

Supporting younger overseas students during the COVID environment in Queensland Government Schools

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Topic: Student Welfare and Online Support

Queensland Department of Education
trading as Education Queensland International
CRICOS Provider Code: 00608A



Queensland
Government
Australia

Session objectives

- How did the Department of Education, Queensland (DoE) rise to the challenge?
- What lessons were learned (online & welfare) and how did the COVID environment inspire innovation?
- Supporting younger overseas students as per Standard 5 & 6 (National Code)
- Making changes to EQI processes or procedures (welfare) that could result in the spread of COVID-19
- Recommendations to keep staff, your homestay students and your community COVID-Safe
- Promoting social inclusion and connectedness for international students (including Summer holidays)
- Mental Health, wellbeing and welfare considerations for International Student Programs
- Study provider best practice, networking and sharing of ideas

Department of Education International (DEi), trading as Education Queensland International (EQI)

We provide education programs, services and experiences for students and teachers in Queensland and overseas.

- Our activities showcase Queensland's world-class education system and support global connections within our schools and communities.
- DEi education products and services are delivered in Queensland and offshore.

DEi as of Term 3 supports 1796 (45 nationalities) overseas students in 99 schools (-37.64% previous year)

732 overseas students in homestay

Standard 5: Younger Overseas Students

All registered providers who enrol overseas students under the age of 18 must meet certain obligations. Standard 5 states: The Australian Government is committed to ensuring the safety and wellbeing of younger overseas students.

This fact sheet contains information on:

- Requirements for all registered providers
- Welfare arrangements approved by the Department of Home Affairs
- When a registered provider takes responsibility for the overseas student's welfare
- Acceptable welfare arrangements
- Monitoring welfare arrangements
- Transferring between registered providers
- Disruption to welfare arrangements
- Suspension or cancellation of enrolment
- Terminating a registered provider's responsibility for welfare arrangements
- After an overseas student turns 18



Homestay management

Monitoring of welfare

Monitoring travel arrangements

Standard 6: Younger Overseas Students

Registered providers must:

- give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia;
- offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student;
- have a critical incident management policy; and
- ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

National Code Fact Sheets

[Standard 6: Overseas student support services](#)

A decorative graphic on the right side of the slide. It features two overlapping light blue circles. The top circle contains the text 'Pre-departure orientation' and the bottom circle contains 'Critical incident management'. From the bottom right, a series of thin blue lines fan out towards the top right corner of the slide.

Pre-departure orientation

Critical incident management

A risk management framework is essential

Enterprise Risk Management Framework

Why we manage risk

Risk is the chance of something going wrong. We manage risk in our operating environment to achieve better outcomes for our customers. Risk management facilitates continuous improvement by linking risk to organisational planning and performance reporting.



Risk appetite

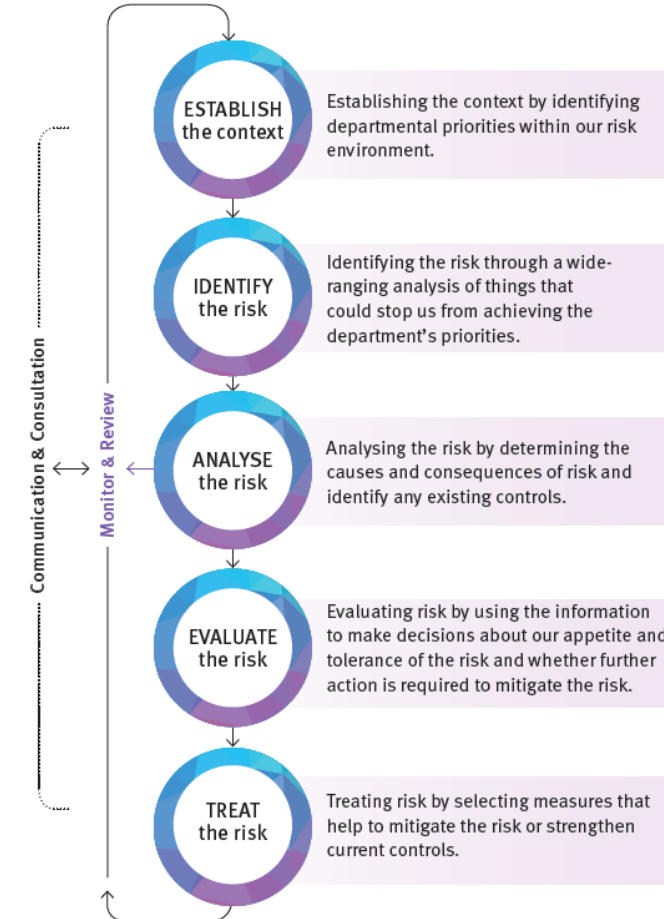
Risk appetite outlines the level of risk that can be taken in delivering the department's objectives. The department has the lowest appetite for risks associated with:

- safety of children and students
- workplace health and safety of its staff and the community
- security of confidential and personal information held by the department
- fraud and corruption.

As its foundation, the department has a core requirement to comply with its legislative obligations in its pursuit of quality outcomes for children, students and the community.

The department is willing to accept a higher level of risk when pursuing innovation and opportunities that further its strategic objectives to give all children a great start, engage young people in learning and creating safe, fair and productive workplaces and communities.

Risk management process



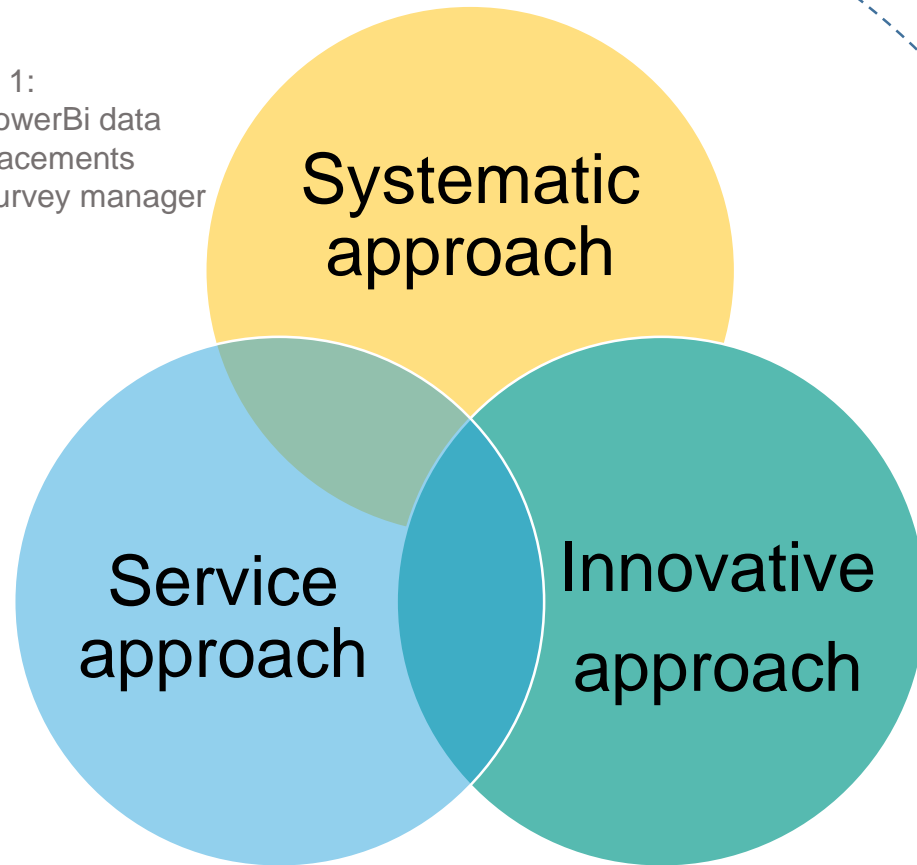
Enterprise risks

- Child/ student safety
- Safety of staff and community

Delivery risks

- Legislative compliance
- Financial and economic
- Service delivery
- Strategic priorities

Managing COVID-19 Risks



Example 1:

- PowerBi data placements
- Survey manager

Example 2:

- 1800 QSTUDY
- Policy and procedures

Example 3:

- HSP Online
- Passport for QLD



Example 1: Managing risk and compliance systematically

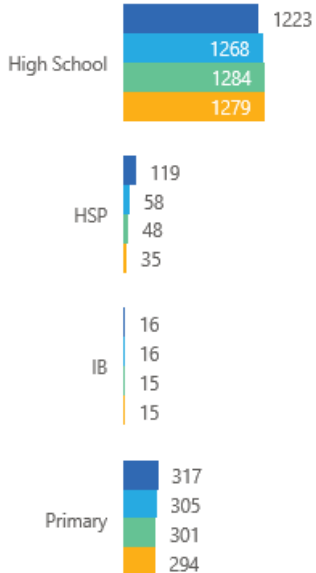
School Breakdown

All Schools

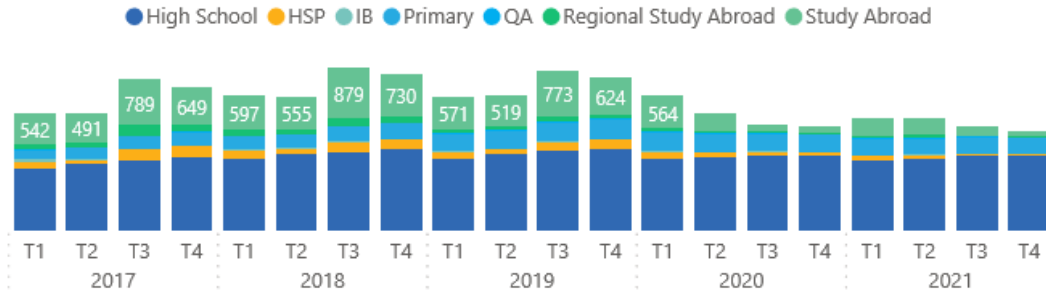
Term 3 2020

Current Year Enrolments

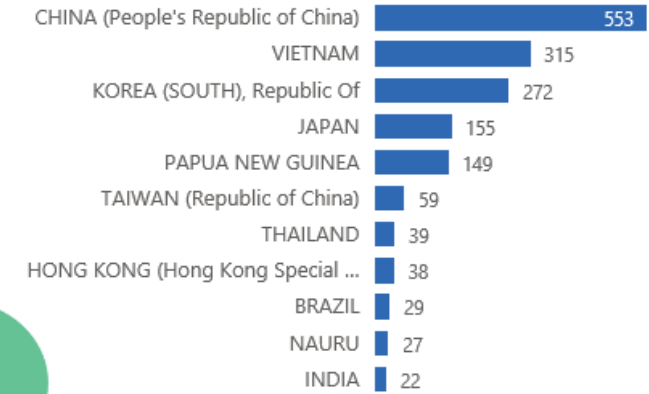
● Term 1 ● Term 2 ● Term 3 ● Term 4



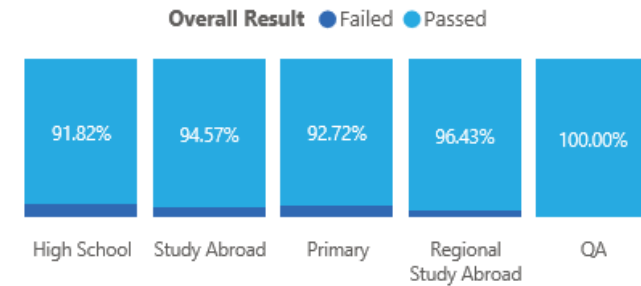
Enrolment Trend



Breakdown of Student Nationality



Oneschool Student Course Progress



ISP Enrolments

1796!

Previous Year: 2741
(-34.48%)

766

Students In Homestay

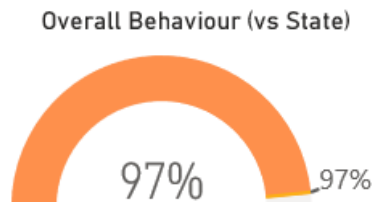
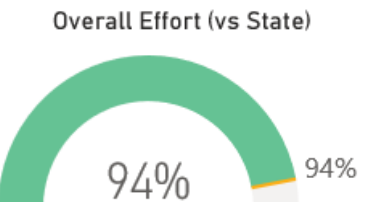
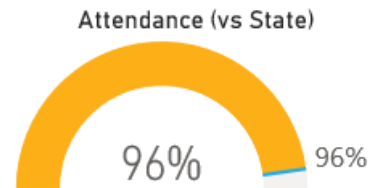
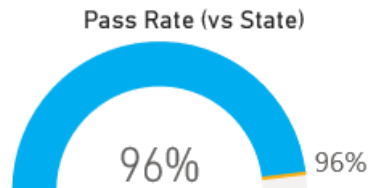
CRICOS Capacity

4413✓

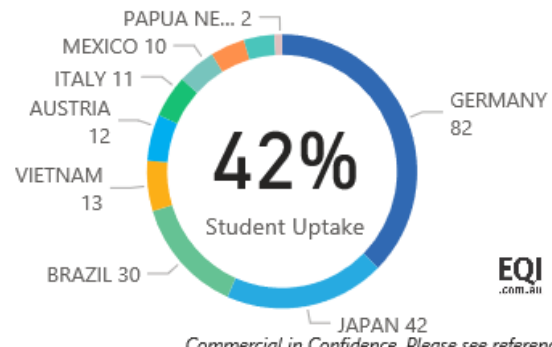
Current Students: 1796

47

Nationalities



Passport to Queensland Top countries



1800 QSTUDY

International Student Hotline | 1800 778 839

How does it work?

The Department of Education International (DEi) has a clear process for managing incidents involving students taking part in DEi programs. This process is specific to incidents that occur outside school hours and where the activity is not organised by the school.

DEi incident management procedure
[\(PDF, 778KB\)](#)



Standard 5.3.4 include in the provider's Critical Incident policy a process for managing emergency situations
Standard 5.5 The provider has a process to ensure that where the provider is unable to contact a student and has concerns regarding the student's welfare, the provider makes all reasonable efforts to locate the student, including notifying police and other relevant government agencies as soon as practicable.
Standard 6.8 The provider has an implemented policy and procedure for managing critical incidents, which includes a requirement on the provider to maintain a written record of any critical incident and remedial action taken for at least 2 years after the student ceases to be an accepted student.
Standard 6.9 The provider can demonstrate that it has taken all reasonable steps to provide a safe environment, including the provision of information to overseas students on how to seek assistance for reporting an incident that significantly affects their wellbeing.

1800 QSTUDY is a support service for international students studying in Queensland.

The Department of Education, International ensures international students, families, agents, chaperones, parents and homestay families have 24/7 support, including emergency after-hours service and a process for managing incidents through Queensland.

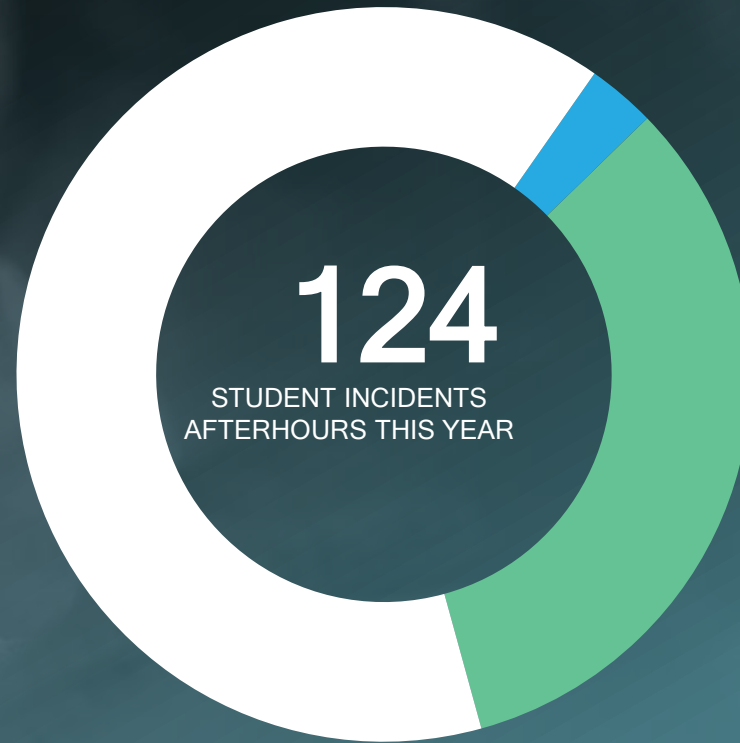
1800 QSTUDY supported international students during the COVID-19 pandemic.

- Access to COVID Hotline
- Community support services
- Language support
- EQI Critical incident triage
- Travel form approvals



62%

Call Centre (SSQ) Enquiries



124
STUDENT INCIDENTS
AFTERHOURS THIS YEAR

2%

Cluster Officers called back to duty

38%

EQI Responders on-call (33% calls afterhours)

Systematic approach

Service approach

1800QSTUDY

International Student Hotline | 1800 778 839



Education Queensland
International

Queensland Government Schools
CRICOS PROVIDER NUMBER: 00608A



Queensland
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Australia

S5: Monitoring welfare arrangements

Registered providers who have issued a CAAW must have and implement processes for verifying that the overseas student's accommodation is appropriate to the overseas students' age and needs:

- prior to the accommodation being approved; and
- at least every six months thereafter.

Registered providers will conduct an initial physical site visit to verify the overseas student's accommodation, prior to the accommodation being approved. Registered providers should also have rigorous processes in place for subsequent verifications, which could include one or more of the following:

- a physical site visit;
- a student interview;
- a student survey;
- any other ways of confirming that the accommodation still meets the overseas student's needs.

Monitoring welfare arrangements

DEi and schools are required to recruit homestay families from their local area/community to meet the homestay requirements of various DEi programs. The relevant procedures guiding the staff responsibilities and management of homestay are:

- [DEi recruit and on-board homestay procedure \(PDF, 773KB\)](#)
- [DEi student homestay placement procedure \(PDF, 700KB\)](#)
- [DEi homestay provider management procedure \(PDF, 867KB\)](#)
- [Change of welfare - Subclass 500 \(schools\) visa procedure \(PDF, 654KB\)](#)
- [Terms and conditions for homestay providers \(PDF, 509KB\)](#)
- [DEi risk management strategy for homestays \(PDF, 757KB\)](#)



DEi Homestay providers and immediate family members can access free, confidential, telephone counselling services for post-critical homestay incidents and related homestay issues by contacting the department's external Employee Assistance Provider (EAP), LifeWorks, on **1800 604 640**.

Standard 5.3.3 have and implement documented processes for verifying that the student's accommodation is appropriate to the student's age and needs:

- prior to the accommodation being approved
- at least every six months thereafter

COVID SAFE pack for homestay providers

This pack designed by EQI contains tips to help homestay providers and students keep safe during the COVID-19 pandemic. The [factsheets](#) include advice on:

- Out and about in Queensland – staying safe
- Public transport
- COVID-19 cleaning protocols – keeping your homestay safe
- Recommended supplies for Queensland homestay families
- The responsibilities of a Host family during a student's 14 day quarantine
- Student responsibilities during their 14 day quarantine
- The **Australian Government Department of Health** website is the main source of health-related information on what Australia is doing in response to this pandemic. See the [coronavirus \(COVID-19\) health alert \(opens in a new tab\)](#) page.



Responding to COVID-19

Advice and services

Queensland Government COVID-19 updates and alerts

<https://www.covid19.qld.gov.au/>

COVID-19 operating guidelines for Queensland state schools

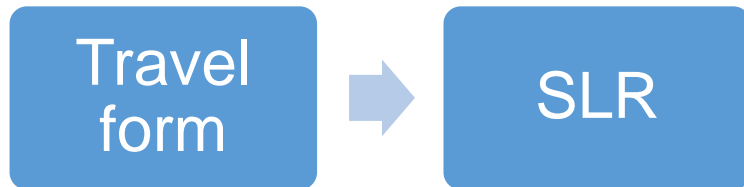
<https://qed.qld.gov.au/about-us/news-and-media/novel-coronavirus/covid-19-operating-guidelines-for-queensland-state-schools>

Tips before recruitment and on-boarding	When placing a student	Ongoing Homestay provider management
<p>Consider conducting your host recruitment sessions virtually. Collaborate Ultra, Microsoft Teams, Zoom or other interactive web conferencing tools.</p> <p>If an in person meeting occurs all attendees should comply with onsite health and safety measures including not attending the site if unwell, maintaining physical distancing requirements and safe hygiene practises.</p>	<p>Ensuring students are aware of and follow established Queensland health hygiene practices Students should also be encouraged to assist and participate in their host family's regular house cleaning regime which includes keeping their own room clean and tidy.</p>	<p>Provide assistance to those homestay families who are not familiar with Collaborate Ultra, Microsoft Teams, Zoom or other interactive web conferencing tools by way of basic instruction booklets.</p> <p>Regular virtual homestay provider online sessions using Microsoft Teams, Zoom or other interactive web conferencing tools.</p>
<p>Before conducting a site visit perform a risk assessment. Example screening questions:</p> <ul style="list-style-type: none"> • Are you or anyone in the household currently unwell? • Were you or anyone in the household recently COVID-19 tested or awaiting results? • Is anyone in your household currently considered medically vulnerable? Homestay may not best suit your family's current needs. <p>Consider creating a homestay visits register that records when a visit takes place, names of the staff that made the visit, names of the family members who attended, date and time of the visit and who the visit approver was.</p>	<ul style="list-style-type: none"> • Implement measures to maximise the distancing when conducting the home visit. • Minimise the time you spend at each visit. • For any discussion time, request that this takes place in an open air area of the home • Be aware of sharing pens when signing or if refreshments are offered to you • Practice safe hygiene practices like washing hands or applying alcohol based hand sanitiser regularly <p>Encourage early identification of symptomatic students and host family members through open communication. For example, notifying the HSC or ISC when the student isn't feeling well.</p>	<p>Home visit protocols (risk assessment)</p> <p>Three quick reference questions staff can ask themselves before physically attending a homestay home:</p> <ul style="list-style-type: none"> • Am I unwell? • Is anyone in the household I am visiting feel unwell or currently been COVID-19 tested / awaiting results? • Is anyone in the household I am visiting medically vulnerable? <p>Maintain the homestay visits register that records when a homestay visit takes place, names of the staff that made the visit, names of the family members who attended, date and time of the visit and who the visit approver was.</p>
<p>Consider your own safety and health. Follow the Queensland Health and WorkSafe.qld.gov.au advice when visiting environments outside of your home and workplace</p>		<p>Maintain a supply of hygiene products (such as soap, sanitiser or Personal Protective Equipment please contact Procurement Services on 1300 366 612 or by emailing Procurement.OCPO@qed.qld.gov.au</p>

Monitoring Non-routine activities for homestay students

The relevant procedures guiding the staff responsibilities and management of Travel:

- This requirement is explained in the Travel and activities section of the [Standard terms and conditions](#).
- [Non-routine travel and activities for homestay students - Subclass 500 \(schools\) visa procedure \(PDF, 439KB\)](#)
- [EQI sports, leisure and recreation provider - Subclass 500 \(schools\) visa procedure \(PDF, 443KB\)](#)
- [Travel and activities request form \(PDF, 342KB\)](#)



Summer holiday preparation

- Upload to One School as record of contact
- Bundle the forms as one PDF
- Encourage students to be active and safe
- 1800 QSTUDY support available

Responding to COVID-19

Advice and services

Queensland Government COVID-19 updates and alerts

<https://www.covid19.qld.gov.au/>

COVID-19 operating guidelines for Queensland state schools

<https://qed.qld.gov.au/about-us/news-and-media/novel-coronavirus/covid-19-operating-guidelines-for-queensland-state-schools>

Tips before approving Sport, leisure and recreation providers

The purpose of the EQI sport, leisure and recreation provider (SLR provider) procedure is to ensure that a high standard and consistent approach is maintained when evaluating the risk of homestay students engaging with non-routine service providers not arranged by the school (that is, not via the OneSchool Excursion Planner).

- COVID Safe Industry Plans are not for use by individual members of the public. These plans are specifically for business use only
- Highly desirable to consider if the business has acted in accordance at the time of the risk assessment

Identify SLR provider

School staff, homestay provider

- potential SLR providers can be identified as providing services with the following qualities:
- high risk and/or the capacity to cause serious injury if not properly mitigated (refer to Curriculum Activity
- Risk Assessment for risk ratings and hazards)
- provider requests parental consent and or supervision to participate
- involves water activities..

Non-routine travel and activities for homestay students

Update for parent agreement on Travel Form

I give consent for my child's name to be given to businesses visited during this activity in compliance with Queensland Chief Health Officer's Restrictions on Businesses, Activities and Undertakings Direction (No. 4) (or its successor)

[Travel and activity form](#)

In the event a business does require student information for traceability it is recommended that the following information is provided for each of the students:

- student's full name and school's name
- school's email address
- school's contact phone number
- date of entry
- time period (time in and time out).

In the event that contract tracing is necessary, public health officials will be able to seek further details from the school for each of the students in attendance.

High School Preparation Online

The Queensland Virtual High School Preparation program (Virtual HSP) provides an alternative to learn and practise English from home in a safe environment during Covid-19.

- ✓ **92.9%** stated that the course is what they expected
- ✓ **96.4%** of students would recommend vHSP to others
- ✓ **100%** of students believe their English is improving

Virtual High School Preparation program, visit <https://eqi.com.au/study-options/high-school/virtual-high-school-preparation>.



YOUR PASSPORT TO QUEENSLAND

Get the mobile app!

'Your Passport to Queensland' is a mobile app designed to help you to settle into your new life and studies in Queensland. The app includes;

- 👍 Games
- 👍 Videos
- 👍 Quizzes
- 👍 Avatars
- 👍 Safety information
- 👍 Fun facts
- 👍 Plus more!

Let's Play!

Download now

Download on the Google play | Download on the App Store

eqi.com.au/yourpassport
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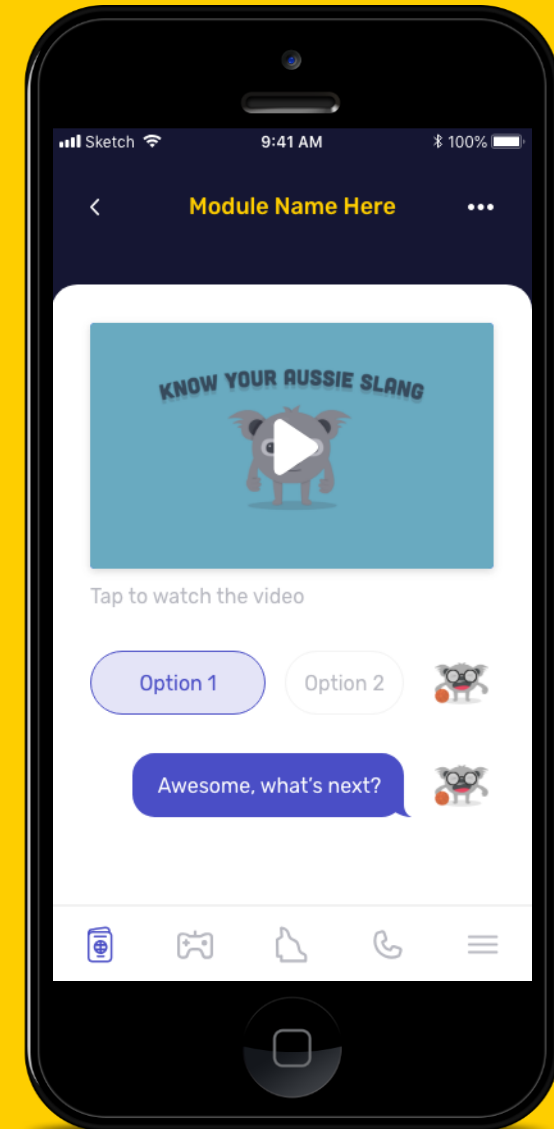
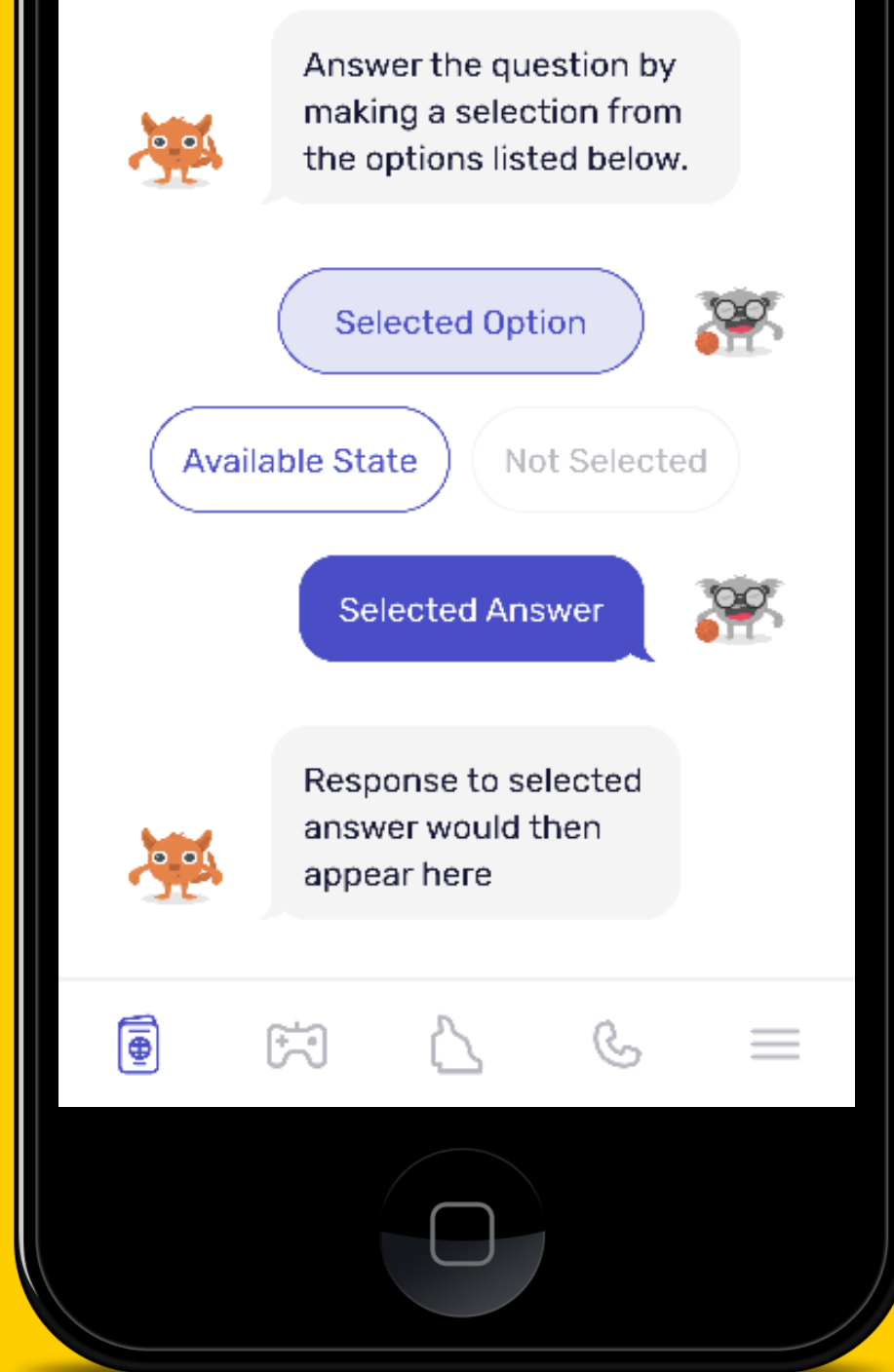
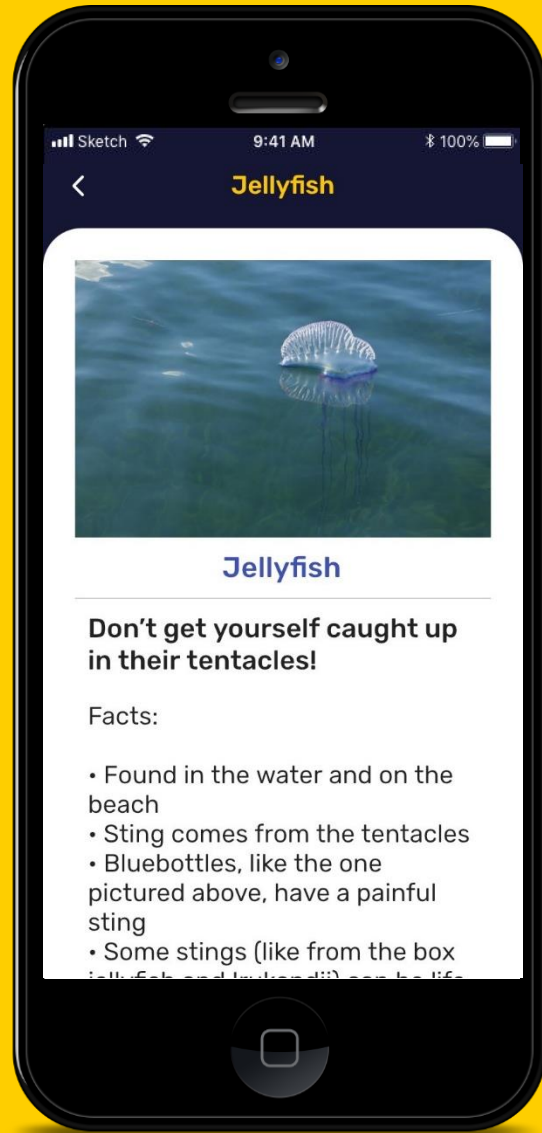
Queensland Government

Your Passport to Queensland

'Your Passport to Queensland' is a mobile application (app) exclusively developed for you as an international student studying an EQI high school program in a Queensland Government school.

This unique app contains lots of fun games, videos, activities and information designed to help you settle into your new life and school in Queensland, so you can focus on enjoying your study experience. It also includes modules showing you how to stay safe at the beach, in the bush and in the city.

COVIDSAFE content being developed for on-boarding once borders open



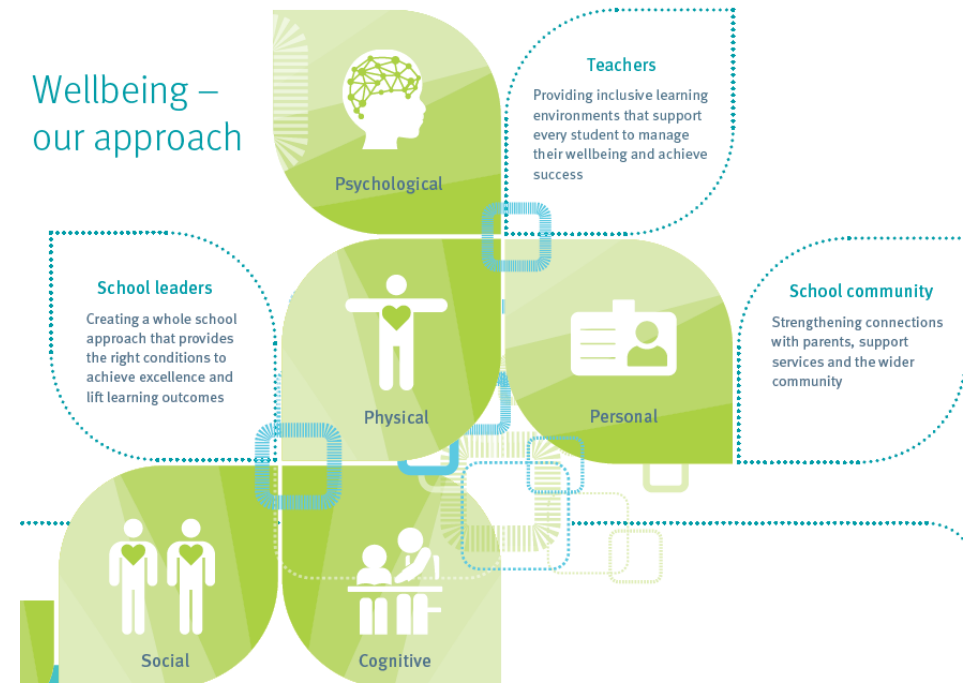
Social Inclusion

Queensland state schools provide inclusive environments that nurture the wellbeing of students of all backgrounds, abilities and identities so that they feel welcomed, connected and safe.

Coronavirus (COVID-19) and supporting students—advice for parents

The department has developed:

- [Supporting primary students' mental health and wellbeing \(PDF, 383KB\)](#) to assist parents and carers to support their child's mental health and wellbeing while they are at school during COVID-19
- [COVID-19 fact sheet for parents and carers \(PDF, 257KB\)](#) to assist parents and carers to talk about COVID-19 with their children and support their wellbeing as the pandemic continues
- booklet of [Wellbeing activities \(PDF, 9.3MB\)](#) to provide students, families and school staff with activities that promote students' wellbeing.
- Information for [parents](#)
- Information for [students](#)
- Information for [school staff](#)



The department's [Student learning and wellbeing framework \(PDF, 548KB\)](#) ([RTF, 134KB](#)) assists schools to implement a whole school approach to supporting students' wellbeing and mental health across the continuum—from universal promotion and prevention approaches to targeted responses to students' mental health concerns.

Water Skills and Beach Program for summer holidays

The Water Skills and Beach workshops will be coordinated by Surf Life Saving Queensland, EQI and TAFE Queensland this summer. The events are available for international students who are currently studying at either a Queensland state school or TAFE campus. The purpose is to promote beach safety, water awareness and an opportunity for international students to participate in the Water Skills Assessment





Summer workshops with UQ this summer

Summer workshops for international and globally-minded students in preparation to join the gen[in] student innovation challenge in 2020!

The gen[in] student innovation challenge will help you build real world skills, make lifelong connections and give you the chance to win a share of a \$15,000 prize pool.

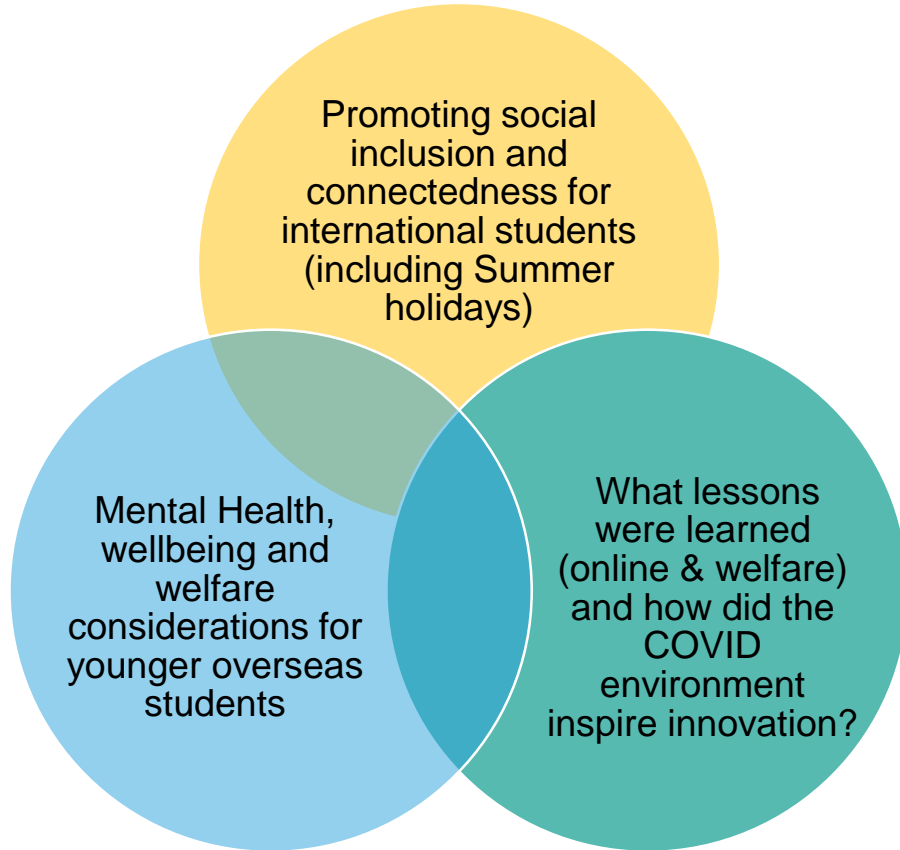
2 hour workshop.

<https://www.studyqueensland.qld.gov.au/genin>

Your turn!

Study provider best practice, networking and sharing of ideas

How did you rise to the challenge of supporting younger overseas students in a COVID-19 environment?





Study in Queensland Australia with EQI

eqi.com.au



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