QParents

The QParents website will allow parents of Queensland state school students to access information about their child and to communicate directly with their school.

It will give you secure online access to information such as:

- attendance details
- report cards
- timetables
- invoices
- payment details.

You will also be able to update your child's details and let the school know of changes to normal routine, such as when your child is unwell or has to leave early.

QParents won't replace the traditional ways you and your child's school communicate—it will just provide another option.

When will QParents be available?

QParents is currently being developed and will be available to a limited number of schools in 2014. Once the trial is complete it will be offered to more Queensland state schools.

How will I get access?

You will only be allocated an account if your child's school signs up to QParents. One parent will then be nominated by the school principal to manage the student's information and that person will need to register with QParents to access the information.

Your school will supply the registration requirements to you. You will need to undertake online identity verification and provide personal information like your name and mobile phone number. See the Privacy Statement and Terms and Conditions in QParents for further details in information collection and use.

What personal information is stored about me?

Personal information including:

- full name
- user name
- your nominated password
- student number you are associated with

Are all stored to ensure correct matching of your data to your nominated students and to enable account managment.

Where is my personal information stored?

The Department of Education, Training and Employment has contracted Microsoft to host the QParents application. In the Proof of Concept stage, this information will be stored in Microsoft's secure data centre in Singapore. See the [Microsoft Azure Trust Centre](http://azure.microsoft.com/en-us/support/trust-center/privacy/) for further details.

Which devices will I be able to use to access the site?

You will be able to access QParents through a:

- smartphone (iPhone, Windows or Android)
- tablet (iPad, Windows or Android)
- personal computer.

What if I don't have the internet?

If you do not have access to the internet you will not be able to access QParents. However, you can still [access your child's student records](http://www.qld.gov.au/education/schools/information/contact/pages/accessing.html) through the traditional methods or by contacting your school.

You may also be able to use a computer at your school or a [public library](http://www.slq.qld.gov.au/visit-us/find-a-public-library) to access QParents.

Who looks after the student information presented in QParents?

The Department of Education, Training and Employment is the custodian of all state school student information. The student information is stored and managed in the department's school student management IT system, which is hosted in a secure Queensland Government facility.

Will you use my data for advertising products?

No, as a Queensland Government Agency we are not permitted to distribute your information for advertising purposes.

Who will be able to access my child's information?

The school will identify one parent or caregiver as the QParents Account Owner (QPAO) and send that person a unique invitation code to register with QParents with all the details on how to register. Once registered, the QPAO will have access to the student's information and they can also delegate access to a student's information to another parent or carer.

What happens if I don't want my child's information in QParents?

An invitation will be sent to you from your school to access the QParents Portal to view and manage a student's information. If you choose not to accept that invitation, your child's information will not be accessible in the QParents solution.

Why would I add a delegated viewer?

In the same way that parents currently share a range of their student's information within the family (for example, mum, dad, grandma, carer), QParents will allow such information sharing in an online manner on request of the QParents account owner.

What can a delegated viewer see?

A QParents Account Owner (QPAO) can invite another person to view a student's information in QParents. For each invited delegated viewer for a student, the QPAO will be required to nominate which information sets will be viewable by that person. These data sets can be changed at any time by the QPAO, including removing all view access at any time.

Note: A delegated viewer will only have view access and will not be able to update any student information in QParents.

Where does the information about my child come from?

The student data displayed in the QParents application is information which the school already collects, records in the school student management IT system. This data is used to communicate with you about your child's education. Information recorded includes the bi-annual report card, timetable, finance invoices, attendance details, etc.

Do school staff have access to my QParents account?

School staff do not have access to your QParents account. They do however currently manage the information that is released to your QParents account from the school student management IT system.

How up-to-date is the information that is presented in QParents?

QParents will present all relevant student information that is recorded in the school student management IT system .This means that as soon as a record is added or updated by school processes, it will be available to QParents. QParents will display the latest possible information for the selected information sets that are made available by the student's school.

What details can I update in QParents?

The QParents Account Owner can submit the following student details to be updated:

- change of address
- change of date of birth
- additional / changed medical conditions
- details of unexplained absences
- details of absences, including current and future days away from school.

Note: All data changes that are submitted through QParents must be reviewed and approved by school administrators before being applied to the relevant records in the school management IT system, as is currently the process when requests for changes are made in person, via the phone or through a paper-based request.

More information

If you have any questions or concerns about QParents:

- phone 13 QGOV (13 7468)
- email the QParents team at qparents@dete.qld.gov.au