



APPLICATION FORM

for registration as a student exchange organisation (SEO) in South Australia

About this form

This form is for organisations applying to become a Student Exchange Organisation in South Australia in order to operate a secondary **student exchange program**. This is a reciprocal program whereby Australian students attend secondary school in another country for a minimum period of three months or one school term and under similar conditions, students from overseas attend an Australian secondary school. Only already registered schools in South Australia and not-for profit organisations are eligible to apply.

Application information

- 1 Complete all sections of the application form. Provide the name of the documents that meet the Standards. Insert a row for each document. All documents should be submitted to us on a USB. The ESB does not accept hard copies.

A copy of the *National Guidelines for Operation of International Secondary Student Exchange Programs in Australia 2018* (National Guidelines) is available on the Education Standards Board website www.esb.sa.gov.au

These guidelines have been designed to assist organisations and schools applying to register to operate as Registered Student Exchange Organisations in the State of South Australia. **Please read the National Guidelines carefully prior to completing the application form.**

- 2 Organisations seeking registration must be secondary schools or not-for-profit companies registered within Australia.
- 3 Prior to consideration of your application, representatives from the Education Standards Board may arrange an interview to discuss the application process and SEO registration requirements. Please note that no interview will take place unless the application has been completed and signed and all relevant documents included.

Reciprocity requirements

Privacy notice: Education Standards Board uses this form to update student exchange program details. The information provided will be used to update the Student Exchange Organisation register. Your personal information will not be disclosed to any third party without consent, unless authorised or required by law.

The need for reciprocity requires registered student exchange organisations/schools to balance the sending and hosting of students on a two year basis, i.e. the total length of time overseas students spend in a school in South Australia must equal the total length of time students from South Australia spend overseas. The purpose of maintaining reciprocity is to ensure that the program is cost neutral to the government. It is an Australian government requirement that these procedures are strictly adhered to. Reciprocity imbalances are grounds for de-registration.

Attendance requirements

Students are required to be enrolled in school and have an 80% attendance rate. Each organisation is required to record the date of commencement at school and the date the student finishes school as well as the month of arrival and departure for each student exchange. This information is to be included in the reciprocity annual return.

Assessment of applications

The assessment of your application commences when a completed application and all supporting documentation are submitted to the Education Standards Board. The assessment and evaluation of your application is conducted using the *National Guidelines for the operation of International Secondary Student Exchange Programs in Australia*. On approval, the school will be added to the student exchange register.

Assistance

For assistance in completing this form, please contact the Education Standards Board by email at ESB.Schools@sa.gov.au or telephone 08 8226 1215. Further information about schools registration is available from the Education Standards Board Website. <http://www.esb.sa.gov.au/>

Submitting this form

Email your application form to: ESB.Schools@sa.gov.au

Provide evidence on USB to Level 8, The Conservatory, 131-139 Grenfell Street, Adelaide.

Fees

Refer to the ESB Website <http://www.esb.sa.gov.au/>

You will be invoiced once your completed application has been received.

Organisation Details

Name of Organisation OR School:	
Contact Person responsible for this application:	
Telephone:	
Email Address:	
Contact person for invoicing	
Email address:	
Previous approval: Provide details about the previous period of approval and why it ended.	

Documentation Checklist

<p>The following documentation must be included with the application. Please use the checklist to ensure you have included all relevant information:</p>	<input type="checkbox"/> Completed application form
	<input type="checkbox"/> Evidence of not-for-profit/school status and financial viability
	<input type="checkbox"/> 'Fit and proper person' declaration for any person involved in the management of, or the national, regional or local coordination of the exchange organisation.
	<input type="checkbox"/> All policies and procedures referenced in the application form for each Standard
	<input type="checkbox"/> All marketing and promotional material
	<input type="checkbox"/> The application has been signed by the person legally responsible for the SEO.

	State		Postcode	
	Phone		Fax	
	Email		Website	
Postal Address				
1.3	GPO Box Number			
	Suburb			
	State		Postcode	
South Australian Contact Address (If Different From Above)				
1.4	Street Address			
	Suburb			
	State		Postcode	
	Phone		Fax	
	Email			

2 Names of Principal Executive Officer/Principal, Directors, National, Regional and Local Coordinators

2.1 Please identify all persons involved in management of, or the national, regional or local coordination of the exchange organisation. A separate 'Fit and Proper Person' Declaration must be completed by each person listed in this section, including the business owner or school principal.

Full Name		Position	
Phone Number		Email Address	
Full Name		Position	
Phone Number		Email Address	
Full Name		Position	
Phone Number		Email Address	
Full Name		Position	
Phone Number		Email Address	
Full Name		Position	
Phone Number		Email Address	
Full Name		Position	
Phone Number		Email Address	

*Please attach a separate list if additional fields are required.

3 Persons Authorised To Request Acceptance Advice For Secondary Exchange Student (AASES) Forms

3.1 Please identify the persons within your organisation authorised to request AASES forms.

Full Name		Position	
Phone Number		Email Address	
Full Name		Position	
Phone Number		Email Address	
Full Name		Position	
Phone Number		Email Address	

*Please attach a separate list if additional fields are required.

4

Partner Organisations

4.1

Please provide details of the overseas partners or schools involved in the outbound provision of your programs.

Organisation Name

Country

Website Address

Organisation Name

Country

Website Address

Organisation Name

Country

Website Address

*Please attach a separate list if additional fields are required.

The application will be assessed against the registration criteria within the *National Guidelines*

Please refer to the *National Guidelines* in the preparation of all required policies and procedures.

For each required criteria, please specify the name of each relevant document containing the required policy and procedure and, if applicable, the page number. Where there are multiple relevant documents, please list each document. Please ensure that you attach a copy of all referenced policies and procedures to this application.

We recommend that all required policies and procedures are contained within a Handbook or Staff Manual.

Section B: General		
Purpose Of Exchange Programs		
Standard 5.1	Please provide	Document Name (and Page Number if applicable), or website URL
	A statement or a policy that confirms that the purpose of the organisation's student exchange program is to provide a broad educational experience for students and to further international and intercultural understanding	
Use of the term 'Student Exchange'		
Standard 5.2	Please provide	Document Name (and Page Number if applicable), or website URL
	<p>A policy that ensures all inbound exchange students will enter on subclass 500 student visas issued via an Acceptance Advice for Secondary Exchange Student (AASES) form.</p> <p>If the organisation also provides other visit or cultural programs for inbound or outbound students, the organisation must demonstrate:</p> <ul style="list-style-type: none"> • that these programs are not referred to or promoted as 'student exchange' • that the organisation makes clear to parents and guardians of participants in these programs that they are not student exchange programs under the Guidelines and are not regulated by the Education Standards Board 	
Reciprocity		
Standard 5.3	Please provide	Document Name (and Page Number if applicable), or website URL
	<p>A policy and procedure for managing reciprocity that indicates how the organisation will:</p> <ul style="list-style-type: none"> • ensure you send an equal number of students from South Australia as you host in South Australia annually • ensure that you submit to the ESB information and statistics as requested, on all incoming and outgoing programs 	

	<ul style="list-style-type: none"> ensure that you record actual enrolment and cessation of enrolment dates when completing the National Standard Annual Reciprocity Monitoring forms ensure that you record exchange program points for an exchange which is for a minimum of three months or one full school term, whichever is shorter. Maintain and report on reciprocity 	
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Section C: Governance Of SEOs

Not- for Profit Status and Financial Viability		
Standard 5.5	Please provide	Document Name (and Page Number if applicable), or website URL
	<ul style="list-style-type: none"> Evidence of the organisation's not-for-profit status (for example, a certificate of incorporation and/or registration as a not-for-profit organisation with the Australian Charities and Not-for-profits Commission) Evidence of the organisation's financial viability (for example, audited financial statements) Evidence that the organisation's public liability insurance covers inbound and outbound student exchange programs, and provides at least \$10 million public liability insurance Schedule of program fees, including participation fees and optional extras 	
Fit and Proper Person Requirement		
Standard 5.6	Please provide	Document Name (and Page Number if applicable), or website URL
	Fit and Proper Person declarations for the PEO and all senior officers involved in the management of the organisation.	<i>Attach Fit and Proper Person declarations</i>

Organisational Structure		
	Please provide	Document Name (and Page Number if applicable), or website URL
Standard 5.7	<p>An overview of the organisation's organisational structure that indicates how the structure:</p> <ul style="list-style-type: none"> is effective and appropriate for the size of its operation allows ready access by and communication with parents, schools, students and officers of appropriate agencies, including phone accessibility 24 hours per day, and seven days per week enables them to make appropriate arrangements in South Australia for inbound exchange students' accommodation, support and general welfare can facilitate the provision of effective and appropriate support to participating inbound and outbound students 	

	A register of local coordinators in South Australia (including their name, residential address, email address, telephone number) that shows each exchange student is provided with a local coordinator residing within 200km or two hours travel by car, whichever is shorter, from the student's host family residence.	
Criminal Record Checks / Working with Children Checks		
	Please provide	Document Name (and Page Number if applicable), or website URL
Standard 5.8	A policy and procedure that ensures all officers, employees and volunteers working with children or with access to exchange students' personal records or information have a valid Working With Children Check (WWCC) or hold a South Australian Teachers Registration	
Training for SEO staff		
5.9	<p>SEOs must demonstrate that they provide training for local SEO coordinators and student support staff that specifically includes, as a minimum, instruction in:</p> <ul style="list-style-type: none"> ➤ conflict resolution; ➤ procedures for handling and reporting emergency situations and critical incidents; ➤ relevant child safety standards and reporting requirements; ➤ information on regulatory requirements for minors in destination countries; ➤ procedures for handling and reporting allegations of sexual misconduct or any other allegations of abuse or neglect; ➤ the criteria to be used to screen potential host families and exercising good judgement in assessing if the host family will be able to provide the appropriate environment and support for an exchange student; and ➤ the NCCISSE Guidelines and any relevant state/territory requirements, as they relate to the role of the coordinator and student support staff. 	
	Document Name (and Page Number if applicable)	
Third Party Arrangements		
5.10	<p>SEOs must provide the relevant state/territory registration authority with information regarding all third party organisations used to support and deliver elements of their exchange program, including:</p> <ul style="list-style-type: none"> ➤ the type of arrangement made between the parties, ➤ a copy of the contracts, ➤ information about the monitoring process, and 	

	<p>➤ a periodic evaluation of service delivery for both inbound and outbound students.</p> <p><i>If you intend, as an exchange organisation to use third party organisations to deliver elements of your exchange programs, please detail of the type of arrangement/s between the parties including copies of contracts and/or information on the monitoring process.</i></p>
	<p>Document Name (and Page Number if applicable)</p>

Section D: Administration Of Student Exchange Programs

Exchange Programs

5.11

SEOs must follow the procedures about the placement of overseas students in schools, including attendance and academic pursuits, within each state/territory in which the organisation operates.

SEOs should ensure that changes to a student exchange program including changes to the start date, duration, departure date, host school, or host family is minimised.

Where an SEO's program will include, or is likely to include placement with more than one host family during the student's program, the SEO must make this clear in its marketing material, enrolment process and obtain the student and the student's parents' consent to this prior to the student's first placement.

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

SEOs may transfer students interstate only in exceptional circumstances and only with

- written parental support for the transfer; and
- the approval of both the current and relevant interstate registration authority prior to any changes being made.

5.11

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

Please provide details of the structure of your programs and processes implemented when changes are required to the structure of the program for a student.

	Document Name (and Page Number if applicable)	
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Students

Selection of Students

5.12

SEOs must demonstrate that they have a screening process for selecting incoming and outgoing students and that they select only students of appropriate maturity levels and with the potential to benefit from the experience.

The policy and procedure must detail your screening process for selecting incoming and outgoing students.

Document Name (and Page Number if applicable)

Health Insurance

5.13

SEOs must satisfy the state/territory registration authorities that health cover provisions are adequate for incoming and outgoing students. Incoming students must have Overseas Students Health Cover.

The policy and procedure must address how you ensure that incoming and outgoing students have adequate health cover, including Overseas Student Health Cover for incoming students.

Document Name (and Page Number if applicable)

Host Families

Screening of Host Families

5.14

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 inbound students

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

- conduct an in-person interview with all host family members over 18 residing in the home;
- conduct a home inspection prior to the placement of an exchange student to ensure that the host family is capable of providing a safe, comfortable and nurturing home environment;
- ensure that the host family understands and agrees to meet the financial obligations of hosting; and
- verify that every person 18 years and over residing in the home has undergone a Criminal Record Check in accordance with the relevant national, state or territory requirements.

For outbound students

SEOs must ensure there are appropriate processes in place for the screening and selection of exchange student host families for 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
- verifying that every person 18 years and over residing in the home has undergone a Criminal Record Check.
- Relevant state/territory registration authorities may consider Criminal Record Checks are not available in specific countries where:
 - the relevant government authorities do not issue Criminal Record Checks; or
 - the processes for prospective host families to obtain Criminal Record Checks are unreasonably burdensome and significantly more onerous than for Australian Criminal Record Checks.

In such circumstances, the SEO must:

- apply to the relevant registration authority in the SEO's base state for approval to implement an alternative screening process;
- if approved, implement alternative screening procedures approved by the SEO's base state and NCCISSE, and
- advise parents/ guardians and students that Criminal Record Checks are not available and the process the SEO is adopting to verify the suitability of the host family to host an exchange student.

Placement of more than one student with a host family

Where an SEO intends to place more than one student simultaneously with the same host family, the SEO must ensure all parties agree to the double placement prior to the second student being accommodated with that host family.

5.14

If requested, the SEO must provide documentation supporting that all parties agree to the double placements.

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 another child in the home.

The policy and procedure must detail adequately screening and selecting of exchange student host families for all inbound and outbound exchange students, and must include, but is not limited to:

- *conducting an in-person interview with all host family members over 18 residing in the host family's home*
- *the capability of the host family to provide a safe, comfortable and nurturing home environment*
- *the financial obligations, by the host family of hosting a student.*
- *verifying that each member of the host family has undergone a Child Related Employment Screening to satisfy the South Australian registration authority requirements.*
- *where overseas checks are unreasonably burdensome and significantly more onerous than for Australian screenings, the exchange organisation must state that they will advise the parents and students of the reasonably similar screening conducted.*
- *the selection of host families not involving payments of board or a subsidy to the host family as a condition of the student's placement (unless otherwise approved by the South Australian registration authority).*

Document Name (and Page Number if applicable)

Prevention of Conflict of Interest

5.15

SEOs must ensure that no exchange organisation representative act both as a host family and as an exchange organisation representative, coordinator or supervisor for an exchange student except in emergencies and with the approval of the registering authority.

The policy and procedure must detail how you ensure that an exchange organisation representative does not act as both a host family and an exchange organisation representative / coordinator or supervisor for an exchange student, except in emergencies and with the approval of the registering authority.

	Document Name (and Page Number if applicable)	
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Support and Supervision

Orientation for Students and Host Families

5.16

SEOs must demonstrate that they provide both pre-departure preparation and host country orientation programs, for both inbound and outbound students.

The orientation program for students and host families must include:

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

The policy and procedure must detail the orientation program for both inbound and outbound students, and their respective host families.

Document Name (and Page Number if applicable)

Support for Students and Host Families

5.17

SEOs must demonstrate that inbound and outbound students and host families have adequate local assistance and support. Such support will cover appropriate reception, orientation, accommodation,

	<p>transport and emergency arrangements as well as providing ongoing support networks for exchange students in their destination country.</p> <p><i>The policy and procedure must detail how you intend to support students and their host families, including appropriate reception, orientation (may be covered in more detail in section 6.3 Orientation for Students and Host Families), accommodation, transport and emergency arrangements, as well as ongoing support and counselling networks for exchange students</i></p>
	<p>Document Name (and Page Number if applicable)</p>
Minimum Scheduled Exchange Organisation Contact with Students & Host Families	
5.18	<p>SEOs must maintain, as a minimum, a monthly schedule of personal contact, face-to-face, Skype or by telephone, with all inbound and outbound exchange students and host families.</p> <p>For outbound students, a SEO may satisfy this requirement by ensuring a monthly schedule of personal contact from a third party organisation in the destination country.</p> <p><i>The policy and procedure must detail a minimum monthly schedule of personal contact with all exchange students and their host families, for all those participating in a current exchange program with your organisation.</i></p>
	<p>Document Name (and Page Number if applicable)</p>
Program Discounts for Hosting Students	
5.19	<p>SEOs may provide a program discount to the family of an out-bound exchange student if they undertake to host an in-bound student, provided that:</p> <ul style="list-style-type: none"> ➤ family members of the out-bound student meet National Guideline and SEO's requirements for host families, ➤ the discount is a maximum of 10% of the cost of an out-bound student program, and ➤ the discount is paid as a rebate at the end of in-bound student's exchange program. <p><i>The policy and procedure must detail how program discounts are monitored.</i></p>
	<p>Document Name (and Page Number if applicable)</p>

Host Schools

School Liaison

5.20

SEOs must follow each state/territory requirements for the placement of overseas students in schools, including attendance and academic pursuits and the recruitment of Australian students for overseas exchange.

It is an expectation that students will commence their enrolment at the host school in line with the commencement dates of the relevant school term.

SEOs must demonstrate that they can provide effective liaison with schools through an identified liaison officer.

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

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

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

5.20

The policy and procedure must detail your process for providing effective liaison with schools through an identified liaison officer, and address how you will ensure students are fulfilling all relevant school requirements/agreements and meeting visa conditions.

Document Name (and Page Number if applicable)

Section E: Requirements To Notify

Changes to SEO governance

5.21

SEOs must give notice to any relevant state/territory registration authority that has registered the SEO, or has an application for registration from the SEO, of any change in ownership, control, executive management or operations of the SEO as soon as practical, and in any event within 10 working days.

	Registration is not transferable. Substantial changes in the structure and/or ownership of the SEO may result in the SEO having to apply for a new registration in each jurisdiction in which it is approved to operate.	
	Document Name (and Page Number if applicable)	
Changes to student exchange programs – inbound and outbound		
5.22	<p>SEOs should take all appropriate steps to minimise changes to the student’s agreed program. SEOs must notify the relevant state/territory registration authority prior to any changes to a student’s program unless there are exceptional circumstances that require an immediate change (e.g. a risk to the student’s safety).</p> <p>If an immediate change is made to a student’s program the SEO must notify the relevant state/territory registration authority as soon as practical but within 5 working days of the change.</p> <p>Changes to a student’s program may include, a change to:</p> <ul style="list-style-type: none"> ➤ Host school ➤ Host family ➤ Start date ➤ Duration ➤ Departure date 	
5.22	<p>Where the student’s program involves the student changing host school as part of the scheduled program, approval must be sought from the relevant state/territory registration authority for each host school prior to the commencement of the student’s exchange.</p> <p>If a change is made to a student’s program, SEOs must ensure that students and parents/ guardians are informed of the change.</p>	
	Document Name (and Page Number if applicable)	
Changes to third party arrangements		
5.23	<p>The SEO must notify the relevant state/territory 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.</p> <p>If the SEO enters into a new third party agreement, the relevant state/territory registration authority must be advised of this new arrangement, and details of the new arrangements including the contract and any supporting documents must be provided.</p>	

	Document Name (and Page Number if applicable)

Section F: Confidentiality And Information Sharing

Release of Information by Relevant State / Territory Registration Authorities

5.24

SEOs and applicants for SEO registration acknowledge, and consent to the relevant state/territory registration authority releasing to a department of the Australian Government (or to another relevant state/territory registration authority responsible for SEOs), information it has about or arising from:

- an application for SEO registration or re-registration;
- the registration or re-registration of an SEO;
- a compliance audit or review of an SEO undertaken by a relevant state/territory registration authority; or
- action taken by a relevant state/territory registration authority in relation to an SEO.
- In the event that the base registration of an SEO ceases, the relevant registration authority will notify other relevant state / territory registration authorities.

Please be aware that information provided in this application can be shared with another relevant state / territory registration authority.

Marketing and Recruitment Documentation

5.25

SEOs must provide the state/territory registration authorities with all current documentation used in promoting their programs on request.

Document Name (and Page Number if applicable)

Section G: Protection Measures For Exchange Students

Response to critical incidents

5.26

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

- natural disasters;
- terrorism;
- student well-being, illness or injury;
- break-down 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.

Document Name (and Page Number if applicable)

Outbound Students

5.27

SEOs will protect outbound exchange students through ensuring that they:

- notify the relevant state/territory 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
 - departure and return dates
 - school commencement and school cessation dates
- name of overseas partner organisation that will be assuming welfare responsibility for the student in their destination country; and
- provide parents of students with information about child protection laws and services;
- register students with the Australian Department of Foreign Affairs & Trade (DFAT) Smart Traveller website prior to departure;
- require outbound exchange students transiting en-route to the destination country to only travel with international airlines that provide full transfer facilities and have appropriate procedures in the event of flight delays or interruptions;
- require outbound exchange students to be met on arrival in the destination country and assisted in their journey to the host families;
- have up to date emergency contact information for airlines, Australian Embassies or High Commissions and other relevant agencies for their destination and transit countries;

- 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; and
- advise the relevant state/territory registration authority of any changes to the student's program, as per the requirements of 5.22.

The policy and procedure must detail the requirements above.

Document Name (and Page Number if applicable)

Exchange Student Safety Information

5.28

Inbound Students

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

- the host family's address, home telephone number and relevant mobile numbers;
- emergency contact details for the relevant SEO coordinator or SEO office; and
- a statement: (name of SEO) is an SEO registered and quality assured in South Australia by the Education Standards Board. Students can contact the Education Standards Board at esb.seo@sa.gov.au

Such information must be provided in advance of the home country departure or immediately upon entry to Australia.

Outbound Students

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

- the host family's address, home telephone number and relevant mobile numbers that the organisation providing the exchange program is a registered SEO;
- the name of the third-party organisation that will be providing for the student while the student is overseas;
- emergency contact details for the relevant SEO coordinator or SEO office in the student's destination country;
- emergency contact details for the relevant SEO in Australia;
- the name of the relevant registering authority for the relevant state or territory that registered the SEO; and
- that students, or their parents or legal guardians, can contact the relevant registering authority regarding the SEO at the relevant email address for that authority.

For example: (name of SEO) is an SEO registered in SA by the Education Standards Board. Students or their parents or legal guardians can the Education Standards Board at esb.seo@sa.gov.au

	<i>The policy and procedure must detail the requirements in relation to the Exchange Student Safety Card.</i>	
	Document Name (and Page Number if applicable)	
Reporting Incidents or Allegations of Abuse		
5.29	<p>SEOs must immediately report any incident or allegation involving actual or alleged sexual or physical abuse of an exchange student to both the relevant law enforcement agency and the relevant state/territory registration authority. Failure to report such incidents to both the law enforcement agency and the relevant state/territory registration authority shall be grounds for suspension or cancellation of an exchange organisation's registration to provide student exchange programs.</p> <p><i>The policy and procedure must detail the process for reporting incidents or allegations of abuse.</i></p>	
	Document Name (and Page Number if applicable)	
Resolution of Problems including Complaint Management		
5.30	<p>The SEO must have and implement a documented internal complaints handling and appeals process and policy, and provide the exchange student with comprehensive, free and easily accessible information about that process and policy.</p> <p>The SEO's internal complaints handling and appeals process must:</p> <ul style="list-style-type: none"> ➤ include a process for the exchange student to lodge a formal complaint or appeal if a matter cannot be resolved informally; ➤ include that the SEO will respond to any complaint or appeal the exchange student makes regarding his or her dealings with the SEO, or any related party the SEO has an arrangement with to deliver the exchange program or related services; ➤ commence assessment of the complaint or appeal within 10 working days and finalise the outcome as soon as practicable; ➤ ensure the exchange student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings; ➤ ensure the assessment of the complaint or appeal is conducted in a professional, fair and transparent manner; ➤ ensure the exchange student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome; and ➤ keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome. 	

5.30	<p>The policy must further state in a prominent way:</p> <ul style="list-style-type: none"> ➤ that an exchange student may contact the relevant state/territory registration authority if the exchange student or parent/guardian is concerned about the conduct of the SEO with the requirements under these Guidelines; and ➤ the complaints handling and appeals process described in the policy does not hinder an exchange student from exercising the student’s rights to other legal remedies. <p>The SEO must give the complainant the contact details for the appropriate Registration Authority. If the concern is about a school registered as a SEO, then the school principal should not investigate a formal complaint against his/her own school, and an independent point of contact should be provided.</p> <p><i>The policy and procedure must detail how you will work to resolve problems which include emergency situations such as: moving students from one school to another, transferring them interstate, or an unsuccessful placement resulting in the early return home for an exchange student.</i></p>		
	<table border="1"> <tr> <td data-bbox="212 1021 592 1115">Document Name (and Page Number if applicable)</td> <td data-bbox="592 1021 1482 1115"></td> </tr> </table>	Document Name (and Page Number if applicable)	
Document Name (and Page Number if applicable)			
Privacy of Student Information			
5.31	<p>SEOs must protect the personal information, including photographs, of exchange students and, as a minimum, ensure that the organisation:</p> <ul style="list-style-type: none"> ➤ obtains appropriate written consent for the publication or use of student images or information in any advertising or promotional material and clearly outlines the intended use of the material; ➤ in the recruitment of host families and in any other circumstances, does not provide personal information or photographs or images including likenesses of individual exchange students in any public or ‘open’ recruitment through advertising, websites, publications or displays accessible to the general public that would allow the student to be identified via social media; ➤ only provides a photograph, first name and basic information about student interests (i.e. no surname, address or contact details) to prospective host families who have registered with the SEO and who have commenced the relevant screening process, including verifying identity with photo identification; ➤ appropriately safeguards the access, use, storage and archiving of electronic and hard copies of all exchange student applications, files and documents containing student personal information in accordance with the Australian Privacy Act 1988 and the European Union General Data Protection Regulation (the GDPR); ➤ retains and securely stores details of host families and student placements; and ➤ has and implements a social media policy, which includes record management and monitoring process. 		

5.31	<p><i>The policy and procedure must detail how you will protect the personal information of students and their host families, including photographs of exchange.</i></p>	
	Document Name (and Page Number if applicable)	
Privacy Information for Students and Host Families		
5.32	<p>SEOs must have a policy and procedure in place that is provided to all exchange students and host families with information about the need for students to protect their personal privacy, and the privacy of members of their host family, while participating in an exchange program. This includes advice regarding the appropriate use and risks of the internet, social media such as Facebook and Twitter, internet chat rooms, YouTube diaries and weblogs.</p> <p><i>Please attach a copy of the information you intend to give students in relation to the protection of personal information.</i></p>	
	Document Name (and Page Number if applicable)	

Section H: Program Evaluation

Program Evaluation	
5.33	<p>SEOs must demonstrate that they have a system or process for:</p> <ul style="list-style-type: none"> ➤ annual or ongoing program evaluation; ➤ seeking post-program feedback on their services from students, parents, host families and schools; and ➤ implementing improvements in response to the evaluation outcomes. <p>The program evaluation should include a review of any third-party arrangements.</p> <p><i>The policy and procedure must detail how you will evaluate existing programs.</i></p>
Document Name (and Page Number if applicable)	

Appendix 1 – ‘Fit and Proper Person’ declaration

<p>Section 5.6 of the National Guidelines for the Operation of International Secondary Student Exchange Programs in Australia states: ‘In determining whether to register or re-register an exchange organisation the relevant state/territory authority may have regard to whether the exchange organisation, or any person involved in the management of, or the national, regional or local coordination of the exchange organisation’ meets specified ‘Fit and Proper Person’ Requirements.</p> <p>In order for the South Australian registration authority to assess whether each of the persons mentioned above meet fit and proper person requirements, each of the persons named in Section 2.1 must answer the following questions and sign a separate declaration.</p>	
Privacy Notice	<p>The South Australian registration authority is collecting this information in accordance with the <i>National Guidelines for the Operation of International Secondary Student Exchange Programs in Australia</i> to assess your application to apply for registration as a student exchange organisation. Your personal information will not be disclosed to any other third party without consent, unless authorised or required by law.</p>

	Family Name		Given Names	
	Position			
Have you Ever,				
had a history of non-compliance with these guidelines and any equivalent interstate guidelines;			Yes <input type="checkbox"/>	No <input type="checkbox"/>
had a registration by a state/territory registration authority in Australia suspended or cancelled while under your leadership;			Yes <input type="checkbox"/>	No <input type="checkbox"/>
had conditions imposed on an SEO's registration by a state/territory registration authority in Australia while under your leadership;			Yes <input type="checkbox"/>	No <input type="checkbox"/>
been charged or convicted of an indictable offence;			Yes <input type="checkbox"/>	No <input type="checkbox"/>
become bankrupt;			Yes <input type="checkbox"/>	No <input type="checkbox"/>
been disqualified from managing corporations under the Corporations Act;			Yes <input type="checkbox"/>	No <input type="checkbox"/>
been refused a Working with Children Check in any state/territory in which the SEO operates;			Yes <input type="checkbox"/>	No <input type="checkbox"/>
been found not to be a fit and proper person under these guidelines or any equivalent interstate guidelines; or			Yes <input type="checkbox"/>	No <input type="checkbox"/>
provided a state/territory registration authority with false or misleading information or made a false or misleading statement to a state/territory registration body in relation to any matter under these guidelines or equivalent interstate guidelines, or			Yes <input type="checkbox"/>	No <input type="checkbox"/>
been involved in the management of, or provision of exchange programs by, another SEO at the time that any of the above events occurred.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
If you answered 'yes' to any of the questions above, you must provide further details below.				
	Name (Print)			

	Signature		Date
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Appendix 2 – Accountability and Reporting Requirements for Registered Student SEOs, including schools

Reciprocity is calculated using the number of months students are on exchange. It is based on the allocation of one point for each month of exchange, from and including the month of commencement of enrolment and including the month of cessation of enrolment (e.g. a student arriving on 29 June and departing on 1 September earns 4 reciprocity points).

SEO's must send students for an equal number of months from a particular state/territory as they host in that state/territory annually, or at least on a rolling two year basis.

An exchange that commences in a month of one year and concludes in the corresponding month in the next year would normally count as 13 points. However, the state/territories registration authorities have agreed to count it as 12 points.

SEO's must submit to the state/territory registration authority's information and statistics as requested regarding all incoming and outgoing programs.

Example

Jenny and Jeremy participate in exchange programs organised by ACME Exchange Ltd.

Jenny travels to Sweden on a 6 month exchange. She arrives in Sweden on 6 August and commences her studies at her Swedish school on 7 September. She finishes her school studies on 30 March and returns to Australia on 30 April. Jenny's exchange will be counted as 7 points (September until March)

Jeremy travels from Canada to Australia. He arrives on 2 February and commences school on 4 February. He finishes school on 30 November and returns to Canada on 20 December. Jeremy's exchange will be counted as 10 points (February until November)

Reciprocity Calculation – Example

ACME Exchange Ltd had a Carry-Over Cumulative Reciprocal Balance of 10 points.

Carry-Over Balance from the previous year	Sending Total (+)	Hosting Total (-)	New Balance	Carry-Over Balance for the following year

	10	7	-10	-3	7
	<p>Calculation:</p> <ol style="list-style-type: none"> 1 Calculate the total of 'Sending' Points and the total of 'Hosting' Points – please ensure that you only calculate those months students spend actively enrolled in a school. 2 Subtract the 'Hosting' Points from the 'Sending' Points to calculate the 'New Balance' – please be aware, if your organisation has 'Hosted' more students than it has sent overseas, the 'New Balance' will be a negative figure. 3 Subtract the 'New Balance' figure from the 'Carry-Over Balance from the previous year'. This will calculate the new 'Carry-Over Balance for the following year'. <p>Please be advised, AASES forms will be issued on consideration of the organisation's reciprocity balances. An excessive negative reciprocity balance can lead to a restriction on or suspension of AASES forms for a period of time. AASES forms will also not be issued to organisations that have not returned a requested Annual Reciprocity Return.</p>				