trading as Education Queensland International
CRICOS Provider Code: 00608A

Procedure

Enrolment - subclass 500 (schools) visa procedure

Version: 3.5 | **Version effective**: 09/06/2025

Audience

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

Purpose

This procedure outlines the responsibilities and processes for the enrolment of overseas students in International Student Programs (ISP) registered courses, the deferral of enrolment prior to arrival, and the arrival and collection of students onshore.

Overview

EQI assesses all applications to enrol in ISP to ensure that academic requirements to enter the program (where applicable) are met. Enrolment is formalised when the applicant accepts an offer of enrolment and the Confirmation of Enrolment (CoE) is issued, along with the Confirmation of Appropriate Accommodation and Welfare (CAAW) letter (for students in EQI approved accommodation).

After the CoE has been issued, there may be compassionate or compelling reasons that require an applicant to apply for a deferral of commencement prior to arrival. In circumstances where the overseas students require support or any other emergency assistance during arrival, call 1800 QSTUDY (+61 1800 778 839). For further information refer to the [DEi incident management procedure](#).

This procedure is to be read in conjunction with:

- [ISP standard terms and conditions](#)
- [International Student Programs entry and course requirements standard](#)
- [Student visa subclass 500 eligibility requirements](#)
- the Department of Education's [Enrolment in state primary, secondary and special schools procedure](#)
- [Student management procedure](#)

This procedure aligns with Standards 2, 3 and 9 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (National Code).

Queensland Government

Responsibilities

Applicant

- determine the suitability and eligibility requirements of the chosen ISP course and program
- submit a complete application within the specified timeframe
- read and understand the conditions of the offer of enrolment
- ensure requirements are met if transferring from another Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider
- notify EQI of any intention to defer
- promptly respond to requests for information
- refer to the relevant procedures for any complaints or appeals if unsatisfied with EQI decision.

Parents or DHA approved guardian

- provide EQI and destination school with an onshore address and contact details within seven days of arriving in Australia (permanent or temporary details)
- advise EQI of any changes to these contact details.

EQI officer

- approve commencement deferral requests.

EQI staff

- maintain EQI website
- assess applications for enrolment and overseas student transfer requests from another CRICOS provider
- issue required documentation
- negotiate transfer date for welfare arrangements for overseas students transferring to EQI from another CRICOS provider
- provide advice and support to school staff implementing this procedure
- maintain accurate and up-to-date records
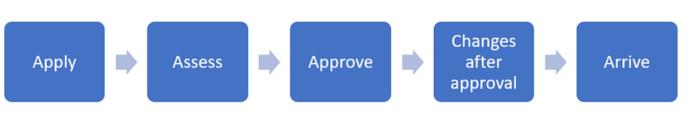- assess application to defer commencement and notify applicant of the decision.
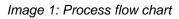
School staff

- ensure essential information regarding school policy and procedures and non-tuition fees are available on the international tab of the school website
- monitor enrolment capacity and homestay capacity (as per what has been approved by the school principal) and inform EQI of any changes and or inability to meet overseas student placement requests
- maintain accurate and up-to-date records, including student enrolment, arrival and contact details
- provide overseas student with pre-arrival orientation information as per the Student orientation procedure
- manage airport reception for overseas students.

Process

Image 1: Process flow chart

1. Apply

- EQI staff maintain information that overseas students need for enrolment applications on the EQI website, such as information on visas, curriculum, course pathways, accommodation and general welfare arrangements.

- School staff maintain links to relevant school-based policies, such as code of conduct and uniform policies, on the international tab of the school website as per the International Student Programs (ISP) school website checklist (DoE employees only).

- Applicant:

  - uses the following supporting resources to understand the entry requirements for enrolment in ISP and the suitability of the chosen courses:

    - ISP entry and course requirements, and

    - Find a school.

  - completes the EQI international student application form:

    - if entry requirements can be met and course is suitable, and

    - in accordance with the instructions and checklist contained in the application form and the EQI international student application form guidelines.

  - submits the completed application form within the applicable timeframe for their chosen school, being either:

    - EQI, ISP application dates, or

    - Queensland Academies (QA) campus closing date (noting these applications must be submitted at least one week prior to the QA application closing date).

- EQI staff acknowledge via email, receipt of EQI international student application.

- EQI staff request further information from the overseas student, if required (such as when application details are incomplete or preferred schools are unavailable).

2. Assess

- EQI staff:

  - assess application in line with the ISP entry and course requirements standard and Student visa subclass 500 eligibility requirements

  - contact the applicant's preferred schools as outlined on the application form by email to:

- seek acceptance of the enrolment request; and

- if required, advise where a student has nominated a family friend or a relative (that does not meet the [Welfare arrangements for students under 18 157N requirements](#)) to be assessed for homestay provider approval.

- School staff, prior to responding to an enrolment request, must consider:

  o EQI requests, and determine if the school has the appropriate capacity and facilities to accommodate the enrolment as per the [School Enrolment Management Plans (School EMP) procedure](#).

  o if homestay arrangements are required, confirm the school's ability to accommodate the student including but not limited to:

    - student's requirements and needs

    - the number of homestay places available

    - if required, the school's capacity to conduct assessment for new homestay providers to be approved:

      − where a student has nominated a family friend or a relative (that does not meet the [Welfare arrangements for students under 18 157N requirements](#)), or

      − there is a need to recruit more homestay providers as per the [DEi recruit and on-board homestay providers procedure](#).

    - ability to move the overseas student if an emergency placement or change of placement is required as per the [DEi student placement procedure](#).

  o subject requirements

  o any necessary adjustments due to medical, disability and specific learning needs of the applicant

  o respond to EQI request, advising if they have the available capacity and facilities, as outlined above, to meet the request.

- EQI staff determine:

  o if the applicant has a debt owing to EQI or the Department of Education due to previous enrolment and, where a debt is identified, reissues the outstanding invoice to the applicant via email advising that a new enrolment cannot be actioned until any previous debt has been cleared

  o if the applicant is transferring from another CRICOS registered provider, ensures the applicant is eligible for transfer as per [ISP entry and course requirements standard](#)

  o if the application is unsuccessful for one of the following reasons:

    - the application does not meet EQI entry requirements

    - no suitable school placement can be identified.

Application unsuccessful

- EQI staff notify applicant via email of the outcome including reasons for non-acceptance of the application

3. Approve

Application successful - offer of enrolment

- EQI staff prepare the Enrolment agreement, ensuring it includes information as per Standard 3 (clause 3.3) of the National Code.

- EQI staff issue Offer of enrolment by email to student/parent, via education agent (if applicable).

Offer accepted by the applicant

- The applicant:
  - o ensures a thorough understanding of the Enrolment agreement prior to signing
  - o pays Initial invoice
  - o sends a copy of payment receipt along with signed Enrolment agreement to EQI, via email
  - o returns any signed school documents requested by school
  - o sends a copy of additional documentation if requested by EQI staff as a condition of the offer of enrolment (for example, school reports)
  - o EQI staff receive signed Enrolment agreement and evidence of payment (Payment notification form) and saves on the overseas student's file.

- If there are issues with the applicant's completion and submission of the required documents or invoice payment, EQI staff advises the applicant via email that enrolment cannot be formalised until all documents have been properly signed and returned or any payment discrepancies resolved.

Application not progressed

- Application will not proceed when:
  - o Applicant notifies EQI staff that offer is not accepted and requests to withdraw the application
  - o Applicant fails to meet the conditions outlined in the Enrolment agreement (for example make payment)
  - o Applicant decides to request to change selections made in the application (for example, school or course) and notifies EQI staff.

- EQI staff, if an applicant withdraws the application or fails to meet conditions:
  - o notify the applicant, via email, that rejection has been processed
  - o cancel enrolment in the International Student Management System (ISMS) and notifies school staff via email.
  - o follow the refund steps in this procedure if payment has been made.

- EQI staff, if an applicant requests a change, make the requested changes by referring to the Assess steps in this procedure.

Formalisation of enrolment

- EQI staff:
  - o enter all details into Provider Registration and International Students Management System (PRISMS).
  - o generate CoE and CAAW letter for students residing in EQI approved accommodation

- o issue to the applicant (via their agent if required) and copying in school staff, an email containing the:

    - CoE

    - CAAW letter for students residing in EQI approved accommodation

    - tax receipt

    - ISP student flight arrival details form (for overseas students in homestay only)

    - DHA approved guardian contact details (if required).

- School staff:

    - o follow the Enrolment in state primary, secondary and special schools procedure to enrol the overseas student in their school

    - o record overseas student in OneSchool as a future overseas student and refers to OneSchool instructions visa student and OneSchool instructions out-of-catchment-enrolments (DoE employees only) to ensure that all appropriate emergency contact and homestay (if applicable) details are entered.

    - o arrange homestay placement (if applicable) in accordance with:

        - DEi student homestay placement procedure; or

        - if applicant has nominated a family friend or relative, make an assessment under DEi recruit and on-board homestay providers procedure.

    - o communicate with applicant to provide information in preparation for commencing at school (e.g. subject information, homestay provider profile, school policies and forms)

    - o requests completed ISP Student flight details arrival form from overseas students in homestay

- Applicant returns requested information to the school including ISP student flight arrival details form.

- School staff arrange airport pick-up and return ISP Student flight details arrival form to the applicant confirming homestay provider details and airport pick-up arrangements.

4. Changes after approval

Request to defer enrolment

- If intending to defer an enrolment (after the CoE has been issued), applicant completes and submits (at least five working days prior to expected course start date) the ISP request to defer commencement form as per the instructions on the form.

- If intending to defer an enrolment (before the CoE has been issued), applicant requests a revision of Offer of Enrolment.

- If an ISP request to defer commencement form is received, EQI staff assesses the request considering:

    - o evidence of compassionate or compelling circumstances

    - o the agreement of the destination school to accommodate the deferral

    - o the specified timeframe for submitting the form

    - o considers if the suspension duration will impact the student's ability to complete their course within the duration specified in the CoE

    - o seek agreement from school staff regarding the new commencement date

- if the applicant continues to meet ISP entry and course requirements standard.
- EQI staff inform applicant that attendance requirements (as per the ISP standard terms and conditions) and visa may be affected if deferral request is refused.
- EQI officer decides to approve or reject the deferral request.

Request to defer enrolment refused

- EQI staff notify applicant and school by sending the completed ISP request to defer commencement form.
- EQI staff advise overseas student of their right to appeal this decision. Where applicant appeals the decision to refuse the deferral request, EQI staff adheres to the Complaints and appeals procedure and Customer complaints management procedure as per the ISP standard terms and conditions.

Request to defer enrolment approved or when an appeal is successful

- EQI staff:
  - notify applicant and school by sending the completed ISP request to defer commencement form
  - refer to and repeat steps in section 3 above
  - issue the invoice for the administration fee (if required).

Visa not granted or refused

A visa can be affected by DHA's processing times and delay a student's start date. This visa status is considered 'visa not granted'. In this event, EQI can allow a student to defer their enrolment:

Applicant must:

- notify EQI staff that visa has not been granted at least ten working days prior to the student's commencement date
  - defer enrolment; or
  - withdraw application.
- EQI staff follow deferral steps under 4. Changes after approval.

DHA can also reject a visa application based on immigration requirements. This visa status is considered 'visa refused'. In this event, EQI cannot defer the enrolment.

Applicant must:

- provide EQI staff with a copy of the visa refusal letter
- EQI staff follow refund steps as required.

Refund

- EQI staff:
  - ask the overseas student/parent/DHA approved guardian to complete the ISP refund request form, if eligible for a refund (for example visa refused)
  - review and assess the refund request in line with the refund policy as outlined in the ISP standard terms and conditions

o   give notice of any refund to DHA within 7 days of the repayment.

5. Arrive

Pre-arrival orientation information

- EQI staff and the destination school issue pre-arrival orientation information as per the Student orientation procedure.

- Applicant reads and ensures they understand the pre-arrival orientation information.

Visa information

- Applicant:

  o   receive visa information

  o   provides EQI and the destination school a copy of the following Visa Grant Notification/s issued by the DHA:

     ▪   Student visa 500 (schools)

     ▪   Student Guardian visa (Subclass 590) (if required)

  o   advises EQI of any changes to visa status at any time prior to arrival.

- EQI staff advise school staff of any changes to overseas student's visa status the student's enrolment by referring to the Assess steps in this procedure.

Airport reception for overseas students in homestay

- Overseas student returns the ISP student flight arrival details form to the destination school.

- School staff return the ISP student flight arrival details form to the applicant containing school staff, airport pick up and homestay provider details.

- Applicant advises EQI of any changes to arrival details at any time prior to arrival.

- EQI staff advise school staff of any changes to the overseas student's travel arrangements.

- Overseas student carries a copy of the form on arrival in Australia.

- School staff ensure arrival information is entered into international student records and OneSchool, as per the 1800QSTUDY School checklist (DoE employees only).

- School staff arrange for the collection of the overseas student at the airport and their transportation to their homestay (if applicable) as per:

  o   the ISP student flight arrival details form

  o   Welfare management subclass 500 (schools) visa procedure

Contact details

- DHA approved guardian, via agent (if required), provides EQI and destination school with an onshore address and contact details within seven days of arriving in Australia (permanent or temporary details) and also within seven days if there is any change of contact information.

- School staff confirms overseas student and parent contact details.

- School staff provides overseas student with updated school emergency contact details, if required.

Enrolment changes

- EQI staff manages amendments and cancellations to enrolment as per Student management procedure.
- EQI staff advises school staff of any changes to overseas student's enrolment.
- Overseas student contacts school staff after arrival if interested in undertaking Vocation Education and Training (VET) courses.
- School staff enrol overseas student in a VET courser as per the ISP EQI guidelines for delivering VET to overseas students, if applicable.

Definitions

Term	Definition
Agent	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.
Applicant	A prospective overseas student or a person applying on behalf of an overseas student wishing to enrolment in an EQI program.
Confirmation of Appropriate Accommodation and Welfare (CAAW) letter	Confirmation letter that the registered education provider must approve of accommodation, support and general welfare arrangements for student visa holders aged under 18 years who do not intend to live with an immigration approved relative.
Compassionate or compelling circumstances	Compassionate circumstances are circumstances which have had a negative impact on the overseas student, and EQI has assessed: • are not in the student's control; and • adversely impact on the student's welfare or course progress (for example, illness, bereavement or traumatic events may qualify). Compelling circumstances are circumstances which the student would like EQI to consider will be for their benefit. Circumstances which, are neither compassionate nor compelling include: • those that are created by the student's own actions or are within their control; • non-payment of fees; • exclusion from the student's school due to disciplinary consequences; and • situations where the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by EQI to intending overseas students and which must accompany their application for a student visa. It

Term	Definition
	confirms the overseas student's eligibility to enrol in a particular course of EQI. It is evidence of the student's course and duration of study in a nominated Queensland state school.
Course	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).
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 14A of the Education Services for Overseas Students Act 2000 (ESOS Act).
Department of Education International (DEi)	The international branch of the Department of Education. The Department of Education, trading as Education Queensland International (EQI).
DHA approved guardian	A parent, legal custodian or a relative over 21 years old approved by the Department of Home Affairs (DHA) to be responsible for the accommodation and welfare of overseas students under the age of 18 years
Enrolment agreement	A written agreement outlining the course/s offered to the student by EQI, which includes any applicable conditions, standard terms and conditions of enrolment, an initial invoice and statement of fees. For the agreement to be accepted it must be signed by the overseas student as well as parents or legal custodians and the initial invoice paid in full.
Education Queensland International (EQI)	EQI is the trading name of the Queensland Government Department of Education used by commercial business units within DEi.
EQI School	For International Student Programs: Queensland state schools accredited by EQI to deliver international student programs.
EQI Officer	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: • independent from the EQI staff who escalated the original action; and • 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. • delegated by the Director, EQI.
EQI Staff	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:

Term	Definition
	• International Student Programs (ISP) • Corporate Services • Office of the Executive Director
Homestay	Homestay is accommodation services offered by a person (and their residing family) that have been approved to deliver supported and supervised in-home accommodation to an overseas student. Homestay is arranged by schools and DEi staff. 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.
Offer of enrolment	Email package sent to applicant (via education agent if applicable). Package includes the enrolment agreement (including standard terms and conditions, statement of fees, initial invoice) and payment notification form and instructions on how to accept the offer.
OneSchool	The Queensland Government Department of Education's comprehensive software suite that Queensland state schools use to run safe, secure, sustainable and consistent reporting and administrative processes. Its features cover a wide range of school operations (DoE employees only).
Overseas student	A person (whether within or outside Australia) who holds a student visa subclass 500 (schools sector) enrolled in an EQI course.
Parent	A parent, of a child, is any of the following persons: • the child's mother; • the child's father; • a person who exercises parental responsibility for the child.
School staff	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).

Legislation

- *Education Services for Overseas Students Act 2000* (Cwlth)

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cwlth)

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

- Course progress - 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

- 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

- ISP entry and course requirements standard

- ISP EQI guidelines for delivering VET to overseas students

- ISP request to defer commencement form

- ISP standard terms and conditions

- ISP student flight arrival details form

Other resources

- Are you applying to study on your own student visa?

- Client service standards

- Department of Home Affairs, Adequate health insurance for visa holders

- Department of Home Affairs, Health waivers

- English Language Intensive Courses for Overseas Students (ELICOS) pathway providers

- Enrolment in state primary, secondary and special schools procedure

- [EQI ISP application cut-off date by country](#)

- [EQI ISP international student application form](#)

- [EQI Temporary Residents Admissions](#)

- [Find an agent](#)

- [High School Preparation](#)

- [Information management](#)

- [ISP guidelines and checklist for completing International Student Programs applications](#)

- [ISP student fees](#)

- [Queensland Academies application](#)

- [Student visa conditions](#)

Contact

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8/07/2027

Superseded versions

Previous seven years shown. Minor version updates not included.

2.0 Enrolment – subclass 500 (schools) visa procedure

3.0 Enrolment – subclass 500 (schools) visa procedure

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