please ensure the procedure identifies the staff member with responsibility for overseeing each element in the standard.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Exchange student safety card (St. 5.28) – inbound students

*and*

### Exchange student safety card (St. 5.28) – outbound students

Please provide the following documentation:

a copy of inbound student safety card.

a copy of outbound student safety card.

### Reporting incidents or allegations of abuse (St. 5.29)

It is acknowledged the school has a process for immediately reporting any incident or allegation involving the actual or alleged sexual or physical abuse of an inbound student which:

* **for state school**, complies with *Education (General Provisions) Act 2006* and *Child Protection Act) 1999*;
* **for** **non-state school**, complies with *Education (Accreditation of Non-State Schools) Act 2017* and *Regulation*.

The school must have a corresponding process for immediately reporting any incident or allegation involving the actual or alleged sexual or physical abuse of an outbound student to the relevant authority in the destination country.

Please provide the following documentation:

the procedure for managing reports of incidents or allegations of abuse made by an outbound student. Please ensure the procedure identifies the staff member with responsibility for overseeing this requirement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Privacy of student information (St. 5.31) – social media policy

Please provide the following documentation:

a copy of the school’s *Social media policy*.

the procedure for implementing this social media policy. Please ensure the procedure identifies the staff member with responsibility for overseeing this requirement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Information for students and host families on privacy (St. 5.32)

The school must have a policy and process for managing the privacy of all exchange students and host families including advice regarding appropriate use and risks associated with the internet and social media (Facebook, Twitter, chat rooms, YouTube diaries, weblogs).

Please provide the following documentation:

a copy of the information the school provides to student and host families in relation to the use of social media.

the procedure for managing the privacy of all exchange students and host families. Please ensure the procedure identifies the staff member with responsibility for overseeing this requirement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

## 5.2 Consumer protection

### Resolution of problems (St. 5.30)

Please provide the following documentation:

a copy of the school’s *Complaints and appeals policy* specific to its ISSE program.

the procedure for implementing the complaints and appeals policy. Please ensure the procedure identifies the staff member with responsibility for overseeing this requirement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

### Privacy of student information (St. 5.31)

It is acknowledged the school has a process for protecting the privacy of student information in accordance with the *Information Privacy Act 2009* and *Education (General Provisions) Act 2006.* This provision applies specifically to privacy of information of host families engaged by the school.

Please provide the following documentation:

the procedure ensuring the school protects all personal information of host families. Please ensure the procedure identifies the staff member with responsibility for overseeing this requirement.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

*Please note, the school may wish to reference any documents required to support its domestic accreditation.*

### Program evaluation (St. 5.33)

Please provide the following documentation:

a copy of the school’s process for evaluating its student’s and host family’s experience, and monitoring of the actions of the sister-school.

Please confirm:

The required documentation is included in the attached Staff Handbook.

OR

The required information has been included in the submission as stand-alone documents.

# Part 6 - Submission details

## Submission requirements

Please note all applications must be submitted electronically; hard copies of documents will not be accepted.

Please return the completed form, and all attachments, to the International Quality (Schools) Unit via email at:

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

Please be advised, there is a size limit on this inbox. You may wish to zip files before emailing or alternatively email each section above in a separate email.

If each section of your submission is larger than 10MB, you may wish to copy the documentation onto a memory-stick and post it to us at:

International Quality (Schools) Unit

Education House

PO Box 15033

Brisbane City East QLD 4002

If you have any questions regarding this form, please contact us on **(07) 3513 6748**

***Privacy notice:***

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

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

*Personal information is collected and used to:*

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

*The type of personal information collected may include:*

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

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

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

*Certain information collected may also be published under the Open Data (*[*data.qld.gov.au*](https://data.qld.gov.au/)*) if suitable for release.*

*In other instances, information collected can be disclosed without further consent where authorised or required by law.*