EXPERIENCE IS EVERYTHING™
SECONDARY STUDENT EXCHANGE PROGRAMS

studentexchange.org.au | studentexchange.org.nz
Our Mission is to offer the unique experience of living and studying in another culture and to enable young people to develop the skills and awareness that will enhance their future potential.

Push your boundaries.

Experience is Everything™.
STUDENT EXCHANGE
AUSTRALIA NEW ZEALAND

We are industry leaders in providing secondary student exchange programs, with over 25 years experience and are committed to providing the highest level of customer service. We have long established relationships with our international partners to ensure the highest standards of care and support to our participants.

OUR ORGANISATION
Student Exchange Australia New Zealand Ltd is incorporated in Australia as a not-for-profit company and is registered with the New Zealand Companies office. We are registered as a secondary exchange organisation with all the Departments of Education around Australia and with the Ministry of Education in New Zealand. Long established relationships with our international partners ensure the highest standards of care and support to participants.

OUR STAFF
All of our staff have either been exchange students themselves, have lived overseas, hosted a student, speak other languages or have travelled extensively. They understand the challenges faced by students, families and volunteers. This experience assures you of the very highest levels of service and support.

OUR COMMUNITY COORDINATORS
Our Community Coordinator network extends across Australia and New Zealand. Coordinators conduct student interviews, participate in information sessions and supervise the experience of our inbound students and host families. Training is conducted to ensure that our network is up-to-date and well informed.

LOW CO2
Student Exchange Australia New Zealand Ltd is officially certified as a Low CO2 organisation. This means that we undergo regular carbon audits by the Carbon Reduction Institute in order to understand how much CO2 emission we are producing. This allows us to investigate opportunities to cut down on these emissions through more efficient energy practices and staff education. We also purchase carbon credits to help offset our emissions based on the results of the audits.

Our customer service commitment

We will guarantee your country of choice, provided you meet the eligibility criteria.

We will provide you with friendly and helpful advice at every stage of the process.

We will support students, families and volunteers throughout the experience.

We will deal promptly and fairly with issues and concerns.

We will be open and equitable in all our dealings.

We will respect your privacy and confidentiality.

QUALITY ASSURANCE

CHILD SAFETY AND QUALITY MANAGEMENT POLICY
Student Exchange Australia New Zealand Ltd places the safety and well being of our exchange students as its highest priority. We maintain and continually improve a Quality Management System that complies with the requirements of the International Standard ISO 9001. Our objectives are to:

• Deliver a safe, secure and enjoyable experience to student participants.

• Consistently and efficiently deliver services that comply with confirmed specifications and relevant Child Safety Standards.

The Key Standards underpinning our Child Safety and Quality Management Policy can be viewed from our website.

ISO 9001 CERTIFICATION ASSURES STUDENT EXCHANGE AUSTRALIA NEW ZEALAND:

• Maintains stringent policies, systems and procedures for the delivery of our programs;

• Has documented continual improvement systems in place;

• Obtains regular feedback from our students and families and uses that information to improve our programs;

• Demonstrates a strong commitment to customer service.

The Best Practice ISO 9001 certification symbol can only be used by organisations that have been externally audited and found to meet the required standards.

OUR CUSTOMER SERVICE COMMITMENT

We will guarantee your country of choice, provided you meet the eligibility criteria ✓

We will provide you with friendly and helpful advice at every stage of the process ✓

We will support students, families and volunteers throughout the experience ✓

We will deal promptly and fairly with issues and concerns ✓

We will be open and equitable in all our dealings ✓

We will respect your privacy and confidentiality ✓

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Experience is Everything™
EXPERIENCE IS EVERYTHING™

We are looking for bright, open minded, flexible young people who are willing to move outside their comfort zones and who want to learn about the world and themselves.

Being an exchange student is a challenging, rewarding and fun experience. You’re not a tourist or a guest. You’re actually living in your host country as a member of that community.

You’ll be placed with a host family and attend a local school. You’ll live like a local and become immersed in the culture. You’ll learn the language and gain invaluable international experience. You’ll learn a lot about yourself.

Student exchange programs promote tolerance, maturity and independence. They also encourage an international perspective. In a very competitive world these are highly sought after qualities. Experience is Everything™.

INVESTMENT FOR LIFE

Being an exchange student is an investment for life and complements your formal education in important and exciting ways. The experience of living or studying overseas can bring enormous rewards:

- Learn another language and open career doors you didn’t know existed
- Get to know how others live and come to see the world from another perspective
- Test yourself and acquire independence and maturity
- Make new friends and appreciate old ones even more
- Gain experience and judgement
- Learn about the world first hand

Long after you return home your exchange experience will influence and inform your life. It will provide you with a substantial backdrop from which to make future study and career choices. Employers are increasingly alert to the benefits of student exchange. Your experience will set you apart from the crowd and mark you as someone who has proven themselves in challenging circumstances.

CHALLENGE YOURSELF

Please don’t think that living and studying overseas is easy:

- It requires courage to travel half way round the world to live in a new community very different from your own.
- It requires an open mind to live in another culture, to observe and appreciate the differences and to truly learn from the experience.
- It requires flexibility to attend a new school, make new friends and perhaps learn a new language.

But if you have realistic expectations and are prepared to challenge yourself then it can be a life changing experience.

“My exchange has been an incredible experience for me. I have gained so much knowledge about Canada and the world through my host-family and friends. I now have connections all over the world. I have also become independent, outgoing and confident. I will cherish all the amazing experiences I’ve had!”

Isabella Gould, NSW, Canada

“Student exchange has been a life changing experience that has made me realise I can do so much more than I ever thought was possible. I have had a great experience and I am looking forward to what comes next. More fun filled times, more excitement, and more challenges. BRING IT ON!”

Ami Antonello, VIC, USA

ELIGIBILITY

You are eligible to participate on the Short, Semester or Year exchange programs if you meet the following requirements:

- Still at school when you apply
- Have maintained the equivalent of or better than a C grade average since Year 9 (Australia)
- Have achieved a National Certificate of Educational Achievement at the appropriate level, or produce a statement from your school about anticipated levels of achievement when the certificate is awarded (New Zealand)
- Are in good physical and mental health
- Are mature and open-minded
- Are flexible, adaptable, responsible and ready to learn
- Are between 15 and 18 years old when you start your exchange program (exceptions may be made for 14 and 19 year olds)

GAP YEAR

If you are finishing school soon why not spend your Gap year as an exchange student? It’s a great way to see more of your world before starting your career or further studies.

A number of countries will accept high school graduates on their exchange programs. Call 1300 135 331 (in Australia) or 0800 440 079 (in New Zealand) and we’ll discuss your options with you.

We hold over 80 free in person information evenings across Australia and New Zealand each year as well as online information sessions.

FREE INFORMATION EVENINGS AUSTRALIA & NEW ZEALAND

Come and meet our staff
Hear comprehensive information on all aspects of exchange
Listen to former exchange students talk about their experiences
Ask questions
Listen to questions asked by other students and parents

For details of dates and venues go to our website.

WHERE: Information evenings are held on a monthly basis in Auckland, Brisbane, Melbourne and Sydney and at regular intervals in Adelaide, Ballarat, Bendigo, Christchurch, Hobart, Perth, Wellington and Wollongong.

WHEN: Information evenings run for about an hour and a half. They are friendly and free and are the best way for us to address your specific questions. Check out our website for dates and times in your area.

FEEDBACK FROM STUDENTS AND PARENTS WHO ATTENDED OUR INFORMATION SESSIONS:

“Well organised, honest, up front, helpful.” Hannah (Melbourne)

“All my questions were answered before I asked them.” Joshua (Canterbury)

“Interesting. Informatve. Reassuring!” Jess (Sydney)

“They made me more excited to go on an exchange.” Anna (Palmerston North)

“Interesting. Makes you aware of the challenges.” Lu (Canberra)

ONLINE INFORMATION SESSIONS - REGISTER ONLINE

If you live remotely from the major cities or cannot get along in person you can either watch our On Demand media presentation or attend one of our LIVE Online information sessions. Our online sessions provide access to the same comprehensive information presented at all of our city sessions and they are an extremely convenient way for you to hear from our senior staff.

ON DEMAND 24/7

The On Demand Information Session is a prerecorded video presentation you can watch anytime you like, from the comfort of your own home. Our staff will talk you through all aspects of exchange via streaming video, while you watch a presentation.

LIVE ONLINE

The LIVE Online Information Session is conducted by a senior member of our staff using a service which allows us to meet online and over the telephone. You will be able to meet our representative over a video internet connection, ask any questions and watch a presentation. When you register you will be sent detailed instructions on how to join the meeting.

VIDEO LIBRARY

View our online video library with videos of past students, host families, parents and destinations. Scan the QR code to watch our videos now or go to https://studentexchange.org.au/videos/

STUDENT VIDEOS

Jonah and his parents talk about his high school exchange program to Spain.

DESTINATION VIDEOS

Experience is Everything™
**SHORT PROGRAMS**

Our Short Programs offer the chance to be an exchange student without interrupting your schooling at home.

**BENEFITS**
- Avoid interrupting your schooling ✓
- Programs usually depart in November and you’ll be back home in time to resume your studies. If these departures don’t suit, talk to our staff because we can often make individual arrangements if you are prepared to pay a little extra.
- Boost your language skills ✓
- You’ll be surprised how much your language will improve in just 2 or 3 months. You’ll soon be communicating freely in Italian, French, German, Japanese or even Spanish, Danish, Norwegians or Swedish.

**PRICES**
- For details on prices, early bird discounts, application deadlines and departure dates, please refer to our pricing flyer or visit our website.

**VISAS**
- Avoid interrupting your schooling.
- You host for 3 months and you go overseas for 3 months.

**DEPARTURE**
- For most destinations you can leave in November and get back home in time to resume school. You can also leave at other times of the year but be sure to check this website or talk to us about your requirements.

“*My time in Italy was incredible! I wasn’t ready to come home… the experience I did have was… WOW unforgettable. I have met life long friends from the other side of the world, lived a new way of life and most importantly I learnt who I am as a person."* Gemma Feeney, NZ, Italy

“My exchange was without a doubt the best thing I’ve ever done! I met some of the most amazing people, experienced a new way of life (and food!), and did things I’d normally never get the chance to do. I would go back and do it all over again! It was truly the experience of a lifetime." Clare Munro, NSW, France

**STUDENT VIDEOS**
View our online video library of past students. Scan the QR code to watch our videos now or go to https://studentexchange.org.au/videos/

Meghan and her parents talk about her high school exchange program to Japan with Student Exchange Australia New Zealand.

**2WAYEXCHANGE EXPERIENCE**

Our 2WayExchange Experience amounts to twice the experience and at a fraction of the usual cost of a 3 month exchange program. Australian and New Zealand students are ‘matched’ with a student in France, Canada, Italy or Spain. You will spend 3 months with each other’s families and attend school.

**BENEFITS**
- Establish Relationships ✓
- You will travel to France, Canada, Italy or Spain.
- You host for 3 months and you go overseas for 3 months.

**DEPARTURE**
- For programs departing between the following October - March

**PRICES**
- With Early Bird Discounts
- You receive a $250 discount if you submit your application before the relevant Early Bird Deadline listed below.

**VISAS**
- Avoid interrupting your schooling.
- You will be back in time to resume your studies. You’ll attend a local school where you’ll have the opportunity to try new subjects or extend your understanding of familiar subjects.

**AVIS TO THE FUTURE STUDENT**
“Going on an exchange takes extraordinary bravery. It’s a step into a whole new world and a whole new self. Going on my 2Way exchange to Canada not only introduced me to my (best) friend, but allowed me to flourish and grow in maturity and strength. My exchange opened new opportunities and created lifelong friendships and family. I was able to experience some Canadian high school life, road trips, new cities, different social environments, adventures and a whole new life. I lived an extraordinary life for a short amount of time and it allowed me to desire more for myself in the future and discover more about myself. During my exchange I was able to grow as a person and I can undoubtedly say that this exchange was the best thing I’ve ever done and I am so thankful for the opportunity Student Exchange Australia New Zealand opened up to us. I would highly recommend taking a huge step out of your comfort zone and taking on the 2Way exchange experience.” Lizzy Rockliff, QLD, Canada

**STUDENT VIDEOS**
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Gemma Feeney, NZ, Italy

“You received a $250 discount if you submit your application before the relevant Early Bird Deadline listed below.

**EARLY BIRD DEADLINES**
- 2WAY MARCH
- For programs departing between the following October - March

**STUDENT VIDEOS**
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Gemma Feeney, NZ, Italy

**DEADLINE FOR APPLICATIONS**
- 31ST MARCH
- For programs to France and Spain
- 15TH AUGUST
- For programs to Canada and Italy
SEMESTER & YEAR PROGRAMS

Our Semester and Year programs are the most popular choice for students looking to gain an in-depth exchange experience. They also represent excellent value for money.

**DURATION**

You can apply for a program of either 4 - 6 months (semester) or 10 - 12 months (year).

**DESTINATIONS**

You can go to Argentina, Australia, Austria, Belgium, Brazil, Canada, Chile, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Japan, Mexico, The Netherlands, Norway, New Zealand, Paraguay, Poland, Spain, Sweden, Switzerland, United Kingdom or the USA.

**DEPARTURE**

You can choose from departures in January - February, March (Japan) or July - September.

**STUDENT VIDEOS**

View our online video library of past students. Scan the QR code to watch our videos now or go to https://studentexchange.org.au/videos/.

*Paige and her parents talk about her high school exchange program to Finland with Student Exchange Australia New Zealand.*

“…my exchange has given me so much more confidence and a hunger for travel. I made amazing friends and had incredible experiences and would definitely recommend an exchange to anyone.”

Georgia Bryers, NZ, Canada

“I wasn’t as homesick as I thought I would be because I was having WAY too much fun. My Spanish has improved more than I expected and I love speaking and understanding another language. I’m definitely coming back to Spain one day. Thanks for everything!”

Rhiannon Rennie, VIC, Spain

**BENEFITS**

- **Live Like a Local**
  - You can be a tourist at any stage of your life but students on our long programs frequently say they become part of the social fabric of their host community. They start to think and feel like a local. They build networks of friends that frequently last a lifetime. Their knowledge of the country increases and their capacity to put matters in perspective matures and grows.

- **High Level Language Skills**
  - If learning another language is one of your motivations then our long programs provide an opportunity to really hone your skills. On a long program you can relax in the knowledge that you have plenty of time to adjust, make mistakes, practise and learn. You’ll gain a level of fluency that only comes with prolonged immersion.

- **Independence and Confidence**
  - Although difficult at first, you’ll be amazed at how your self-confidence improves as you adjust to your new life overseas. Your sense of independence will increase and your awareness of the world around you will change forever.

- **Open Doors**
  - Students frequently tell us that their exchange experience opened study and career doors they didn’t know existed. Your experience provides you with an opportunity to reflect on your options and priorities.

- **Competitive Edge**
  - Employers are increasingly alert to the benefits of student exchange. Your experience will set you apart from the crowd and mark you as someone who has proven themselves in challenging circumstances.

- **Make Lasting Friendships**
  - The friends you make on exchange frequently remain for life. You will share experiences that easily transcend borders, cultures and generations.

**Attend School**

School is the social hub of the program. It’s where you will make friends, get involved in sporting and social activities and where you’ll get to try new subjects or extend your understanding of familiar subjects.

**BEING AWAY FROM HOME**

Being away from home for up to 12 months can be a challenging experience and it is not for everyone. You’re not on holiday and you are definitely not a guest. Homesickness can occasionally be acute. You sometimes think that you’ll never get the language. But you’ll find that as you negotiate these and other little hurdles along the way you’ll acquire a whole new level of confidence and independence. The benefits are not handed to you on a plate.

**SCHOLARSHIPS AND DISCOUNTS**

Scholarships are available for year and semester applicants only. For details on our scholarships please refer to page 13.

You receive a $500 (semester) or $1,000 (year) discount if you submit your application before the relevant Early Bird Discount Deadline listed below.

**SCHOLARSHIP AND EARLY BIRD DEADLINES**

**31ST MARCH**

For programs departing between the following October - March

**31ST OCTOBER**

For programs departing between the following April - September

**VISAS**

Most participants are required to enter their host country with the appropriate student exchange visa. We will assist you with this.

**PRICES**

For details on prices, early bird discounts, application deadlines and departure dates, please refer to our pricing and scholarship flyer or visit our website.
SAFETY AND WELLBEING

The safety and wellbeing of our students is our highest priority. We understand that student excitement at the adventure ahead is often mirrored by parental anxiety. Supporting and guiding our students and families through a safe and secure experience is our key objective.

HOW WE SUPPORT OUR STUDENTS AND FAMILIES

Student Preparation
We help prepare students prior to departure and provide them with high quality advice and information about their exchange experience.

Questions or Concerns
We are available to parents throughout the exchange for any questions or concerns.

Airlines
We always use recognised airlines.

Overseas Partners
We only work with established and reputable overseas partners.

Host Families Check
We ensure that host families are personally interviewed in their homes and that selection procedures and criteria meet with statutory requirements of the host country.

Local Coordinator
Each student has a local coordinator for regular contact and close support and advice throughout their exchange.

Student Safety Card
All students are provided with a Safety Card that lists contact details for our office staff, our overseas partners, host families, etc.

SAFETY CARD

Outbound
STUDENT

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SAFETY CARD

Outbound
STUDENT

HOST FAMILY CHECKS

In each of the overseas countries we work with there are variations in the legal requirements regarding working with children and criminal background checks for volunteer host families. In all cases, we and our overseas partners comply, if not exceed, the requirements of law when selecting host families for our students.

With the exception of Japan (which has been exempted by regulatory authorities because of the complexity of the process in that country) all overseas host families of Australian and New Zealand exchange students undergo criminal record checks in accordance with local procedures. A placement will only proceed if a satisfactory check has been completed. In Japan, additional steps are taken to ensure the suitability of host families.

In all cases, host families are interviewed in their home and referenced checked as part of the process of assessing their suitability to host.

PARENT AND STUDENT HANDBOOK

All students and parents will receive a handbook prior to the pre-departure orientation with our staff. Each handbook contains comprehensive information on every aspect of our exchange program, including what to expect and how to prepare prior to departure. It provides important information about the exchange experience.

LOCAL SUPPORT STRUCTURE

All students have a local coordinator appointed to support them throughout their time overseas. The coordinator – typically the parents of families who have hosted before – is there to provide first level support to students and families. If a student is experiencing a problem they can talk with their local coordinator who will offer advice and assistance. Coordinators are in regular contact with our professional staff to share information or seek advice.

Our partners keep us informed of any developments affecting the students’ exchange. We, in turn, contact parents if there are any issues that require their attention.

The diagram at left shows the support structure that is available to all students.

STUDENT RESOURCES ‘MY EXCHANGE’

Once you’re accepted on to our program you’ll be given access to ‘My Exchange’ - a personalised online resource and reporting portal packed with information to help you prepare and make the most of your exchange.

YOUR MY EXCHANGE SECURE LOGIN, GIVES YOU CAN ACCESS TO:

- Links and resources about your host country
- An online travel journal allowing you to keep track of your experience with text and images
- A summary of your profile and program information including links to videos of returned students talking about their experience
- A personal dashboard, with quick access to news and updates from us
- An easy reporting facility allowing you to send updates directly to us whenever you need or via monthly e-post cards and quarterly reports
- A wealth of information about things like coping with homesickness and culture shock, tips on how to get along with a new language, host family, friends, school, and keeps more
- A ‘My Dossi’ area where all your important documents are kept in one place. These might include:
  - Insurance certificate
  - Flight itineraries
  - Invoices
  - Host family profile
  - Placement information sheet
  - Travel release forms
  - Details of your returned student advisor

STUDENT VIDEOS

View our online video library of past students. Scan the QR code to watch our videos now or go to https://studentexchange.org.au/videos/

EXCLUSIVE TO OUR APPLICANTS

MY EXCHANGE

Lucy talks about her high school exchange program to Spain with Student Exchange Australia New Zealand.

‘This Italian Exchange has impacted my life in so many ways. It has broadened my understanding of different cultures not only through language, but also through the cuisine and lifestyle. It has made me become a lot more independent and self-reliant, which I am very grateful for.’

Antonella Ferretti, NSW, Italy

‘My exchange was the best time in my life. I stumbled often but I picked myself up again to enjoy the wonders of learning from mistakes. I saw the world in a different lens and now have two families to love and share precious memories with. I regret nothing.’

Mary-Rose MacDonald, NSW, Japan
SCHOLARSHIPS AND Discounts

Each year there are a number of written and digital scholarships available to students to assist in reducing the cost of the exchange program.

SCHOLARSHIP AWARDS

3 LANGUAGE SCHOLARSHIPS

3 INTERNATIONAL AFFAIRS SCHOLARSHIPS

2 AMBASSADOR SCHOLARSHIPS

3 VOLUNTEER AND COMMUNITY INVOLVEMENT SCHOLARSHIPS

3 DIGITAL VIDEO SCHOLARSHIPS

All scholarships are valued at either $2,500 (semester) or $3,500 (year) each.

SCHOLARSHIP ELIGIBILITY

Scholarships are available for year and semester applicants only.

There are two Scholarship and Early Bird Deadlines each year (see right).

Short program applicants are not eligible for a Scholarship, however they are eligible for an Early Bird Discount.

2WayExchange applicants are not eligible for a Scholarship or Early Bird Discount. Unsuccessful Scholarship applicants automatically receive the applicable Early Bird Discount if they choose to continue on a fee-paying basis.

APPLY FOR A SCHOLARSHIP

See our pricing and scholarship flyer or visit our website for information about our scholarships and how to apply. There are 14 partial scholarships available each year.

SCHOLARSHIPS & DISCOUNTS VIDEO

View our scholarships and discounts video online. Scan the QR code to watch our videos now or go to https://studentexchange.org.au/videos/

EARLY BIRD DISCOUNTS

$1000 DISCOUNT

For programs of 10 – 12 months

$500 DISCOUNT

For programs of 4 – 6 months

$250 DISCOUNT

For programs of 2 – 3 months

SCHOLARSHIPS AND EARLY BIRD DEADLINES

31ST MARCH

For programs departing the following October - March

31st OCTOBER

For programs departing the following April - September

HOSTING DISCOUNT

$500 DISCOUNT FOR HOSTING

If your family hosts one of our inbound exchange students before or during the same year(s) as your outbound exchange program, then you will qualify for a $500* discount or rebate off your program fee. See page 17 for information on becoming a host family. *Conditions apply. Check website for details.

RAWDON DALRYMPLE AO

Student Exchange Australia New Zealand Ltd is proud to offer Scholarship Awards in the name of Rawdon Dalrymple.

Rawdon was born in Sydney and went to school and university there. He was Rhodes Scholar for NSW in 1952 and graduated from Oxford with first class honours in Philosophy, Politics and Economics. He was ambassador to Israel from 1972 to 1975. In 1981 Mr Dalrymple was appointed ambassador to Indonesia, in 1985 ambassador to the United States and in 1989 ambassador to Japan. He was made an officer of the Order of Australia in 1985. After retiring from Foreign Affairs and Trade in 1994 Rawdon Dalrymple had a number of business and government appointments.

HOW DO I APPLY?

Your application is what represents you to us, our overseas partners and prospective host families. It allows us to get a comprehensive profile of you and your interests. Give yourself a few weeks to complete the application carefully with input from your parents, your school and your doctor.

1 INFORMATION SESSION

We recommend you attend one of our information evening sessions before you apply. This ensures both students and parents understand the challenges and the benefits of being an exchange student and that the program is right for you. See page 6 for more information.

2 STEP 1

Download the correct application form for your program from our website or call us on 1300 135 331 (in Australia) or 0800 440 079 (in New Zealand) and we’ll send one to you.

3 STEP 2

Complete and return your application form together with your $500 deposit (fully-refundable if your application is not accepted). You should be sure to apply at least 4 - 5 months prior to departure. See our website for current application deadlines.

Please note there is a separate form for some destinations: Please contact our office prior to completing your application form.

4 STEP 3

We will acknowledge receipt of your application and liaise with you regarding missing information or anything that’s not clear. We will check it for eligibility.

5 STEP 5

We will send your application to our partner in your country of choice for review and confirmation to complete the acceptance process.

6 STEP 6

When you’re accepted by our overseas partner, we’ll give you access to your personalised ‘My Exchange’ online resource centre.

7 STEP 7

Prior to leaving for your exchange you and your parents will be invited to a mandatory pre-departure orientation. Depending on your location this may be in person or online. Advice on how to obtain your required visa will be included in your formal acceptance letter. Please ensure you read this carefully. To help your visa application process run as smoothly as possible it is essential that you complete and submit all forms and information requested promptly.

Prepare for lift off!

8 STEP 8

Once you’ve left home and arrived in your host country you’ll be met by a representative of our overseas partner, or your host family or coordinator.

While you’re away, you’ll be supported by a network of people – your host family, your local coordinator, our overseas partner organisation and Student Exchange Australia New Zealand Ltd. See page 11 for more details.

HOME COMING

Once you’ve arrived home, we’ll send you a ‘Welcome Home Pack’ and stay in touch with you about upcoming opportunities such as speaking at information sessions or becoming a returned student advisor. Then you start the next chapter of your life with a unique experience to share with family and friends.
FREQUENTLY ASKED QUESTIONS

Student Exchange Australia New Zealand Ltd wants you to feel well informed about our programs. Here’s a sample of our most frequently asked questions and our answers.

Is my country of choice guaranteed?
Yes. Unlike other exchange organisations we guarantee your country of choice provided you meet all normal eligibility criteria and there are places available.

Am I eligible to apply to go on exchange?
If you meet our eligibility requirements on page 3 then, yes, you can apply with confidence.

Are there language requirements?
There are no formal language requirements for most of our destination countries. However, Japan requires a minimum of one year’s prior study and applicants must provide a brief, handwritten letter in Japanese to the potential host family. Applicants must also provide a movie of self introduction in Japanese (max. 1 minute).

Students accepted for Germany need to have a basic knowledge of the German language. If a student has less than 2 years of German it is compulsory to attend an intensive two week language orientation (at additional cost) upon arrival.

New Zealand requires students to have studied German for 2 years or complete an intensive short course.

Austria requires students applying for a 5 or 10 month program to have studied 1 year of German and students will complete a questionnaire to gauge their language skills.

Students applying for French speaking Canada will need to have completed at least 2 years of continuous language studies and be fluent in French prior to departure. Students will also need to undergo an interview in French, with our overseas partner.

In all countries the motivation to learn the language and experience the culture is key to a rewarding experience and, in many cases, is more important than your formal language studies. All students are strongly encouraged to work on the language of their host country before departure as this will help them to adjust, settle in, learn, grow and thrive.

Feel free to call our friendly staff on 1300 135 331 (Australia) or 0800 440 079 (New Zealand) to discuss your particular circumstances.

Who will I stay with while on exchange?
You will live with a host family. Host families are typically unpaid volunteers who are eager to share their life with a teenager like you. You may live in any part of your host country and you may have more than one host family during your experience.

Will I have to repeat my school year when I get home?
Maybe yes. Maybe no. This is a decision to be made in consultation with your school or education authority and your parents. It is important to speak with your school early on in the process about how being an exchange student will impact upon your enrolment. This may differ according to whether you participate on a short or a long program and whether or not you have completed your schooling before participation commences.

Does my family have to host someone while I am away?
No, but if you’re thinking of going overseas as an exchange student there’s no better way to learn about what’s involved than by welcoming an exchange student into your home. You’ll see the highs and the lows, but most importantly you’ll get to understand just how significant this experience is. Opening your home and heart to an exchange student is a lifelong experience that your whole family can share in.

If you are (or have been) a participant on one of our outbound exchange programs you may also be eligible to receive a housing discount or rebate. If your family hosts one of our inbound exchange students for 5 or 10 months before or during the same year(s) as your outbound exchange program, then you may qualify for a discount or rebate off your program fee. If you have already returned home and decide to host it you will be rebated $500 of the program fees you already paid.

Can we host a student from overseas?
Yes! We would be happy to discuss hosting with your family and arrange an interview and reference checks. We welcome enquiries from all potential host families and would be pleased to consider your family too.

What will my host family be like and how are they selected?
Host families overseas come in all shapes and sizes – just as they do at home. Your host family might be like your family at home or maybe not. It could be two parents and teenage children, or a single parent, or an older couple or a childless couple.

Whatever their configuration, host families are motivated to open their home to a teenager from overseas and be part of their learning experience. Host families are interviewed and undergo an application screening process which complies with the requirements of your host country.

Can I go with a friend?
You and your friends can apply for the same programs but you will not be placed in the same host family. The idea of exchange is to meet new people and immerse yourself in a new culture. Being with your friends from home can limit this experience. You need to grab this opportunity and make it your own experience.

What support will I get while overseas?
A local volunteer coordinator is assigned to every student and will be there to assist you. If you encounter problems the local coordinator and our partner organisation will be able to guide and support you through the issue. Our office staff will be in regular contact with our partner organisation and with your parents to coordinate and support your experience.

What is expected of me?
Taking yourself out of your comfort zone means being open to new professional making decisions for yourself – within the context of the rules and regulations of the program. You will mature while adapting to life in another country. You are expected to live as a local and it will be up to you to make adjustments in order to integrate into your new host country community. You will need to be open-minded and non-judgemental, patient and fair. Being an exchange student is a fantastic opportunity to grow and mature into a young adult.

Can I work part-time when on exchange?
That depends on a few factors. Firstly, your visa may prohibit teenagers from working. Secondly, you’ll need to take into consideration your responsibilities at school and with your host family and friends. The aim of the exchange is to experience life as a teenager overseas and to contribute to your host family and school environment. If part-time work prevents you from achieving these aims then it is not such a good idea. However, if your peers in your host country have part-time jobs and doing so is a normal part of that community, then it is highly likely that you will find the opportunity to earn a little pocket money.

Can I go to more than one country?
Yes, if you apply for a combined program, no. Programs are tied to school term dates and multi-country visas can also be difficult to obtain.

Can I speak to a former exchange student?
Once you have applied, we will connect you with one of our Returned Student Advisors, who are former exchange students who have participated on an exchange in your host country. They are happy to share their experiences with you and can provide advice on all manner of detail regarding being an exchange student in your destination.

How do I pay?
1. A $500 deposit is payable on application, which is fully refundable if your application is not successful.
2. The balance of the program fee is payable in instalments commencing on acceptance to the program.

Submission of application with $500 deposit
(Your deposit is fully refundable if your application is not successful)

Where does the money go?
Student Exchange Australia New Zealand Ltd is a “not for profit” organisation which means there are no shareholders to whom profits can be distributed. We are “fee for service” which means that program fees are used to cover the costs of providing the program, both here and abroad. As a rough guide program costs break down as follows:

• 25% of program costs go before you leave the country and cover an application and selection of students for their overseas experience. These include professional staff in Australia and New Zealand processing applications, student and family interviews, resource materials, orientation and assistance with visas.
• 25% of program costs go toward getting students to and from their destination. These include domestic and international airlines with recognised airlines, airport transfers and processing of tickets. We also provide students with comprehensive, travel, baggage, medical and cancellation insurance.
• 48% of program costs are tied to the hosting country. These include full time professional support staff, recruitment and selection of volunteer host families, recruitment and selection of local coordinators, provision of travel and orientation, development of resource materials and facilitation of school enrolments, etc.

A couple of relevant studies for Australia and New Zealand and ate identified the costs of keeping a teenager at home. In Australia it is estimated to be up to A$171/ week. In New Zealand it is estimated to be up to NZ$239 per week depending on the number of children in the household. Compare this to the cost of our participation fee of A$319. It is clear that the cost of our programs is immediately clear. A student exchange program is an investment for life. Experience is Everything™

What does ISO 9001 certification mean?
ISO 9001 (Quality Management System), is an internationally recognised quality management system that gives assurance that Student Exchange Australia New Zealand has the type of management systems in place to deliver a quality experience to all our students. Student Exchange Australia New Zealand Ltd is the first and only secondary student exchange organisation in the world to be certified to ISO 9001:2015. (ISO 9001:2015 System). The certificate is available to download from our website. See page 1 for more details on our certification.

Acceptance of application for Early Bird Discount and Scholarship applicants
6 x monthly instalments
3 x monthly instalments
Acceptance of application for all other applicants
HOST AN EXCHANGE STUDENT

While you are contemplating becoming an exchange student, there are students somewhere overseas who are excitedly anticipating your experience in Australia or New Zealand. Hosting an overseas student is a great way to experience student exchange without even leaving home. We are always on the lookout for good host families.

WHAT OUR HOST FAMILIES HAVE TO SAY

Our exchange student, Hiran, added so much to our family and made a different and special friendship with each of our three kids. She embraced the experience she had been offered and wasn’t afraid to try anything. Her positive attitude inspired us to do many things we had been meaning to do but just never got around to. While Hiran was staying with us we visited all the tourist attractions in our home city (the ones you always mean to visit but don’t!). We went caravanning for 2 weeks around Victoria, went on the cruise we’d been talking about for years, went to all the live sport that we could, went for more family walks, played more family games, etc. We fitted in about 3 years worth of activities into 10 months. We had hoped hosting an exchange student would be good for our kids to help open their eyes to the world, to learn about another country, speak a little Japanese and make new friends. It did all that and more. We still miss our gorgeous Hiran everyday and can’t wait to visit her and her family in Japan one day.

The Clarke Family

“The exchange program has provided unexpected experience for our only son (Charlie, aged 15). Despite the age difference we watched an amazing relationship develop from a novelty to close friends, to a lifelong brothers/sister connection. There is an amazing intimacy and a familiarity that Charlie and Anne share that has made an indelible mark and sense of connection that had previously been missing.”

The Parker Family

“Simon fits into our family so easily. Christmas and holidays are family times and putting him into our yearly Christmas photo, our yearly holiday snaps and traditional ‘family on the slide’ shot is only natural. What an amazing opportunity to share special times and welcome another son to the family.”

The Hardy Family

“Our exchange student, Elise from Paris join our family for 10 months. It has been one of the best decisions we ever made. She has become like a daughter and sister and we cannot imagine life without her or the experiences we’ve shared together!”

The Povea-Gonzalez Family

“The Jacobson family opened their home to an exchange student from Denmark. She embraced the experience she had been used to speaking and hearing English. She will forever be a member of our family.”

The Jacobson Family

INTERESTED IN HOSTING?

Being a host family is a fun, rewarding and challenging experience. Host families come in all shapes and sizes, backgrounds and ages. Retired couples, single parents with or without children, couples with primary school children, couples with teenagers and a family pet… all can apply to become a host family and all can benefit in many ways from the exchange experience.

HOST FAMILY VIDEOS

There are some great videos of families talking about their experience of hosting an exchange student. Scan the QR code to watch our videos now or go to https://studentexchange.org.au/videos/
REGULATORY AUTHORITIES

Australia
Student Exchange Australia New Zealand Ltd is registered as an exchange provider with Departments of Education and other regulatory authorities in every state and territory across Australia. Registration entails meeting strict standards in the provision of care and support to participants. We maintain regular communication with departmental officials to ensure compliance with all regulatory requirements.

- NSW Department of Education and Communities
- QLD Department of Education, Training and Employment
- VIC Registration and Qualifications Authority (VRQA)
- TAS Qualifications Authority (TQA)
- SA Department for Education and Child Development
- WA Department of Education and Training International
- NT Department of Education
- ACT Education and Training Directorate

New Zealand
Student Exchange Australia New Zealand Ltd is registered with the New Zealand Ministry of Education. Student Exchange Australia New Zealand Ltd has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from Student Exchange Australia New Zealand Ltd or from the New Zealand Ministry of Education website at www.education.govt.nz

COUNCIL OF AUSTRALIAN STUDENT EXCHANGE ORGANISATIONS (CASEO)

Student Exchange Australia New Zealand Ltd is a founding member of the Council of Australian Student Exchange Organisations (CASEO). CASEO acts to promote the importance and educational value of student exchange programs and seeks improvements in the policy and regulatory framework. CASEO aims to provide a coherent and unified voice on key issues affecting the industry. Our National Director, Nick Lorentzen, was the founding President of CASEO.

www.caseo.org.au

NEW ZEALAND COUNCIL FOR INTERCULTURAL EDUCATION

Student Exchange Australia New Zealand Ltd is a member of the New Zealand Council for Intercultural Education.

ACCESS PREPAID WORLDWIDE

The Multi-Currency Cash Passport enables cardholders to load both foreign currencies and Australian and New Zealand dollars onto one card and can be reloaded as many times as required during the life of the card, within the applicable limits. Whether the cardholder is travelling to one destination or to a number of different destinations, the Multi-currency Cash Passport is the safer way to carry travel money.

www.cashpassport.com

CARBON REDUCTION INSTITUTE

The Carbon Reduction Institute (CRI) is committed to protecting our environment by encouraging businesses to reduce their carbon emissions. Student Exchange Australia New Zealand Ltd works with the CRI to reduce our CO2 emissions and encourage our students to take a responsible approach to climate change.

www.noco2.com.au

Disclaimer: the information contained in this brochure is correct at the time of printing, December 2017. Student Exchange Australia New Zealand Ltd reserve the right to change program specifications at any time.

RELATIONSHIPS