Department of Education, Training and Employment

Questions and Answers

What is QParents?

QParents is an online portal that provides a convenient new way for parents to communicate with their child's school. As a parent, you can view your child's student information and also submit changes to some of their details. The information that can be viewed includes timetables, report cards, attendance records, behaviour records and timely access to invoices and payment details. Parents will also be able to update their child's details, pay invoices online, and let the school know of changes to normal routine, such as when your child is unwell or has to leave early.

When will it be available?

QParents is currently in a pilot phase and will be progressively rolled out to 94 schools during Term 1 and 2 in 2015. Once the pilot phase is complete, it will be made available to all Queensland state schools.

Why is it being introduced?

QParents has been designed to offer an online hub where parents can access essential information about their students, their activities and their performance at school. It should save time and costs for both parents and staff, and provide **anytime, anywhere** accessibility using a PC, smart phone or tablet.

Who will have access to QParents?

The schools taking part in the pilot phase will decide which year levels to "opt-in" to QParents. For students in those year levels, one parent for each student will be nominated as the QParents Account Owner. This parent will receive an invitation to register a QParents account to gain access to the student's information in QParents.

Why is only one parent nominated as a QParents Account Owner (QPAO?)

Mainly for security reasons and to avoid a situation where different parents are making different or duplicate data change requests. However, once a QPAO has successfully signed up to QParents, they have the option to invite other people as delegated viewers of the student's information, and obviously this can be the student's other parent. The QPAO will be able to specify what student information the delegated viewer can see. So a delegated viewer may be able to view almost all of the information that the QPAO can see - but they cannot change anything.

Also, QParents does have the functionality to allow a second QPAO, in situations where this is necessary. A request for a student to have more than one QPAO should be made to the school principal for approval.

Why can't I see all of my children in QParents – only one of them?

A parent will only be able to access student information where:

- the school has opted-in for QParents;
- the school has opted-in the student's year level;
- the school has nominated that parent to be the student's QPAO; and
- the parent successfully registers a QParents account, requests access to a student and is approved by the school principal to have access to that student.

Why can't I see all of the student information datasets (eg timetable, behaviour, attendance, etc.) in QParents?

Each school can decide what student information is made available through QParents. This is decided for each year level within a school. So you may not be able to see all of the information datasets that can be displayed by QParents and you may see different information datasets for different children

I'm not interested in registering.

No problem. You can just ignore the invitation and your student's information will not be available to anyone through QParents.

I want another person to be the student's QPAO.

That is fine. Send us an email advising us of the name of the parent you would like to be nominated as QPAO and their email address. We can easily change the nomination and the other parent will receive a notification email or letter with their own unique invitation code.

Why do I have to provide 100 points of identity documentation – don't you (the school) already know who I am?

For security reasons, it is essential that the identity of the person who registers as the QPAO for a student (and therefore has the rights to access and manage student information in QParents) is verified for online access. The Department of Education, Training and Employment (DETE) considers student information to be confidential (it is classified as PROTECTED by the DETE) and should only be accessible online by someone who proves that they are the person who the school invited. Verifying 100 points of identity documentation is a part of the overall identity verification process that lets us use online registration tools.

I entered my child's details some time ago and they are still PENDING. When will I get access to my child's information in QParents?

The school has to review and approve your request to access a student. You may need to be patient whilst the school principal completes the review. If the student is still "pending" a few days after you entered the details, please contact us again and we will escalate it.

I entered my child's details some time ago and they were PENDING. Now they are not being shown at all. Why is that?

In that scenario, the school principal is likely to have rejected your request to access the student in QParents. You should have received an email from QParents advising you of this.

Are all of my child's behaviour records shown in QParents?

The behaviour records that are displayed in QParents are only those recorded this calendar year; and only those that relate to the current (active) enrolment. This means that if a student changes school during the calendar year, then only behaviour records relating to the current school will be presented.

Why wasn't I advised of my child's behaviour before now?

At the school, we manage student behaviour matters according to established processes and our judgement. QParents is trialling the initial release of behaviour information to parents to advise them earlier of their student's progress. If you need additional information, we will ensure that someone calls you back.

Why does the school have to review and approve all of the changes that I have submitted through QParents?

The data that is recorded in the school IT system is very carefully managed by school staff and administrators. Therefore, it is essential that we have the opportunity to review any changes requested by parents before final approval. In addition, the processes to update the details in the school IT system are often quite complex and cannot be completed without administrator involvement.

What information about myself can I change in QParents?

As a registered QPAO, or QParents Delegated Viewer, you can change:

- QParents email address
  - used as your username when logging in
  - used by QParents to send notification emails after you have registered
- QParents mobile phone number
  - used by QParents to send one time passwords / codes
- QParents account password

What is actually being shown in the Payments data?

There are two parts to the Payments information. First, the **outstanding** payments for a student are shown - these are the details of charges / invoices that are currently unpaid. The total of these outstanding transactions represent the amount owed for the student.

Secondly, details of fully paid charges / invoices are shown under *Payment History*. All transactions dated in the current calendar year are shown here. This information is presented for your information only since no further action is required.

All details that are displayed in QParents relate to a specific student only, and a debtor's overall situation can only be determined by accessing the outstanding payments for all students for whom the parent is financially responsible.

Can I make an online payment?

Yes. Together with the Commonwealth Bank, the Department has implemented an online payment service. You can follow the payment link from QParents to make a secure online payment through the Commonwealth Bank's BPoint facility.