



International Student Programs – Subclass 500 (schools) visa

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Audience

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

Purpose

This policy provides a framework to support accredited [International Student Program \(ISP\) schools](#) who are responsible for the delivery of educational, [welfare](#), accommodation and support services to Overseas students (Subclass 500 [schools] visa).

Policy statement

The [Department of Education International \(DEi\)](#) (trading as EQI), is committed to delivering high quality education programs and services for Overseas students enrolled in Queensland state schools accredited by EQI through a consistent, supportive, effective, transparent and compliant framework for ISP schools.

EQI is a registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) for education services for international students enrolled in Queensland government primary, secondary and English language schools. EQI is responsible for meeting Commonwealth and Designated State Authority (DSA) requirements under Commonwealth and Queensland legislation, and for supporting Queensland ISP schools to meet legislative requirements.

Principles

The principles in this policy are aligned to the guiding principles of the [National Strategy for International Education 2025](#) that enables Australia's international education sector to be more innovative, future-focused and globally engaged. DEi is the branch within the Department of Education (DoE) charged with the responsibility for managing the department's international activities. These activities provide opportunities to engage with diverse cultures in productive and meaningful ways, and further the reputation of Queensland's world-class education system locally and globally.

Principles	What this means for the department
Building on a world-class education, training and research system	<ul style="list-style-type: none"> • Excellence in education, training and research translates to benefits and opportunities for Overseas students and teachers. DoE equips Overseas students with the skills, knowledge and attitudes to be lifelong learners and globally aware citizens who can confidently respond to the challenges of tomorrow.
Delivering the best possible Overseas student experience	<ul style="list-style-type: none"> • Deliver support that meets or exceeds international student needs. We are committed to enhancing the Overseas student experience whilst prioritising the safety of young people.
Providing effective quality assurance and regulation	<ul style="list-style-type: none"> • Continue to espouse the highest standards of quality in the delivery of the International Student Program. • Lead and promote world's best practice quality assurance by exceeding the expectations outlined in the National Code 2018.
Strengthening partnerships at home	<ul style="list-style-type: none"> • Recognise, celebrate and communicate the benefits that international students bring to DoE. • Develop and share best-practice approaches for connecting international students with communities.
Strengthening partnerships abroad	<ul style="list-style-type: none"> • Build and maintain strong government-to-government relationships to promote the department's interests in international education and best practice.
Enhancing mobility	<ul style="list-style-type: none"> • Maintain competitive visa settings that facilitate the mobility of international students who study in Queensland state schools. • Monitor a low-risk evidence-based rating under the Simplified student visa framework (SSVF) for each country and each education agent.
Building lasting connections with alumni	<ul style="list-style-type: none"> • Celebrate and support alumni success of our graduating Overseas students from the International Student Program of both primary and secondary courses.
Promoting our excellence	<ul style="list-style-type: none"> • Promote the department itself as a high-quality education provider. • Every student succeeding is the shared vision of the department. Every student succeeding – State Schools Strategy (PDF, 307KB) is Queensland's plan to lift the performance of each state school student, teacher and principal. It is aligned with Advancing education: An action plan for education in Queensland and the Strategic Plan.
Embracing opportunities to grow international education	<ul style="list-style-type: none"> • Be agile and responsive to opportunities to increase the number of international students and international partnerships.

Requirements

The [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (National Code 2018) is a legislative instrument made under the [Education Services for Overseas Students Act 2000](#) (ESOS Act) and sets nationally consistent standards that govern the protection of international students and delivery of courses to those students by providers registered on CRICOS.

Education providers must comply with the National Code 2018 to maintain their registration to provide education services to international students.

EQI ISP [Standard terms and conditions](#) outline the standards to which Overseas students and their parents/legal custodians are legally bound by throughout the period of the Overseas student's enrolment in an ISP school.

EQI ISP [Client Service Standards](#) outline the service commitment provided by EQI to stakeholders of ISP in Queensland state schools.

Standard 1 Marketing information and practices

DoE requirements of International Student Programs:

- Provide accurate information to all stakeholders via the EQI website (www.eqi.com.au).
- Maintain professional, accurate marketing of our education and training services through the implementation of the guidelines [EQI Marketing guide for schools](#) (DoE employees only).
- Provide agents with current and accurate information that complies with the [ESOS Legislative Framework](#) and allows agents to provide the services including:
 - information about ISP, policies, fees, services and application procedures
 - promotional materials for distribution.

Standard 2 Recruitment of an Overseas student

DoE requirements of International Student Programs:

- Ensure ethical and responsible international student recruitment practices.
- Clearly state the requirements and enrolment conditions of our registered courses in the [Standard terms and conditions](#), [Entry and course requirement standards](#) and in the [Enrolment – Subclass 500 \(schools\) visa procedure](#).
- Prior to accepting an Overseas student for enrolment in a course, EQI must provide [current and accurate information](#) regarding:
 - the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
 - CRICOS course codes, content and modes of study
 - course fees, duration and breaks
 - course outcomes and qualifications



- campus locations
- pathway programs
- accommodation options.
- Identify when an Overseas student is eligible for QCE credit for non-Queensland studies (for example, senior secondary transfer from another CRICOS provider in another state or territory) as outlined in the [QCE and QCIA policy handbook](#) and apply to the [Queensland Curriculum and Assessment Authority \(QCCA\)](#) to have this credit recognised.
- Only allow an Overseas student to study vocational education and training (VET) courses through the school's Registered Training Organisation scope ([QCAA VET procedures](#)) and for the purpose of meeting their course as defined in the [Entry and course requirement standards](#).

Standard 3 Formalisation of enrolment and written agreements

DoE requirements of International Student Programs:

- Ensure [applicants](#) satisfy the requirements outlined in the [Entry and course requirement standards](#) and provide to the applicant information prior to applying.
- Overseas students must accept the Written Agreement that consists of:
 - the [Standard terms and conditions](#)
 - the [Enrolment Agreement](#) that may have further conditions, and
 - Initial Invoice and Statement of Fees.
- Provide information on the departmental [Customer complaints management policy](#) and [DEi appeals process](#).
- Meet departmental requirements under [Information Privacy and Right to Information](#) legislation and provide a process for managing information provision and Right to Information requests.
- Maintain a Refund Policy ([Standard terms and conditions](#)) and a procedure for processing refunds as outlined in the [Ongoing enrolment – Subclass 500 \(schools\) visa procedure](#).

Standard 4 Education agents

DoE requirements of International Student Programs:

- Take responsibility of agent services through an [Agent Agreement](#) and process for ensuring the quality of agency practices.
- Only engage with education agents that have been accredited by EQI.
- Enter into an Agreement with each agent in order to monitor the obligations of agents and EQI.
- Provide agents with compliant and relevant marketing material on the [EQI website](#).
- Provide a [list](#) of registered agents and a process for applying to be [become an EQI agent](#).



Standard 5 Younger Overseas students

DoE requirements of International Student Programs:

- Confirm the responsibilities and processes for all employees and visitors to state schools when dealing with student protection concerns and responding when it is suspected that an Overseas student, or an unborn child, has been harmed or is at risk of [harm \(Student protection procedure and guidelines\)](#).
- Maintain a [Change of welfare – Subclass 500 \(schools\) visa procedure](#) to ensure that Overseas students under 18 years of age must reside with a parent, relative, legal custodian or accommodation approved by EQI for the duration of their study in a Queensland state school.
- Confirm that homestay providers are aware of and adhere to the [DEi Risk Management Strategy for Homestays](#) and the [Terms and conditions for homestay providers](#).
- Ensure Overseas students are placed in an appropriate and safe [homestay](#) by outlining the roles and responsibilities of both schools and homestay providers:
 - [DEi recruit and on-board homestay procedure](#)
 - [DEi student homestay placement procedure](#)
 - [DEi homestay provider management procedure](#).
- Ensure there is no welfare gap for the duration of the enrolment. This 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](#) (if applicable).
- Limit accommodation arrangements for Overseas students to one of the following:
 1. the Overseas student may live with their parents
 2. the Overseas student may live with a relative approved by the Australian Government department responsible for immigration (who is over 21 years of age and of good character)
 3. the Overseas student may live with a nominated third party where EQI assesses and approves accommodation and welfare. The nominated person must be over 25 years of age, be of good character, and all relevant family members must hold valid [Blue Cards](#). This option is only available for Overseas students entering high school (refer [EQI Student Application Form](#) page 6).
 4. Overseas students in an EQI approved homestay or an EQI approved arrangement with a nominated third party (options 1 and 2 above) will be issued with a Confirmation of appropriate accommodation and welfare (CAAW) letter.

Standard 6 Overseas student support services

DoE requirements of International Student Programs:

- Assist Overseas students to access [welfare-related](#) support services ([1800 QSTUDY](#)) in relation to issues that may arise during their study, including incident management, wellbeing and child protection issues ([DEi incident management procedure](#)).
- Maintain a 24/7 process for managing incidents involving Overseas students where the incident occurs [outside school hours](#) and where the activity is not organised by the school ([DEi incident management procedure](#)).

- Clearly outline the roles and responsibilities of EQI and school staff and the steps they follow to develop pre-arrival, arrival and ongoing orientation programs to support Overseas student adjustment to study and life in Queensland ([Student orientation – Subclass 500 \[schools\] visa procedure](#)).
- Ensure appropriate controls are in place to mitigate risks when approving non-routine travel for Overseas students in homestay ([Non-routine travel and activities – Subclass 500 \[schools\] visa procedure](#)) including:
 - Water Skills Assessment
 - driving a vehicle or as a passenger
 - [high risk activities](#) (for example, swimming, surfing), and
 - overnight stays.
- Maintain a register of successful and unsuccessful sport, leisure and recreation providers to evaluate the risk of Overseas students in homestay engaging with non-routine service providers not arranged by the school ([Sports, leisure and recreation provider – Subclass 500 \[schools\] visa procedure](#)).
- Provide learning support to Overseas students so to assist in maintaining satisfactory course progress requirements as outlined in the [Entry and course requirement standards](#) and the [Course progress – Subclass 500 \(schools\) visa procedure](#).

Standard 7 Overseas student transfers

DoE requirements of International Student Programs:

- EQI considers written requests from Overseas students to transfer to either another ISP school or another CRICOS registered provider.
- Maintain a Transfer Policy ([Standard terms and conditions](#)) and [Transfer – Subclass 500 \(schools\) visa procedure](#) for managing internal and external transfer applications.
- Ensure applicants transferring to EQI from another education provider satisfy the requirements outlined in [Entry and course requirement standards](#).

Standard 8 Overseas student visa requirements

DoE requirements of International Student Programs:

- EQI will ensure that all Overseas students meet [Student visa conditions](#) as defined by [DHA](#).
- Only allow an Overseas students to study one subject through the Brisbane School of Distance Education or the Cairns School of Distance Education as part of their course in compelling circumstances and where it is in the best educational interest of the Overseas student ([Distance education – Subclass 500 \(schools\) visa procedure](#)).
- Be proactive in notifying and counselling Overseas students who are at risk of failing to meet attendance and course progress ([Standard terms and conditions](#)) as outlined in the [Course progress – Subclass 500 \(schools\) visa procedure](#) and [Attendance – Subclass 500 \(schools\) visa procedure](#).
- Maintain the [Attendance – Subclass 500 \(schools\) visa procedure](#) which is supported by the (DoE) [Managing student absences and enforcing enrolment attendance at State schools procedure](#) and [Roll marking in state schools procedure](#).



- Maintain the [Course progress – Subclass 500 \(schools\) visa procedure](#) to ensure reports are provided to Overseas students, parents and DHA approved relatives at least each school semester as outlined in the [P-12 curriculum, assessment and reporting framework](#).
- Monitor and ensure Overseas students maintain satisfactory course progress requirements as outlined in the [Entry and course requirement standards](#) and the [Course progress – Subclass 500 \(schools\) visa procedure](#).

Standard 9 Deferring, suspending or cancelling the overseas student’s enrolment

DoE requirements of International Student Programs:

- Support Overseas students to comply with procedures relating to their conduct and their welfare, and also school standards of behaviour, as set out in each school’s code of conduct. The procedure for managing Overseas student behaviour is outlined in the [Standard terms and conditions](#) and DoE’s procedure [Student discipline](#) outlines behaviour management in state schools.
- EQI may initiate a cancellation of enrolment as outlined in the [Standard terms and conditions](#) and the [Ongoing enrolment – Subclass 500 \(schools\) visa procedure](#).
- Assist Overseas students to apply for a deferral of enrolment before their arrival, as outlined in the [Enrolment – Subclass 500 \(school\) visa procedure](#).
- Assist Overseas students to apply for a temporary suspension of enrolment where compassionate or compelling circumstances have been determined ([Suspension of enrolment – Subclass 500 \[schools\] visa procedure](#)).

Standard 10 Complaints and appeals

DoE requirements of International Student Programs:

- Manage complaints in accordance with the DoE [Customer Complaints Management Framework](#) and the Overseas student Appeals procedure ([Standard terms and conditions](#)).
- Outline how EQI handles complaints and appeals made by an Overseas student enrolled in an EQI registered course, or persons acting on behalf of Overseas students in the [Complaints and appeals – Subclass 500 \(student\) visa procedure](#).

Standard 11 Additional registration requirements

DoE requirements of International Student Programs:

- EQI only accepts Overseas student enrolments in ISP schools that are [provisionally accredited](#) or accredited.
- Ensure appropriate staffing, resources and facilities for Overseas students and endorsement from the relevant Regional Director, including CRICOS capacity adjustments.
- Deliver a high standard of customer service and meet the targets as defined in the [Client Service Standards](#).



Definitions

1800 QSTUDY (+61 1800 778 839)	A student hotline for managing incidents involving overseas students across Queensland.
Agent	Education agent registered with EQI to recruit overseas students for EQI programs.
Agent Agreement	Formal agreement between EQI and an agent recruiting overseas students.
Applicant	A parent of a prospective overseas student who is under 18 years of age applying for enrolment in an EQI program.
Blue card	A working with children check required under the <i>Working with Children (Risk Management and Screening) Act 2000</i> .
Confirmation of appropriate accommodation and welfare (CAAW) letter	Confirmation of Appropriate Accommodation and Welfare confirms 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.
Confirmation of Enrolment (CoE)	A Confirmation of Enrolment is document created in Provider Registration and International Student Management System (PRISMS) by EQI as evidence of an overseas student's course and duration of study in a nominated Queensland state school.
Course	A course registered on CRICOS offered by Department of Education trading as Education Queensland International.
Department of Education International (DEi)	The international branch of the Department of Education and employees of DEi. The Department of Education's trading name is Education Queensland International (EQI).
Department of Home Affairs (DHA)	Australian government department responsible for immigration.
DHA approved guardian	A parent, legal custodian or relative over the age of 21 approved by the Department of Home Affairs to be responsible for the welfare of students under the age of 18 years.
Enrolment agreement	A written agreement signed by the applicant, which includes Standard terms and conditions, an Initial Invoice and Statement of Fees; signed by the overseas student as well as parents or legal custodians.
EQI schools	Queensland State schools accredited by EQI to deliver international student programs and study tours , or for DEi programs, Queensland schools hosting international students or study tours as part of a DEi program (Study tour or Global programs).
EQI staff	DoE employees working in DEi, trading as EQI.



Global programs	Inbound and outbound programs delivered by Global Programs which offer participants the opportunity to develop their global competence by exploring new cultures and experience new learnings. Students participating in Global programs are in Australia on visa subclass 600 (visitor).
Harm	Means any detrimental effect of a significant nature on a person's physical, physiological, or emotional wellbeing (and includes self-harm).
High risk activity	Any activity which inherently poses an increased risk of harm, illness or injury. It does not matter if the activity is undertaken in a controlled environment under appropriate supervision. Examples of high and extreme risk activities are extreme sports, water activities and recreational activities with dangerous elements.
Homestay	Homestay is accommodation services offered by a family, a couple or a single person where food and shelter and a safe, caring and supportive home environment is provided to an Overseas student. For International Student Programs: Overseas student accommodation arranged by schools for Student Visa 500 holders; where EQI is responsible for the welfare of the Overseas student at all times, including outside school hours.
Homestay provider	Homestay provider is a family, a couple or a single person who is approved by DEi or schools to host overseas students in their home.
International Student Programs	A study pathway offered to Overseas students to fulfil their academic potential, develop new skills and achieve personal goals in a way that suits their individual needs. International Student Programs includes: Primary School, High School, International Baccalaureate, and High School Preparation.
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, school enrolment pack or other school enrolment information and instructions on how to accept the offer.
Outside school hours	Generally before 9.00am and after 3.00pm on school days.
Overseas student	Student in Australia on visa subclass 500 (schools sector) enrolled in an EQI course.
Parent	Natural parent or legal custodian.
Provisionally accredited school	Queensland state schools provisionally accredited by EQI to provide education services to overseas students.
School	For International Student Programs: Queensland state schools accredited by EQI to deliver international student programs. For Study Tours: Queensland state schools accredited to deliver study tours. For Global Programs: Queensland state schools, and non-state schools (for Global programs only).



School staff	Employees of schools with responsibilities to support international students. For example – international student coordinator, homestay coordinator, head of department, deputy principal, accredited officer (study tours).
Study tour	Short term commercial programs for groups of overseas students to visit Queensland state primary and secondary schools, to enrich their learning and cultural experiences. Student groups are accompanied by adult tour chaperones. Students participating in Study Tours are in Australia on visa subclass 600 (visitor).
Visa conditions	Conditions imposed by DHA upon the holder of a visa.
Welfare	Support to the health and wellbeing of overseas students.
Welfare-related support services	Services which address mental, physical, social and spiritual wellbeing. These services may include information/advice about, for example: counselling; financial matters; legal issues; medical issues; mental health; peer mentoring; programs promoting social interaction; religious and spiritual matters; and stress management.

Legislation

- [Education \(General Provisions\) Regulation 2017 \(Qld\) Section 63](#)
- [Education Services for Overseas Students Act 2000 \(Cwlth\)](#)
- [Education Services for Overseas Students Regulations 2019 \(Cwlth\)](#)
- [Human Rights Act 2019 \(Qld\) ss 58\(1\), 63, 97](#)
- [Information Privacy and Right to Information](#)
- [Migration Act 1958 \(Cwlth\)](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(Cwlth\)](#)

Delegations/authorisations

- Nil.

Related policies

- [Customer complaints management](#)
- [QCE and QCIA policy handbook](#)



Related procedures

- [Attendance – Subclass 500 \(schools\) visa](#)
- [Behaviour management – Subclass 500 \(schools\) visa](#)
- [Change of welfare – Subclass 500 \(schools\) visa](#)
- [Complaints and appeals – Subclass 500 \(student\) visa](#)
- [Course progress – Subclass 500 \(schools\) visa](#)
- [DEi homestay placement](#)
- [DEi homestay provider management](#)
- [DEi incident management](#)
- [DEi recruit and on-board homestay](#)
- [Distance education – Subclass 500 \(schools\) visa](#)
- [Enrolment – Subclass 500 \(schools\) visa](#)
- [Information asset and recordkeeping](#)
- [Managing student absences and enforcing enrolment attendance at state schools](#)
- [Ongoing enrolment – Subclass 500 \(schools\) visa](#)
- [QCAA VET](#)
- [Roll marking in state schools](#)
- [Sports, leisure and recreation provider – Subclass 500 \(schools\) visa](#)
- [Standard terms and conditions](#)
- [Student discipline](#)
- [Student orientation – Subclass 500 \(schools\) visa](#)
- [Student protection](#)
- [Suspension of enrolment – Subclass 500 \(schools\) visa](#)
- [Terms and conditions for homestay providers](#)
- [Transfer – Subclass 500 \(schools\) visa](#)
- [User charging procedure](#)

Guidelines

- [EQI Marketing guide for schools](#) (DoE employees only)
- [Student protection](#)



Supporting information/websites

- [2018 – 2020 Queensland school holidays and term dates](#)
- [Advancing education: An action plan for education in Queensland](#)
- [Agent training](#)
- [Become an agent](#)
- [Client Service Standards](#)
- [Customer Complaints Management Framework](#)
- [DEi appeals process](#)
- [DEi International Risk Management Strategy for Homestays and Short Term Cultural Exchanges](#)
- [Department of Home Affairs, Health insurance exemptions](#)
- [English Language Intensive Courses for Overseas Students \(ELICOS\) pathway providers](#)
- [Entry and course requirement standards](#)
- [EQI application form](#)
- [ESOS Legislative Framework](#)
- [Every student succeeding – State Schools Strategy](#)
- [Find an education agent](#)
- [High School Preparation](#)
- [Information management](#)
- [National Code 2018](#)
- [National Strategy for International Education 2025](#)
- [P-12 curriculum, assessment and reporting framework](#)
- [Queensland Academies application](#)
- [Queensland Curriculum and Assessment Authority \(QCCA\)](#)
- [Standard terms and conditions](#)
- [Strategic Plan](#)
- [Student fees](#)
- [Student visa conditions](#)
- [Temporary Residents admissions application](#)
- [Temporary Residents Admissions Centre \(TRAC\) Fee Structure & Exemption Criteria](#)
- [The Department of Health, Overseas Student Health Cover](#)



Contact

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Superseded versions

Nil.

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