

APPLICATION FOR REGISTRATION AS A STUDENT EXCHANGE ORGANISATION IN WESTERN AUSTRALIA

This form is to be used by not-for-profit organisations applying for registration in Western Australia (WA) as a Student Exchange Organisation (SEO).

Please ensure you refer to the *National Guidelines for the Operation of International Secondary Student Exchange Programs in Australia* (National Guidelines) when preparing this application.

Privacy notice: Personal information will not be disclosed to any third party without consent, unless authorised or required by law.

If you have any queries regarding this application, please contact TAFE International Western Australia (TIWA) by email at: secondaryexchange.tiwa@dtwd.wa.gov.au

SECTION 1: STUDENT EXCHANGE ORGANISATION DETAILS

Legal Entity Name:

Trading Name:

ABN:

ACN:

Phone number:

Email address:

Website:

Address details

Street Address:

Suburb:

State:

Postcode:

Postal address Tick if postal address is same as street address

Postal Address:

Suburb:

State:

Postcode:

Details of Principal Executive Officer

This person assumes responsibility for the organisation's compliance with the National Guidelines

Please note - A 'Fit and Proper Person Declaration' must also be completed by the Principal Executive Officer (Appendix 1).

Title: First name/s:

Surname:

Position: Email address:

Phone number:

Details of company directors

Please provide details of the company's directors.

Director 1

Full name: Position:

Email address: Phone number:

Details of company directors (continued)

Director 2

Full name: _____ Position: _____
Email address: _____ Phone number: _____

Director 3

Full name: _____ Position: _____
Email address: _____ Phone number: _____

Details of partner organisations

Please provide details of the overseas partners involved in the program provision for students.

Partner organisation 1

Name of organisation: _____
Address: _____
Country: _____ Website: _____

Partner organisation 2

Name of organisation: _____
Address: _____
Country: _____ Website: _____

Partner organisation 3

Name of organisation: _____
Address: _____
Country: _____ Website: _____

Partner organisation 4

Name of organisation: _____
Address: _____
Country: _____ Website: _____

SEO history

Have you, your organisation or related body ever held registration as a SEO organisation in any State / Territory in Australia?

Yes No

If Yes, please provide details

State / Territory:	Date of Initial Registration:	Registration Expiry Date:
State / Territory:	Date of Initial Registration:	Registration Expiry Date:
State / Territory:	Date of Initial Registration:	Registration Expiry Date:
State / Territory:	Date of Initial Registration:	Registration Expiry Date:

 Please attach a separate list if additional fields are required.

SEO history (continued)

Have you, your organisation or related body ever been subject to any sanctions imposed by a State/Territory registration authority in Australia?

Yes No

If Yes, please provide details - State / Territory:

Date of Sanction:

Reason for sanction:

Unsuccessful SEO registrations

Have you, your organisation or related body ever previously been refused **OR** had an SEO registration cancelled in any other State or Territory?

Yes No

If Yes, please provide details - State / Territory:

Date of Refusal / Cancellation:

Details of Refusal / Cancellation:

SECTION 2: STANDARDS FOR STUDENT EXCHANGE ORGANISATION (SEO) APPROVAL

For each criterion, please provide the relevant evidence/document or web link. Where there are multiple relevant documents, please list each document. Please ensure that you attach a copy of all referenced evidence to this application.

5.1 Purpose of Student Exchange Program

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

Document / File name	Section / Page number	Attached
		
		
		

5.2 Use of the term 'student exchange'

SEOs must provide evidence that all their inbound students entering Australia on a program advertised as 'student exchange' enter on subclass 500 student visa supported with an AASES form.

Information

Only programs operating under the National guidelines may be identified as 'student exchange' programs in all promotional and marketing material, both print and electronic.


SEOs that provide other visits or cultural programs for young people for participants entering Australia on visitor visas must provide evidence that they:

- > do not promote or refer to such programs as 'student exchange' programs in any way, and
- > make explicitly clear to participants and parents that these programs are not 'student exchange programs provided under the National Guidelines and are not quality assured by the relevant state/territory registration authority.

Document / File name	Section / Page number	Attached
		
		
		

5.3 Reciprocity

SEOs must provide evidence that addresses how they maintain a neutral or positive reciprocity balance within each state/territory in which the organisation is registered, and how this will be ensured in WA.

Document / File name	Section / Page number	Attached
		
		
		

5.4 & 5.5 Eligibility for SEO registration and Financial Viability

SEOs must provide evidence that demonstrates they remain not-for-profit, financially viable, and have sufficient financial resources to fulfil their obligations and responsibilities for the duration of the approval.

Information

Evidence should include but not limited to copies of:

- > a certificate of incorporation;
- > memorandum and articles of association or constitution;
- > certificates of insurance/public liability cover;
- > audited annual financial statement;
- > registration as a not-for-profit organisation with the Australian Charities and Not-for-profits Commission (ACNC);
- > standard invoices that demonstrate that the program costs are reasonable and that revenue is expended entirely on the objective of the exchange program. SEOs must indicate what is included in participation fees and what are optional extras; and/or
- > financial health assessment.

Where an SEO's business model includes programs other than secondary student exchange programs, the organisation must be able to demonstrate that the entity is a genuine not-for-profit organisation.

Document / File name	Section / Page number	Attached
		
		
		

Information

The WA Registration Authority may review whether an SEO continues to be not-for-profit and financially viable at any time during the term of approval. The WA Registration Authority will review whether a SEO satisfies the not-for-profit and financially viable requirement if the registration authority has been notified of changes to the ownership, management, control or operation of the SEO.

Evidence might include, but is not limited to:

- > audited annual financial statement;
- > compliance with ATO requirements for not-for-profit status;
- > registration as a not-for-profit organisation with the Australian charities and Not-for-profits Commission (ACNC);
- > standard invoices that demonstrate that the program costs are reasonable and that revenue is expended entirely on the objective of the exchange program. SEOs must indicate what is included in participation fees and what are optional extras; and/or
- > financial health assessment.

5.6 Fit and Proper Person Requirement

SEOs must submit a Fit and Proper Person Declaration (Appendix 1)

Document / File name	Section / Page number	Attached
		
		
		

5.7 Organisational structure

SEOs must show evidence of an organisational structure within Western Australia.


Information


The structure must:

- > have staffing that is effective and appropriate for the size of the operation across all jurisdictions in which they are registered;
- > have an appropriate ratio of coordinators, including regional coordinators, to students appropriate to the size of the program;
- > allow ready access by, and communication with, parents, schools, students and officers of appropriate agencies; and
- > have effective and appropriate structures overseas to facilitate the exchange process for inbound and outbound students.

Document / File name	Section / Page number	Attached
		
		
		

5.8 Criminal Record Checks / Working with Children Checks

SEOs must provide evidence to ensure that Criminal Record Checks, or relevant Working with Children Checks, are undertaken for all its officers, employees, volunteers and host families in direct personal contact with students or with access to student's personal records or information, in accordance with The Working with Children (Criminal Record Checking) Act 2004. workingwithchildren.wa.gov.au 

Document / File name	Section / Page number	Attached
		
		
		

5.9 Training for SEO staff

SEOs must provide evidence that demonstrates they provide training for local SEO coordinators and student support staff.

Information

Training should include, as a minimum, instruction in:

- > 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 assessment if the host family will be able to provide the appropriate environment and support for an exchange student; and
- > the National Guidelines and any relevant Western Australian requirements, as they relate to the role of the coordinator and student support staff.

Document / File name	Section / Page number	Attached
		
		
		

5.10 Third party arrangements

SEOs must provide evidence that demonstrate they maintain up-to-date records regarding all third party organisations used to support and deliver elements of their exchange program.

Information

Third party organisations are people or organisations that are not employees of the SEO, but are engaged directly by the SEO to provide any element of an outbound program. These include partner organisations or affiliates of the SEO.

5.10 Third party arrangements (continued)

Information about third party arrangements must be provided at the time of application. During the period of approval SEOs must notify the Western Australian registration authority if there is a change to the organisations with whom that the SEOs have a third party arrangement.

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

If you intend, as an exchange organisation to use third party organisations to deliver elements of your exchange programs, please provide detail of the type of arrangement/s between the parties including copies of contracts and/or information on the monitoring process.

The SEO should provide the WA Registration Authority with information including:

- > the name of the third party organisation;
- > the type of arrangement 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;
- > details of whether the third party organisation is registered or licenced as a SEO in its operating country; and
- > information about periodic evaluation of service delivery undertaken by the SEO for both inbound and outbound students.

Inbound Students

SEOs must provide evidence of how they ensure that third party organisations undertaking the selection of host families for inbound students have a process to adequately screen and select exchange student host families.

Information

The process must ensure that as a minimum the third party 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 the host family 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 has undergone a Criminal Record Check, with no adverse outcome, in accordance with the relevant national, state or territory requirements, in all countries where such checks are available.

Outbound Students

SEOs must provide evidence of how they ensure that third party organisations supporting outbound students have policies and procedures to respond to critical incidents.

Information

Policies and procedure must include natural disasters, terrorism, student illness or injury, and breakdown in the hosting relationship.

Document / File name

Section / Page number

Attached



5.11 Structure of student exchange programs

SEOs must provide evidence to demonstrate how they:

- > follow the procedures for the placement of overseas students in schools, including attendance and academic pursuits, within Western Australia; and
- > ensure that changes to a student exchange program including changes to the start date, duration, departure date, host school, or host family is minimised.

Information

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 Structure of student exchange programs (continued)

A student exchange program should not include a change of host school unless the original host school placement is not satisfactory. 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 demonstrate how they:

- > make this clear in marketing material,
- > follow the enrolment process; and
- > obtain the student and the student's parents' consent to this prior to the student's first placement.

Document / File name	Section / Page number	Attached
		
		
		

5.12 Selection of Students


SEOs must provide evidence that details their screening process for selecting incoming and outgoing students and they select only students of appropriate maturity levels, who have the appropriate language proficiency or demonstrated willingness to acquire a language to benefit from the experience.

Information

In Western Australia, outbound students must have completed Year 10 to be included in the program. Inbound students from overseas must be over the age of 15.

SEOs must provide comprehensive, current and plain English information 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.

Document / File name	Section / Page number	Attached
		
		
		

5.13 Health Insurance

SEOs must provide evidence of how they ensure that appropriate insurance is obtained and maintained for inbound and outbound exchange students.

Information

Incoming students must hold Overseas Student Health Cover in accordance with student visa requirements.

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

- > cover while travelling to and from Australia
- > personal/public liability;
- > accident and specialist care;
- > cover for natural parents to visit for a medical emergency;
- > medical repatriation;
- > repatriation of remains; and
- > luggage/baggage

Document / File name	Section / Page number	Attached
		
		
		

5.14 Screening of host families

SEOs must provide evidence that demonstrates how they adequately screen and select host families for inbound students and outbound students.

Information

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 inbound students

At a minimum the screening process for inbound students 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; and
- > 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 Working With Children Check in accordance with Western Australian legislative requirements. workingwithchildren.wa.gov.au

For outbound students:

At a minimum the screening and selection process for outbound students 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.

The WA Registration Authority 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 National Coordinating Committee for International Secondary Student Exchange (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

In WA, it is the strong preference of the Registration Authority, that double hosting does not occur unless there is no other alternative.

Where an SEO intends to place more than one student simultaneously with the same host family, the SEO must seek the permission of the WA Registration Authority, citing the reason for the request and provide evidence of consent from all parties prior to the double 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 another child in the home.

SEOs must provide evidence to demonstrate they have appropriate processes in place for selecting and screening host families.

Document / File name	Section / Page number	Attached
		
		
		

5.15 Prevention of conflict of interest

SEOs must provide evidence of how they ensure that no SEO representative act both as a host family and as a SEO representative, coordinator or supervisor for an exchange student except in emergencies and with the approval of the WA Registration Authority.

Document / File name	Section / Page number	Attached
		
		
		

5.16 Orientation for students and host families

SEOs must provide evidence of providing both pre-departure preparation and host country orientation programs, for both inbound and outbound students.

Information

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.

Document / File name	Section / Page number	Attached
		
		
		

5.17 Support for students and host families

SEOs must provide evidence to demonstrate that inbound and outbound students and host families have adequate local assistance and support, covering appropriate reception, orientation, accommodation, transport and emergency arrangements as well as providing ongoing support networks for exchange students in their destination country.

Document / File name	Section / Page number	Attached
		
		
		

5.18 Minimum scheduled SEO contact with students and host families

SEOs must demonstrate how they maintain, as a minimum, a monthly schedule of personal contact for all inbound and outbound students.

Document / File name	Section / Page number	Attached
		
		
		

5.19 Program discounts for hosting students

SEOs must provide evidence of program discounts they provide to the family of an outbound exchange student if they undertake to host an inbound student.

Information

Program discounts are provided to the family of an outbound student if:

- > family members of the outbound student meet National Guidelines and the SEO's requirements for host families;
- > the discount is a maximum of 10% off the cost of an outbound student program; and
- > the discount is paid as a rebate at the end of the inbound student's exchange program.

Document / File name	Section / Page number	Attached
		
		
		

5.20 School Liaison

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

Information

SEOs must follow Western Australian requirements for the placement of overseas students in schools, and address how you will ensure students are fulfilling all relevant requirements/agreements and meeting visa conditions including attendance and academic pursuits and the recruitment of Australian students for overseas exchange.

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 including medical and immunisation information.

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.

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.

Document / File name	Section / Page number	Attached
		
		
		

Requirements to notify

5.21 Changes to SEO governance

SEOs must provide evidence of how they give notice to the WA Registration Authority 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.

Information

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 Western Australia.

Document / File name	Section / Page number	Attached
		
		
		

5.22 Changes to student exchange programs – inbound and outbound

SEOs must provide evidence of how they take appropriate steps to minimise changes to the student's agreed program.

Information

SEOs must seek approval of the Western Australian 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).

If an immediate change is made to a student's program the SEO must notify the Western Australian Registration Authority within 7 working days of the change.

Changes to a student's program may include, a change to:

- > Host school
- > Host family
- > Start date
- > Duration
- > Departure date

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.

If a change is made to a student's program, SEOs must ensure that students and parents/ guardians are informed of the change.

5.22 Changes to student exchange programs – inbound and outbound (continued)

Document / File name	Section / Page number	Attached
		  

5.23 Changes to third party arrangements

The SEO must provide evidence of documentation they would use to notify the WA Registration Authority of any changes to the people or organisations that the SEO has a third party arrangement within 10 working days.

Document / File name	Section / Page number	Attached
		  

Confidentiality and information sharing

5.24 Release of information by relevant state/territory registration authorities

SEOs must acknowledge and consent to the WA Registration Authority releasing to a department of the Australian Government (or to another relevant state/territory registration authority responsible for SEOs) information about or arising from an application for SEO registration or re-registration, the registration status of an SEO, a compliance audit or review of an SEO undertaken by an Australian state/territory registration authority, or action taken by an Australian 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.

Document / File name	Section / Page number	Attached
		  

5.25 Marketing and recruitment documentation

SEOs must provide copies of all current documentation used in promoting their programs.

Document / File name	Section / Page number	Attached
		  

Protection measures for exchange students

5.26 Response to critical incidents

SEOs must provide copies of policies and processes to demonstrate how they address critical incidents and serious issues impacting student well-being for both inbound and outbound students.

Information

In addition to any policies and procedures, in Western Australia, SEOs are required to complete the critical incident response template for both inbound and outbound students (Appendix 2).

The evidence must demonstrate 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 / File name	Section / Page number	Attached
		  

5.27 Outbound students

SEOs must provide evidence of how they protect outbound exchange students. SEOs must ensure 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;
- > 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

Document / File name	Section / Page number	Attached
		
		
		

5.28 Exchange student safety information

SEOs must provide evidence that demonstrates how they ensure that all exchange students and their parents are provided with information prior to the departure of the student.

Information

Inbound Students

Information for inbound students includes:

- > 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 relevant state/territory registration authority's name and email address, with a statement:
 - > "(name of SEO) is a SEO registered and quality assured in Western Australia by the Department of Education. Students can contact the Department of Education, via TIWA at secondaryexchange.tiwa@dtwd.wa.gov.au."

Outbound Students

Information for outbound students 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.

5.28 Exchange student safety Information (continued)

Document / File name	Section / Page number	Attached

5.29 Reporting incidents or allegations of abuse

SEOs must provide evidence that details their procedure for reporting incidents and dealing with allegations of abuse.

Information

SEOs must immediately report any incident or allegation involving actual or alleged sexual, physical, or emotional abuse of an inbound or outbound exchange student to both the Western Australian Police and the WA Registration Authority. Failure to report such incidents to both the law enforcement agency and the registration authority shall be grounds for suspension or cancellation of a SEO's registration to provide student exchange programs.

Document / File name	Section / Page number	Attached

5.30 Resolution of problems, including complaint management

SEOs must provide evidence that they 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.

Information

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

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

- > Include appropriate training in concerns and complaints' handling
- > 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.

The policy must further state in a prominent way:

- > 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.
- > that the student is given an opportunity to provide feedback regarding the process for handling a concern or complaint.

Document / File name	Section / Page number	Attached

5.31 Privacy of student information

SEOs must demonstrate how they protect exchange students' personal information, including photographs.

Information

As a minimum, the SEO must ensure that the organisation:

- > 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.

Document / File name	Section / Page number	Attached

5.32 Privacy information for students and host families

SEOs must provide evidence that they 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.

Information

The documents must include advice regarding:

- > the appropriate use and risks of the internet, social media such as Facebook and Twitter, internet chat rooms, YouTube diaries and weblogs;
- > legislative requirements regarding the distribution of intimate images.

Document / File name	Section / Page number	Attached

Program evaluation

5.33 Program evaluation

SEOs must provide evidence to demonstrate that they have a system or process for:

- > annual or ongoing program evaluation Including a review of any third-party arrangements;
- > seeking post-program feedback on their services from students, parents, host families and schools; and
- > implementing improvements in response to the evaluation outcomes.

Document / File name	Section / Page number	Attached


SECTION 3: DECLARATION

As the SEO's Principal Executive Officer, I certify that all information provided in this application and is true and correct and without error or omission.

Name:

Signature: Date:

CHECKLIST

 The following documentation must be included with the application. Please use the checklist to ensure you have included all relevant information:

Completed Application form signed by the Principal Executive Officer legally responsible for the SEO

All policies, procedures and document evidence referenced in the application form

Please submit the completed application form, and all attachments, to **secondaryexchange.tiwa@dtwd.wa.gov.au**

APPENDIX 1 – FIT AND PROPER PERSON DECLARATION

Section 5.6 of the National Guidelines 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.

In order for the WA Registration Authority to assess whether the exchange organisation meets the fit and proper person requirements, the Principal Executive Officer or equivalent must answer the following questions and sign this declaration.

First name/s:

Surname:

Position:

- | | | |
|--|-----|----|
| 1. Has an SEO, while you were working with it, ever had its registration suspended or cancelled by a state/territory registration authority in Australia? | Yes | No |
| 2. Has an SEO, while you were working with it, ever had conditions imposed on its registration by a state/territory registration authority in Australia? | Yes | No |
| 3. Have you ever been convicted of an indictable offence? | Yes | No |
| 4. Have you ever declared bankruptcy? | Yes | No |
| 5. Have you ever been disqualified from managing corporations under the Corporations Act 2001? | Yes | No |
| 6. Were you involved in the management or provision of exchange programs by another exchange organisation at the time that any of the above events occurred? | Yes | No |

If you answered 'yes' to any of the questions above, please provide further details below.

DECLARATION

Made under the Western Australian Oaths, Affidavits and Statutory Declarations Act 2005 and declared before a witness (e.g. Justice of the Peace, notary public, Commissioner for taking affidavits)

I, _____,
(print name, address and occupation)

do solemnly and sincerely declare that the information I have provided in this Fit and Proper Person Declaration is true and accurate. I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the *Oaths, Affidavits and Statutory Declarations Act 2005*.

Signed

Declared at _____ on the _____ day of _____ (month) _____ (year)
(print address where declaration is made)

Before me _____
(print name and title of person before whom the declaration is made) (signature of person before whom the declaration is made)

APPENDIX 2 – CRITICAL INCIDENT RESPONSE TEMPLATE

Critical incidents are classified as:

- > Emergency and critical incidents - those incidents which involve the possibility of immediate or imminent threat, physical and/or emotional distress to students which may be regarded as outside the normal range of experience of the people affected.
 - > Non-emergency critical incidents – those critical incidents which do not involve the need for an initial emergency response but which nevertheless involve the possibility of threat, physical and/or emotional distress to students and which may be regarded as the normal range of experience of the people affected
-

Risk rating:

Minor  Moderate  Major  Critical 

Examples of critical incidents include but are not limited to:

- > Injury arising from an accident (vehicle or other)
- > Student misconduct or breach of agreement
- > Death
- > Allegations of sexual misconduct
- > Illness (physical or mental)
- > Missing students
- > Being the victim of a crime
- > Exposure to domestic violence, sexual assault, drug or alcohol abuse
- > Natural disasters that cause major damage
- > Any fatality, near fatality or incident (such as a car accident) likely to seriously injure or affect a student both physically and/or mentally
- > Change in status of DFAT travel
- > Murder or suicide involving students/staff and their family members
- > Contagious disease or other public health issue
- > Conviction of a serious offence leading to a jail sentence
- > Outbreak of civil war and unrest
- > Fire, explosion or bomb threat
- > Terrorist activity in destination country
- > Threats of violence to staff or students

INBOUND PROGRAMS

Risk event	Risk Rating	Response (critical incident and remedial action)	Policy/ Procedure	Who is responsible

OUTBOUND PROGRAMS

Risk event	Risk Rating	Response (critical incident and remedial action)	Policy/ Procedure	Who is responsible