



# Procedure

## Course progress - subclass 500 (schools) visa procedure

**Version:** 3.1 | **Version effective:** 26/03/2025

### Audience

Education Queensland International staff (EQI staff), school staff, overseas students, EQI homestay providers, parents/Department of Home Affairs (DHA) approved guardians of overseas students and their agents.

### Purpose

To outline the roles and responsibilities of EQI and schools and the steps they follow to manage overseas student course progress.

### Overview

Satisfactory course progress is a student visa condition for overseas students enrolled in an EQI course. It is a requirement under Australian law that EQI is proactive in notifying and counselling overseas students who are at risk of failing to meet course progress requirements and to report overseas students who have breached course progress requirements.

Schools regularly monitor overseas students' academic performance and support overseas students to achieve the expected learning outcomes of their course. This allows early intervention to support overseas students to achieve satisfactory course progress.

Where compassionate or compelling circumstances apply, an overseas student may initiate a temporary suspension of enrolment.

If EQI reports an overseas student's unsatisfactory course progress to the Australian Government, EQI may also cancel the overseas student's enrolment. Overseas students can appeal decisions to cancel their enrolment in relation to course progress, in accordance with the [Complaints and appeals procedure](#). The decision to temporarily suspend or cancel enrolment will not take effect until the internal and external appeals process is completed.

This procedure is to be read in conjunction with:

- [Student \(subclass 500\) - Schools Sector \(visa conditions\)](#)
- [ISP entry and course requirements standards](#)
- [P-12 curriculum, assessment and reporting framework](#)

- [Student orientation procedure](#)
- [Student management procedure](#)

This procedure aligns with Standard 8 and 9 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(National Code\)](#).

## Responsibilities

### Overseas student

- meet with school staff and school principal to discuss course progress
- engage with strategies established by school to improve course progress.

### School staff

- regularly monitor course progress and liaise with relevant teaching staff
- intervene early and assist overseas students who are at risk of not meeting course progress requirements
- liaise with parent and DHA approved guardian as well as homestay provider and agents (where applicable) regarding course progress
- escalate issues and concerns to school principal
- maintain accurate and up-to-date records.

### EQI staff

- report unsatisfactory course progress and cancellation of enrolment to the Australian Government
- ensure safe and appropriate arrangements are made if the overseas student's enrolment is cancelled
- maintain accurate and up-to-date records in the International Student Management System (ISMS) and Provider Registration and International Student Management System (PRISMS)
- provide advice and support to the school principal and school staff implementing this procedure.

### EQI officer

- review and monitor overseas student course progress cases
- liaise with all relevant stakeholders regarding overseas student course progress
- issue notice letters relating to course progress.

### School principal (or delegate)

- appoint sufficient and suitably qualified staff to monitor course progress
- reinforce relevant school, DoE, and ISP documentation with overseas student and associated parties, highlighting the consequences for non-compliance
- decide whether to grant one additional study period to achieve course progress, when an overseas student's course progress has been significantly impacted by an approved suspension of enrolment
- escalate unsatisfactory course progress and issues to the Director, EQI.

## Director, EQI

- determine whether an overseas student must be reported to the Australian Government for unsatisfactory course progress and cancellation of enrolment.

## Process



Image 1: Process - course progress

### 1. Monitor

- School staff monitor academic performance to ensure overseas students are on track to achieve satisfactory course progress by:
  - reviewing assessment results and school reports in OneSchool
  - liaising with and seeking feedback from school staff during the term
  - considering overall overseas student performance and any factors that may be impacting course progress in accordance with [Student management procedure](#) and [Attendance procedure](#)
  - seeking feedback from the overseas student and/or parent/DHA approved guardian/homestay provider.
- School staff report on overseas student achievement as per the P-12 curriculum, assessment and reporting framework.
- School staff identify when an overseas student is eligible for Queensland Certificate of Education (QCE) credit for non-Queensland studies as outlined in the [QCE & QCIA policy handbook](#).
- School staff identify when an overseas student is not on track to meet satisfactory course progress as per the [ISP entry and course requirements standards](#), and will need additional help to improve their academic performance.

### 2. Intervene

At any time before the end of the first study period, where the overseas student is not on track to make satisfactory course progress (refer to the [ISP entry and course requirement standards](#)):

- School staff:
  - liaise with teaching staff
  - discuss with the overseas student and parent/DHA approved guardian or homestay provider the reasons for unsatisfactory course progress, including possible compassionate or compelling circumstances, referring to the [ISP standard terms and conditions](#) and potential consequences for non-compliance

- facilitate access to learning support services consistent with the requirements of the course support (for example English as an Additional Language or Dialect or teacher aide support or guidance officer), mode of study such as Distance Education courses and the learning needs of overseas student.
- School staff consider and implement intervention strategies, collaboratively with the student, to support them to improve their academic achievement and to meet course progress requirements, as per the [Student management procedure](#). Intervention strategies may include:
  - attending tutorial or study groups
  - receiving individual student support
  - attending counselling
  - receiving assistance with personal issues which are influencing progress
  - receiving mentoring
  - being placed in a suitable alternative subject within a course or a suitable alternative course.
  - having their course load reduced (refer to the [Student management procedure](#))
  - considering a change in homestay or if required refer to Welfare management procedure for change of welfare arrangements.
- School staff:
  - record details as a record of contact in OneSchool
  - refer to the [Attendance procedure](#) where an overseas student has a number of absences and is at risk of not making satisfactory course progress due to an illness, injury or other serious event that is impacting their attendance at school, and may need to implement a temporary suspension of enrolment
  - escalate to the school principal if there is no improvement to the overseas student's performance or engagement with the improvement plan by the end of the first study period
  - where applicable, inform homestay provider of the course progress intervention strategies.
- School principal (or delegate) liaises with the overseas student and relevant school staff to assist the student to improve their course progress and to emphasise the consequences.
- Overseas student engages in the intervention strategies implemented to improve course progress.

Where an overseas student is identified as being at risk of not achieving satisfactory course progress (as per the [ISP entry and course requirement standards](#)), and intervention strategies were implemented, the overseas student must be notified.

At any point during an overseas student's enrolment, where the student's course progress is impacted to the point that their academic outcome or pathway is no longer available, the overseas student must be notified.

- School principal (or delegate), where an overseas student is considered to have not participated in a full study period impacting their course progress due to a suspension of enrolment approved due to compassionate or compelling circumstances:
  - decides whether or not to grant one additional study period to achieve course progress before following the escalate process (allowing a total of three study periods). Noting that:

- in all other circumstances, where a student is identified as being at risk of not achieving satisfactory course progress, escalation occurs after the second study period
- where an overseas student's academic outcome or pathway is no longer available, this option should not be granted.
- where the decision **is** to grant one additional study period, clearly communicate and record this as part of the [Course progress at risk notification letter](#), including a clear timeline and continued monitoring steps:
  - advise that, where the student is still at risk of not achieving satisfactory course progress at the end of the next study period (study period two) a new notification letter will be issued
  - noting that, the student's case will be escalated to the Director, EQI for a course progress breach after three consecutive study periods (despite interventions) where course progress remains at risk.
- where the decision is not to grant one additional study period, continue with the steps in the process below.
- School principal (or delegate) where an overseas student is identified as being at risk of not achieving satisfactory course progress:
  - issues the [Course progress at risk notification letter](#) to the student, parent/agent and DHA approved guardian:
    - at the end of that study period outlining actions the student needs to take to improve; or
    - as soon as it is clear that the overseas student's academic outcome or pathway is impacted (for example, the student will no longer be; QCE eligible; or meet the entry requirements of their next course by the end of their current course), immediately follow the escalate process below to notify EQI.
  - meets with the student and (if possible) parent/DHA approved guardian and homestay provider within 10 working days of the at risk notification letter to discuss the student's performance, reinforcing the [ISP entry and course requirement standards](#), the [ISP standard terms and conditions](#) and consequences for non-compliance
  - if the overseas student's parent/DHA approved guardian or homestay provider is unable to attend the meeting, meets with overseas student and liaise with parent/DHA approved guardian or homestay provider afterwards
  - reviews intervention strategies in place to ensure they are still appropriate and adjust if required
  - notifies EQI staff that the student has been issued a [Course progress at risk notification letter](#).

### 3. Escalate

- School principal notifies EQI officer when an overseas student has failed to meet satisfactory course progress after two consecutive study periods despite interventions. At the end of the second study period, the school principal sends an email to [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au), including:
  - "(student name), failure to make satisfactory course progress, (school name)" in the subject line of the email
  - a list of all the relevant documents, in chronological order, in the body of the email (for example, school report/s, OneSchool records of contact, meeting notes, meeting/notification letters, evidence of

compassionate or compelling circumstances, intervention strategies that have been implemented to support the student's course progress)

- an explanation about:
  - how unsatisfactory course progress has been determined
  - if the student may be able to achieve satisfactory course progress given more time
  - if the overseas student's academic outcome or pathway is impacted (for example, the student will no longer be; QCE eligible; or meet the entry requirements of their next course by the end of their current course).
- EQI officer:
  - reviews the overseas student course progress case and:
    - confirms there is evidence that the correct process has been followed
    - considers if the student's academic outcome or pathway has been impacted
  - escalates the overseas student course progress case and findings to the Director, EQI for consideration, decision and action.

### Reporting of unsatisfactory course progress

Reporting of unsatisfactory course progress is required when an overseas student has failed to meet satisfactory course progress after two consecutive study periods despite interventions as per the [ISP entry and course requirement standards](#).

The Director, EQI can decide to cancel or maintain an overseas student's enrolment as part of the reporting for unsatisfactory course progress process.

The Australian Government may decide to cancel an overseas student's visa as a result of the reporting for unsatisfactory course progress process. A cancellation of visa will result in a cancellation of the overseas student's enrolment.

- Director, EQI decides, within 5 working days of the principal's email, whether to:
  - cancel the overseas student's enrolment due to course progress breach; or
  - notify if the overseas student's academic outcome or pathway is impacted and confirm any options about the future of the enrolment (for example, a change of year level or course); and
  - informs EQI officer.
- EQI officer prepares *Intention to report for unsatisfactory course progress letter* (CM 24/342299 - DoE employees only).
- Director, EQI signs the *Intention to report for unsatisfactory course progress letter* (CM 24/342299 - DoE employees only) and indicates if the enrolment will be cancelled or the student will continue with agreed interventions until a decision is made by the DHA.
- EQI officer:



- issues *Intention to report for unsatisfactory course progress letter* (CM 24/342299 - DoE employees only) to the overseas student and parent, notifying the DHA approved guardian, school staff and agent (where applicable)
- informs the overseas student and parent/DHA approved guardian of their rights under the [Complaints and appeals procedure](#) and notifying that the opportunity to request an appeal is available for 20 working days from the date of written notice.
- EQI staff, school staff, overseas student and parent/DHA approved guardian follow the [Complaints and appeals procedure](#) for internal and external appeal, if an appeal is lodged.
- School staff maintain the overseas student's enrolment and EQI welfare arrangement (if applicable) while the appeal process is underway as per the [Complaints and appeals procedure](#).

#### 4. Report

- Director, EQI instructs EQI staff to report unsatisfactory course progress and/or cancellation of enrolment to the Australian Government, in PRISMS where either:
  - no appeal is made within 20 working days
  - an appeal is withdrawn (in writing)
  - the internal appeal (20 working days) and external appeal (10 working days) are unsuccessful.

#### Decision is not to cancel enrolment before DHA decision is made

- EQI staff:
  - report the overseas student to the Australian Government, in PRISMS, as soon as practicable and within 14 days from being instructed by Director, EQI
  - create a new COE in PRISMS (and make adjustments where changes are advised) to replace the one that was cancelled as a result of reporting the overseas student for unsatisfactory course progress, this will maintain the enrolment in line with the Director, EQI decision
  - advise the overseas student to seek advice from DHA on the potential impact on their student visa
  - advise school staff to continue to maintain the overseas student's enrolment and EQI welfare arrangement in line with the monitor steps of this procedure and relevant DoE procedures
  - monitor visa status in PRISMS until a decision is made by DHA (that the student has a valid visa)
  - if DHA cancel the overseas student visa, initiate the cancel enrolment process below (if applicable).
- School staff, maintain the overseas student's enrolment and EQI welfare arrangement (if applicable).

#### Decision is to cancel or change enrolment before DHA decision is made

- EQI staff:
  - report the overseas student to the Australian Government, in PRISMS, as soon as practicable and within 14 days from being instructed by Director, EQI
  - cancel the overseas student's enrolment record/s in the ISMS and notify the school once completed
  - advise the overseas student to seek advice from DHA on the potential impact on their student visa

- request the overseas student/parent completes the [ISP refund request form](#), if eligible for a refund and:
  - review and ensure refund requests are paid in accordance with the Refund policy, as outlined in [ISP standard terms and conditions](#)
  - give notice of any refund to the overseas student/parent/DHA approved guardian within 7 days of the repayment.
- School staff:
  - if the overseas student is in a homestay arrangement, refer to the [Welfare management procedure](#) to ensure that safe and appropriate arrangements are in place for the overseas student's departure
  - finalise and issue any outstanding school reports to the overseas student
  - cancel the overseas student's enrolment in OneSchool.

## Definitions

Term	Definition
<b>Agent</b>	Education agent is a person or organisation (in or outside Australia) who EQI has entered into a written agreement with to formally represent EQI for the purpose of recruiting overseas students to participate in EQI programs.
<b>Compassionate or compelling circumstances</b>	<p>Compassionate circumstances are circumstances which have had a negative impact on the overseas students, and EQI has assessed:</p> <ul style="list-style-type: none"> <li>• are not in the student's control; and</li> <li>• adversely impact on the student's welfare or course progress (for example, illness, bereavement or traumatic events may qualify).</li> </ul> <p>Compelling circumstances are circumstances which the student would like EQI to consider will be for their benefit.</p> <p>Circumstances which, are neither compassionate nor compelling under this agreement include:</p> <ul style="list-style-type: none"> <li>• those that are created by the student's own actions or are within their control;</li> <li>• non-payment of fees;</li> <li>• exclusion from the student's school due to disciplinary consequences; and</li> <li>• situations where the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.</li> </ul>
<b>Course</b>	A program of study registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) offered by Department of Education trading as Education Queensland International (EQI).



Term	Definition
<b>Delegate</b>	Principal delegates are a classified officer (for example head of department or deputy principal) nominated by the school principal who is authorised to make specified International Student Program decisions on the principal's behalf.
<b>Department of Home Affairs (DHA) approved guardian</b>	A parent, legal custodian or a relative over 21 years old approved by the DHA to be responsible for the accommodation and welfare of overseas students under the age of 18 years.
<b>EQI</b>	Education Queensland International (EQI) is the trading name of the Queensland Government Department of Education used by commercial business units within Department of Education International (DEi).
<b>EQI Officer</b>	<p>A Department of Education (DoE) employee working in Department of Education International (DEi), trading as Education Queensland International (EQI) that makes a decision on escalated actions. The EQI officer must be:</p> <ul style="list-style-type: none"> <li>• independent from the EQI staff who escalated the original action; and</li> <li>• in a position equal to, or higher than, the EQI staff who escalated the original action and authorised to make decisions, including recommendations, or be nominated by someone with this authority.</li> <li>• delegated by the Director, EQI.</li> </ul>
<b>EQI Staff</b>	<p>Department of Education (DoE) employees working in Department of Education International (DEi), trading as Education Queensland International (EQI). Employees from the following units include but are not limited to:</p> <ul style="list-style-type: none"> <li>• International Student Programs (ISP)</li> <li>• Corporate Services</li> <li>• Officer of the Executive Director</li> </ul>
<b>EQI welfare arrangement</b>	If an overseas student under the age of 18 is not living with a DHA approved guardian, a Confirmation of Appropriate Accommodation and Welfare (CAAW) is required in order for the student to be issued a student visa. This letter states that the DEi will provide appropriate accommodation and care for the overseas student until their 18th birthday. EQI requires all students to remain in their designated care arrangements until the completion of their course of study.
<b>Homestay provider</b>	Homestay provider is a person registered to deliver accommodation services and have been approved to provide supported and supervised in-home accommodation where food and shelter and a safe, caring and supportive home environment is provided to an overseas student. Homestay is arranged by schools, ISP and DEi staff.

Term	Definition
	<p>For International Student Programs: when overseas student accommodation has been arranged for student visa 500 holders; EQI is responsible for the welfare of the overseas student at all times, including outside school hours.</p> <p>For Study Tours a homestay provider is also known as a host family.</p> <p>For Global Engagement Programs this includes families involved in reciprocal exchanges.</p>
<b>International Student Programs (ISP)</b>	A study pathway that offers overseas students the opportunity to study within a Queensland state school with dedicated support services to meet individual student needs. International Student Programs include a variety of <a href="#">study options</a> .
<b>Overseas student</b>	A person (whether within or outside Australia) who holds a student visa subclass 500 (schools sector) enrolled in an EQI course.
<b>Parent</b>	<p>A parent, of a child, is any of the following persons:</p> <ul style="list-style-type: none"> <li>the child's mother;</li> <li>the child's father;</li> <li>a person who exercises parental responsibility for the child.</li> </ul>
<b>Provider Registration and International Student Management System (PRISMS)</b>	The national database owned by the Commonwealth Department of Education which all Australian education providers enrolling international students must enter their Confirmation of Enrolment (CoE) details.
<b>School staff</b>	Employees of EQI schools with responsibilities to support overseas students. For example – international student coordinator, homestay coordinator, guidance officer, specialist staff, EALD support staff, head of department, line manager, deputy principal, accredited officer (study tours).
<b>Study period</b>	<p>A study period is defined as a semester (known as 'unit' in senior secondary programs) as per the <a href="#">P-12 curriculum assessment and reporting framework</a> for the following programs:</p> <ul style="list-style-type: none"> <li><a href="#">Primary School (Prep-Year 6)</a></li> <li><a href="#">Junior High School (Year 7 - 10)</a></li> <li><a href="#">Senior High School (Year 11 - 12)</a></li> <li><a href="#">International Baccalaureate</a></li> </ul> <p>A study period is defined as one term for the Study Abroad x program (Junior or Senior Secondary High School courses).</p>

## Legislation

- [Education Services for Overseas Students Act 2000 \(Cth\)](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(Cth\)](#)

## Delegations/Authorisations

- Nil

## Policies and procedures in this group

- [International Student Programs - subclass 500 \(schools\) visa policy](#)
- [Attendance - subclass 500 \(schools\) visa procedure](#)
- [Welfare management subclass 500 \(schools\) visa procedure](#)
- [Complaints and appeals - subclass 500 \(schools\) visa procedure](#)
- [DEi homestay provider management procedure](#)
- [DEi incident management procedure](#)
- [DEi recruit and on-board homestay providers procedure](#)
- [DEi student homestay placement procedure](#)
- [Distance education - subclass 500 \(schools\) visa procedure](#)
- [Non-routine travel and activities for homestay students - subclass 500 \(schools\) visa procedure](#)
- [Enrolment - subclass 500 \(schools\) visa procedure](#)
- [Student management - subclass 500 \(schools\) visa procedure](#)
- [Student orientation - subclass 500 \(schools\) visa procedure](#)
- [Transfer - subclass 500 \(schools\) visa procedure](#)

## Supporting information for this procedure

- [Course progress at risk notification letter](#)

## Other resources

- [Equity and Excellence: realising the potential of every student](#)
- [Exemptions from compulsory schooling and compulsory participation procedure](#)
- [ISP entry and course requirement standards](#)
- [ISP EQI guidelines for delivering VET to overseas students](#)
- [ISP refund request form](#)
- [ISP standard terms and conditions](#)

- [ISP temporary suspension request form](#)
- [PRISMS user guide](#)
- [Queensland Curriculum and Assessment Authority – student assessment](#)
- [P-12 curriculum, assessment and reporting framework](#)
- [Senior education and training \(SET\) planning procedure](#)
- [Student visa conditions](#)

## Contact

International Student Programs

Department of Education International

Phone: 1800 316 540 (inside Australia) +61 7 3513 5301 (outside Australia)

Email: [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au)

## Review date

8/07/2027

## Superseded versions

*Previous seven years shown. Minor version updates not included.*

2.0 Course progress – subclass 500 (schools) visa procedure

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