

Policy and Procedure Register updates – Summary of changes to:

Enrolment – subclass 500 (schools) visa procedure

1. Reason for new/updated policy or procedure <i>(select all that apply)</i>		
<input type="checkbox"/> Change of policy/procedure requirements	<input type="checkbox"/> Audit/review recommendation	
<input type="checkbox"/> Change to legislation/delegations	<input checked="" type="checkbox"/> Due for review	<input type="checkbox"/> Other
<p>This procedure outlines the responsibilities and processes for the enrolment of students in International Student Programs (ISP) registered courses, the deferral of enrolment prior to arrival, and the arrival and collection of students onshore.</p>		
2. Summary of changes		
<p>The procedure has been reviewed to ensure currency and to improve readability. No changes have been made to responsibilities or overall process steps. Updates include:</p> <ul style="list-style-type: none"> streamlining information in the purpose, overview and process revising wording of school staff responsibility for enrolment capacity and homestay capacity to more accurately depict school staff responsibility improving chronological flow of process section adding “Changes after approval” in the process flow 		
3. Impacts to roles and responsibilities		
Does the new/updated content change staff roles/responsibilities <i>in any way?</i>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes, select the type of change: (select all that apply)</i>		
<input checked="" type="checkbox"/> Revised responsibilities <input type="checkbox"/> New/additional responsibilities <input type="checkbox"/> Removed responsibilities		
Position title	Summary of change	Page #
EQI Officer	<ul style="list-style-type: none"> New role added to the procedure Added action to approve deferral requests 	2 6
4. Communication and support for implementation		
<p>Routine internal communication channels – OneSchool Homepage, OnePortal Bulletin Board, DoE News, DDG PPI to RDs email, ISP News to principals.</p>		
For further assistance, please contact:		
<p>Yasmin Beck Manager, Strategy & Performance, Education Queensland International T: +61 7 3513 5773 E: yasmin.beck@qed.qld.gov.au</p>		
Policy/procedure contact:		
<p>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</p>		



Enrolment - subclass 500 (schools) visa procedure

Version: 3.0 | Version effective: 08/07/2024

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).

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

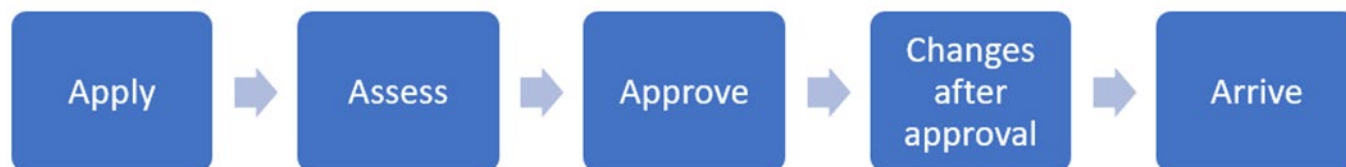


Image 1: Process flow chart

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](#)).
 - submits [ISP student flight arrival details form](#) (for overseas students in homestay only)
- 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:
 - 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](#).
 - 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](#).
 - subject requirements
 - any necessary adjustments due to medical, disability and specific learning needs of the applicant
 - respond to EQI request, advising if they have the available capacity and facilities, as outlined above, to meet the request.
- EQI staff determine:
 - 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
 - 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](#)
 - 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:
 - ensures a thorough understanding of the Enrolment agreement prior to signing
 - pays Initial invoice
 - sends a copy of payment receipt along with signed Enrolment agreement to EQI, via email
 - returns any signed school documents requested by school
 - sends a copy of additional documentation if requested by EQI staff as a condition of the offer of enrolment (for example, school reports)
 - 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:
 - Applicant notifies EQI staff that offer is not accepted and requests to withdraw the application
 - Applicant fails to meet the conditions outlined in the Enrolment agreement (for example make payment)
 - 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:
 - notify the applicant, via email, that rejection has been processed
 - cancel enrolment in the International Student Management System (ISMS) and notifies school staff via email.
 - 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:
 - enter all details into Provider Registration and International Students Management System (PRISMS).

- generate CoE and CAAW letter for students residing in EQI approved accommodation
- 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:
 - follow the [Enrolment in state primary, secondary and special schools procedure](#) to enrol the overseas student in their school
 - 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.
 - 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](#).

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:
 - evidence of compassionate or compelling circumstances
 - the agreement of the destination school to accommodate the deferral
 - the specified timeframe for submitting the form
 - considers if the suspension duration will impact the student's ability to complete their course within the duration specified in the CoE
 - 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
 - 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:
 - receive visa information
 - 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)
 - 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:
 - the [ISP student flight arrival details form](#)
 - [Change of welfare - 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 course 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	<p>Compassionate circumstances are circumstances which have had a negative impact on the overseas student, and EQI has assessed:</p> <ul style="list-style-type: none"> • 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). <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 include:</p> <ul style="list-style-type: none"> • 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.

Term	Definition
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 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: <ul style="list-style-type: none"> • 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.

Term	Definition
EQI Staff	<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"> • International Student Programs (ISP) • Corporate Services • Office of the Executive Director
Homestay	<p>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.</p> <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>
Offer of enrolment	<p>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.</p>
OneSchool	<p>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).</p>
Overseas student	<p>A person (whether within or outside Australia) who holds a student visa subclass 500 (schools sector) enrolled in an EQI course.</p>
Parent	<p>A parent, of a child, is any of the following persons:</p> <ul style="list-style-type: none"> • the child's mother; • the child's father; • a person who exercises parental responsibility for the child.
School staff	<p>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).</p>

Legislation

- [Education Services for Overseas Students Act 2000 \(Cwlth\)](#)

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

Delegations/Authorisations

- Nil

Policies and procedures in this group

- [International Student Programs - subclass 500 \(schools\) visa policy](#)
- [Attendance - subclass 500 \(schools\) visa procedure](#)
- [Change of welfare - 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

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

Review date

8/07/2027

Superseded versions

Previous seven years shown. Minor version updates not included.

2.0 Enrolment – subclass 500 (schools) visa procedure

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Entry and course requirements standards

Effective 8 July 2024

Department of Education, trading as Education Queensland International. CRICOS Provider Code: 00608A
Entry and course requirement standards. Version 2.0 May 2024
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CRICOS course code	Course name	Program name	Entry	Entry requirements	Satisfactory course progress
082519A	Primary School (Years Prep–6)	Primary School (Years Prep–5) Primary School (Year 6)*	Term 1 (January) Term 2 (April) Term 3 (July) or Term 4 (October)	Preparatory year ('Prep'): <ul style="list-style-type: none"> Children are eligible to attend full-time Prep from the beginning of the school year in which they will reach five years of age on or before 30 June. There are no academic or English language proficiency requirements. Year 1: <ul style="list-style-type: none"> Children are eligible to attend Year 1 from the beginning of the school year in which they will be at least six years of age on or before 30 June. There are no academic or English language proficiency requirements. Years 2–6: <ul style="list-style-type: none"> Applicants must demonstrate they passed all core subjects in their previous two years of schooling. There are no English language proficiency requirements. *overseas students are not eligible to enter Year 6 in Term 4	Students in Prep–6 must demonstrate a minimum overall achievement of: <ul style="list-style-type: none"> A pass/C/satisfactory (or equivalent) in every subject studied each Semester. If the overseas student's effort is at least "satisfactory", despite not passing all subjects/areas studied, EQI may consider the overseas student to have achieved "satisfactory" course progress, For Year 6, where students are progressing to Year 7, effort will not be considered and overseas students must achieve a pass/C/satisfactory (or equivalent) in every subject studied to attain exit levels required to progress to junior high school. Where an overseas student has failed to demonstrate satisfactory course progress for two consecutive study periods*, EQI must notify the National Education Services for overseas Students (ESOS) Agency via Provider Registration and International Student Management System (PRISMS) that the overseas student has breached a condition of their student visa. *A study period is a Semester (or equivalent) as specified in the P-12 curriculum assessment and reporting framework (including the acceptable use of an "N" result).
087993A	High School Preparation (HSP)	High School Preparation (HSP)	At the beginning of any school term (January, April, July*, October) *Last entry prior to Senior Secondary Course is Term 3 (July)	Applicants must demonstrate they passed all core subjects in their previous two years of schooling. There are no English language proficiency requirements.	A minimum achievement of the following: <ul style="list-style-type: none"> Beginner to Elementary level – limited use of English and developing awareness of simple grammatical structures Elementary to Pre-Intermediate level – developing use of English within familiar contexts Pre-Intermediate to Intermediate level – use a number of English grammatical structures, including some complex sentences and academic vocabulary Intermediate to Upper Intermediate level – use a variety of English grammatical structures, including many complex sentences and appropriate academic vocabulary.

					<p>To demonstrate readiness for mainstream studies, overseas students must participate in class activities, complete assessment and attain the required exit level/s (as above) for their mainstream course.</p> <p>If an overseas student does not demonstrate satisfactory course progress required to enter mainstream high school throughout their HSP enrolment, EQI may:</p> <ul style="list-style-type: none"> require the overseas student to: <ul style="list-style-type: none"> enrol in a lower year level, or complete an additional term of HSP, or cancel the overseas student's enrolment. <p>*A study period is a term. Generally, applicants are initially offered 2 terms or 1 semester of HSP and students may study no more than 4 terms (or equivalent to 1 full academic year) in this program.</p>
082520G	<p>Junior High School (Years 7–10)</p> <p>Includes high school (Study Abroad), high school (Regional Study Abroad) and International Baccalaureate (IB) Diploma Program</p>	Junior High School	<p>At the beginning of any school term in Years 7–10 (January, April, July, October)</p>	<p>Applicants seeking entry into Junior High School must demonstrate they passed all core subjects in their previous two years of schooling, and have:</p> <ul style="list-style-type: none"> successfully completed HSP* or an equivalent preparation course*, or completed a valid and approved English language test, achieving the score outlined in the table below, or completed schooling taught in English for a minimum of two years. <p>In limited circumstances, EQI may, in its discretion, allow an applicant to demonstrate English language proficiency by proof they have studied English as a subject for a minimum of two years and achieved satisfactory results.</p> <p>If an applicant demonstrates good to excellent results, the applicant may be progressed, by a maximum of two terms, to accommodate the difference in schooling systems and academic calendars between countries.</p> <p>* EQI will not accept a student who has studied more than 40 weeks (equivalent to 1 full school academic year) in a HSP or an equivalent preparation course (except in limited circumstances).</p>	<p>A minimum overall achievement of:</p> <ul style="list-style-type: none"> A pass/C/satisfactory (or equivalent) in every subject studied each Semester. If the overseas student's effort is at least "satisfactory", despite not passing all subjects/areas studied, EQI may consider the overseas student to have achieved "satisfactory" course progress. This option is not available to students in Year 10, progressing to Year 11, a pass/C/satisfactory (or equivalent) in every subject studied applies as these students must attain these exit levels required to progress to senior high school. <p>Where an overseas student has failed to demonstrate satisfactory course progress for two consecutive study periods*, EQI must notify the National ESOS Agency via PRISMS that the overseas student has breached a condition of their student visa.</p> <p>If after arrival it becomes clear that an overseas student does not meet the academic and/or English language requirements for their course, the overseas student may be required to undertake HSP prior to recommencing mainstream high school.</p> <p>*A study period is a Semester (or equivalent) as specified in the P-12 curriculum assessment and reporting framework (including the acceptable use of an "N" result).</p>

				<p>Queensland Academies</p> <p>The QA IB Diploma is delivered in English and applicants must demonstrate a sufficient level of English to be successful in the Generic Academic Entrance Test.</p> <p>Applicants must demonstrate English language proficiency, at the time of applying, by either:</p> <ul style="list-style-type: none"> • submitting an approved English language test result of: <ul style="list-style-type: none"> ○ an Academic International English Language Testing System (IELTS) (overall) test score of 5.5, or ○ at least a General IELTS (overall) test score of 6 (or equivalent) (see table below) • providing evidence of secondary studies taught in English for a minimum of two years. <p>Applicants will need to sit the General Academic Entrance Test.</p> <p>All Queensland Academies applicants will be required to attend an interview to present themselves and their capabilities.</p> <p>Refer to the Queensland Academies website for additional information.</p>	
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		Junior High School (Study Abroad)	At the beginning of any school term in Years 7–10 (January, April, July, October)	<p>Applicants seeking entry into Junior High School (Study Abroad) must demonstrate they passed all core subjects in their previous two years of schooling, and have:</p> <ul style="list-style-type: none"> successfully completed HSP* or an equivalent preparation course*, or completed a valid and approved English language test, achieving the score outlined in the table below, or completed schooling taught in English for a minimum of two years, or in limited circumstances, demonstrated English language proficiency by proof they have studied English as a subject for a minimum of two years and achieved satisfactory results. <p>* EQI will not accept a student who has studied more than 40 weeks (equivalent to 1 full school academic year) in a HSP or an equivalent preparation course (except for in limited circumstances).</p>	<p>A minimum overall achievement of:</p> <ul style="list-style-type: none"> A pass/C/satisfactory (or equivalent) in every subject studied each Term. If the overseas student's effort is at least "satisfactory", despite not passing all subjects/areas studied, EQI may consider the overseas student to have achieved "satisfactory" course progress*. <p>Where an overseas student has failed to demonstrate satisfactory course progress for two consecutive study periods*, EQI must notify the National ESOS Agency via PRISMS that the overseas student has breached a condition of their student visa.</p> <p>If after arrival it becomes clear that an overseas student does not meet the academic and/or English language requirements for their course, the overseas student may be required to undertake HSP prior to recommencing mainstream high school.</p> <p>*For the Junior High School Program (Study Abroad), a study period is a Term.</p>
082521G	Senior High School (Years 11–12) Includes high school (Study Abroad) and high school (Regional Study Abroad)	Senior High School	Year 11 Term 1 (January, before Day 8 verification)	<p>Applicants seeking entry into Senior High School must demonstrate they passed all core subjects in their previous two years of schooling, and have:</p> <ul style="list-style-type: none"> successfully completed HSP* or an equivalent preparation course*, or completed a valid and approved English language test, achieving the score outlined in the table below, or completed schooling taught in English for a minimum of two years. <p>In limited circumstances, EQI may, in its discretion, allow an applicant to demonstrate English language proficiency by proof they have studied English as a subject for a minimum of two years and achieved satisfactory results.</p> <p>EQI may accept, in some cases, overseas students from interstate or overseas senior secondary schools courses, depending on whether the applicant is eligible for non-Queensland credit (QCAA handbook).</p> <p>If EQI grants the applicant credit for recognised prior learning, EQI will give and keep a written record of the</p>	<p>A minimum overall achievement of:</p> <ul style="list-style-type: none"> A Satisfactory Achievement/C/Working Towards Competency (or equivalent) in a minimum of three learning options, as per the Queensland Curriculum and Assessment Authority (QCAA) categories of learning. These include General and Applied Senior Syllabuses, and QCAA Short Courses; or vocational education and training certificates; or the International Baccalaureate. Senior High School overseas students must remain eligible for a Queensland Certificate of Education (QCE). <p>Where an overseas student has failed to demonstrate satisfactory course progress for two consecutive study periods*, EQI must notify the National ESOS Agency via PRISMS that the overseas student has breached a condition of their student visa.</p> <p>*A study period is defined as a Semester (or equivalent, for example, unit) as specified in the P-12 curriculum assessment and reporting framework.</p>

				<p>decision, and report any change in course duration to the applicant and in PRISMS.</p> <p>* EQI will not accept a student who has studied more than 40 weeks (equivalent to 1 full school academic year) in a HSP or an equivalent preparation course (except for in limited circumstances).</p>	
		Study Abroad	<p>At the beginning of any school term in Year 11 (January, April, July, October)</p> <p>or in Year 12</p> <p>Term 1 (January) or Term 2 (April)</p>	<p>Applicants seeking entry into Senior High School must demonstrate they passed all core subjects in their previous two years of schooling, and have:</p> <ul style="list-style-type: none"> successfully completed HSP* or an equivalent preparation course*, or completed a valid and approved English language test, achieving the score outlined in the table below, or completed schooling taught in English for a minimum of two years. <p>In limited circumstances, EQI may, in its discretion, allow an applicant to demonstrate English language proficiency by proof they have studied English as a subject for a minimum of two years and achieved satisfactory results.</p> <p>* EQI will not accept a student who has studied more than 40 weeks (equivalent to 1 full school academic year) in a HSP or an equivalent preparation course (except for in limited circumstances).</p>	<p>A minimum overall achievement of:</p> <ul style="list-style-type: none"> A Satisfactory Achievement /C/Working Towards Competency (or equivalent) in a minimum of three learning options, as per the QCAA categories of learning. These include General and Applied Senior Syllabuses, and QCAA Short Courses; or vocational education and training certificates; or the International Baccalaureate. Study Abroad students do not have to be eligible for a QCE. <p>If after arrival it becomes clear that an overseas student does not meet the academic and/or English language requirements for their course, the overseas student may be required to undertake HSP prior to recommencing mainstream high school.</p> <p>Where an overseas student has failed to demonstrate satisfactory course progress for two consecutive study periods*, EQI must notify the National ESOS Agency via PRISMS that the overseas student has breached a condition of their student visa.</p> <p>*A study period is defined as a Term.</p>
079332E	<p>International Baccalaureate (IB) Diploma Program (Years 11–12)</p> <p>Includes International Baccalaureate Diploma Program (Year 11 and 12) at Queensland Academies locations</p>			<p>Applicants are required to demonstrate that they have achieved successful academic results in Years 9 and 10.</p> <p>The IB Diploma is delivered in English and applicants must demonstrate English language proficiency, at the time of applying, by either:</p> <ul style="list-style-type: none"> submitting an approved English language test result of: <ul style="list-style-type: none"> an Academic IELTS (overall) test score of 5.5, or at least a General IELTS (overall) test score of 6 (or equivalent) (see table below) providing evidence of secondary studies conducted in English for a minimum of two years. 	<p>For the International Baccalaureate Diploma Program, a minimum overall achievement of:</p> <ul style="list-style-type: none"> A Satisfactory Achievement /C/4 (or equivalent) in a minimum of three learning options, as per the International Baccalaureate Diploma. overseas students must remain eligible for the Diploma, including meeting the requirements of six subject groups and the Diploma Program core, comprising theory of knowledge (TOK), creativity, activity, service (CAS) and the extended essay. <p>*A study period is defined as a Semester (or equivalent), as specified in the P-12 curriculum assessment and reporting framework.</p>

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Entry and course requirement standards. Version 2.0 May 2024

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				<p>Due to the high level analytical, comprehension, written and oral skills required in all subject areas of the course, applicants may be required to attend a pre-enrolment interview or complete pre-enrolment testing.</p> <p>Queensland Academies</p> <p>The QA IB Diploma is delivered in English and applicants must demonstrate a sufficient level of English to be successful in the Queensland Academies Entrance Test.</p> <p>Applicants must demonstrate English language proficiency, at the time of applying, by either:</p> <ul style="list-style-type: none"> • submitting an approved English language test result of: <ul style="list-style-type: none"> ○ an Academic IELTS (overall) test score of 5.5, or ○ at least a General IELTS (overall) test score of 6 (or equivalent) (see table below) • providing evidence of secondary studies taught in English for a minimum of two years. <p>Applicants will need to sit a general academic test that has been designed by Edutest.</p> <p>All Queensland Academies applicants will be required to attend an interview to present themselves and their capabilities.</p> <p>Refer to the Queensland Academies website for additional information.</p>	
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Approved English language tests

EQI will accept the following English language test results for admission into each year level of the following courses:

- Junior High School (Years 7–10)
- Senior High School (Year 11–12)

Refer to the entry requirements by course in the table above for accepted English language tests [for International Baccalaureate Diploma Program and Queensland Academies International Baccalaureate Diploma Program courses](#).

∞ Overseas students must present results for all four skills (reading, writing, listening and speaking)

Test type ∞	Year level applying to					
	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12
AEAS [Australian Education Assessment Services]	46-52	46-52	46-52	53-60	61-65	70+
EIKEN [test in Practical English Proficiency – Japan’s leading language assessment]	3	3	2	2+	Pre-1	Pre-1
General IELTS (overall) [International English Language Testing System]	4	4	4.5	5	5.5	6
ISLPR (four skills at) [International Second Language Proficiency Rating]	1+	1+	1+	2+	3	3+

Acceptance of other English language test results will be at the discretion of the Director, International Student Programs and will be assessed on a case-by-case basis. Tests must be valid and within two years of commencement at an EQI school.

Applicants who do not meet the English language requirements for direct entry into a high school course can either:

- successfully complete the [High School Preparation](#) (HSP) course prior to commencing high school, or
- undertake an English preparation course with one of EQI's approved English Language Intensive Courses for Overseas Students (ELICOS) [pathway providers](#).

Entry into mainstream course following English preparation course

Where an overseas student is enrolled in HSP or an English preparation course with a pathway provider, entry into their high school course is subject to the overseas student demonstrating satisfactory progress.

If an overseas student does not demonstrate satisfactory progress in HSP or an English preparation course with a pathway provider, EQI will either:

- require the overseas student to enrol in a lower year level
- require the overseas student to complete an additional term of HSP or complete additional ELICOS studies
- cancel the overseas student's enrolment.

Providing a valid English test result after commencing HSP does not guarantee an overseas student immediate placement in their mainstream course.

Enrolment into HSP after commencement

If after a high school student has commenced study, it becomes clear that they do not meet the academic and/or English language requirements for their course, they may be required to undertake additional study in High School Preparation (HSP) at a Queensland state school or an eligible English preparation course with a pathway provider prior to commencing mainstream high school.

Entry points and duration

The Department of Education sets the [terms](#) and [school holiday](#) dates for all Queensland state schools. Queensland state schools provide for 40 school weeks each year, with the rare exception of a 41-week year on a cyclical basis.

Applicants can apply to commence an EQI course in Term 1, 2, 3 or 4 of the school year, however, the following restrictions apply:

- Term 3 of Year 6 (primary school) if the language of schooling is not in English
- Term 1 only of Year 11 for high school students wishing to graduate from senior high school
- Overseas students applying for the [High school \(Study Abroad\)](#) and [High school \(Regional Study Abroad\)](#) courses may not commence in Term 3 and/or 4 of Year 12.

The maximum period of enrolment for Study Abroad is 12 months. Applicants who wish to enrol in high school for longer than 12 months must apply for the [High school](#) course.

The duration for granting a [student visa](#) is at the discretion of the Department of Home Affairs.

The maximum period of enrolment for High School Preparation or English Language Intensive Courses for Overseas Students is 4 terms (40 weeks or a full academic year).

For entry points to the Queensland Academies please see: [Queensland Academies - Entrance Test Policy](#).

Transfer from another CRICOS provider

Applicants may apply to transfer to an EQI school from another Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider. Applicants must have completed the first six months of their first registered school sector course for exceptions please refer to the Transfer Policy section in the [ISP standard terms and conditions](#). Additional information can also be found in the [Transfer Procedure](#).

As per the [Transfer Procedure](#), if the applicant has welfare arrangements approved by their releasing registered provider, EQI will:

- negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there will be no gap
- inform the applicant of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved, or return to their home country until the new approved welfare arrangements take effect.

Grounds for refusal

A request to transfer from another registered provider will be refused as per the Transfer Policy section in the [ISP standard terms and conditions](#).

Unsuccessful applications

Applicants are notified if their application is unsuccessful. Applications may be unsuccessful for a variety of reasons, for example:

- the applicant does not meet EQI entry and course requirements
- the applicant does not meet the [age requirements to obtain a student visa](#)
 - to enter Year 9 – the applicant must be under 17 years
 - to enter Year 10 – the applicant must be under 18 years
 - to enter Year 11 – the applicant must be under 19 years
 - to enter Year 12 – the applicant must be under 20 years
 - please note that these age requirements do not guarantee a student will be accepted by their preferred school
- there is no availability in the applicant's preferred schools
- there are outstanding fees owed to EQI or the Department of Education by the applicant or their parent
- the applicant has received a student visa refusal from the Australian Government department responsible for immigration for the reasons of fraud, insufficient funds or non-Genuine Student (GS) requirement within the previous 12-month period
- the applicant is transferring from another CRICOS-registered provider and has not completed six months of their school course.

Further applications after a visa refusal have been issued by the Australian Government department responsible for immigration will only be accepted at the discretion of the Director, International Student Programs and will be assessed on a case-by-case basis.

Successful applications

EQI sends successful applicants an offer of enrolment with an Enrolment agreement (including the Standard terms and conditions, an Initial invoice and a Statement of fees) and a Payment notification form.

To accept an Offer of enrolment, the applicant must:

- return the signed Enrolment agreement
- pay the amount owing on the Initial invoice or the Statement of fees
- return the completed Payment notification form
- If the applicant is under 18 years of age, the Enrolment agreement must be signed or otherwise accepted by the applicant's parent or legal guardian.

Overseas Student Health Cover (OSHC)

It is an Australian Government visa requirement that student visa holders have OSHC for the duration of their student visa. Some limited exceptions apply.

EQI will not issue a Confirmation of Enrolment (CoE) until EQI receives either:

- the OSHC payment (as part of the payment of the Initial invoice)
- proof that the applicant has purchased visa-length OSHC from an [approved Australian OSHC provider](#)
- proof that the applicant is [exempt](#) from the requirement to purchase OSHC.

Visa-length OSHC ensures that overseas students comply with the conditions of their student visa and they have access to affordable medical and hospital treatment whilst studying in Australia.

Formalisation of enrolment

Enrolment is formalised when:

- an applicant accepts an offer of enrolment (by returning the signed Enrolment agreement, paying fees and returning the 'Payment notification form')
- any pre-enrolment conditions are met (for example, additional requested documentation is supplied)
- EQI issues the overseas student with a Confirmation of Enrolment (CoE) and a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter (if the overseas student will be living in an EQI approved homestay).

Accommodation and welfare

Overseas students enrolled in an EQI program can choose to live either:

- under EQI's welfare and live with an accommodation provider approved by us, such as homestay (this option is only available to overseas students enrolled in a high school course)
- if you turn 18 before the completion of your course, when you turn 18, live with an accommodation provider or accommodation approved by us
- with a parent, legal custodian or relative approved by the Australian Government department responsible for immigration.

Where EQI accepts responsibility for approving the accommodation support and general welfare arrangements for an overseas student who has not turned 18, EQI will:

- nominate dates for which it accepts responsibility for approving the overseas student's accommodation, support and general welfare arrangements on the CAAW letter
- advise the Australian Government department responsible for immigration on the CoE
- have documented procedures for verifying that the overseas student's accommodation, support and general welfare arrangements are appropriate to their age and needs, before the initial placement and each semester (every 6 months)
- advise the Australian Government department responsible for immigration as soon as practicable if the overseas student will be cared for by a parent, legal custodian or relative approved by the Australian Government department responsible for immigration (CAAW no longer required)
- advise the Australian Government department responsible for immigration within 24 hours if EQI no longer approves any of these arrangements.

For further information, please view EQI's [ISP standard terms and conditions](#) and [Accommodation and welfare procedures](#).

Schooling options for school-aged dependants

The Department of Education's [Temporary Residents Admissions](#) (TRA) program provides information about enrolment of school-aged dependents. Information about fees can be found in the [Fee Structure and Exemption Criteria](#) factsheet.

Contact details updates

In order to comply with obligations of the *Education Services for Overseas Students (ESOS) Act 2000*, to ensure the accuracy of the International Student Management System (ISMS) data and to calculate school payments for homestay and tuition. Refer to [Student management – subclass 500 \(schools\) visa procedure](#).

Education agents

EQI works with many agents throughout the world. EQI-registered education agents promote EQI programs internationally as well as provide advisory and travel services to assist overseas students interested in applying to enrol in an EQI program. If an education agent is nominated on an application for enrolment, all communication regarding that application and subsequent enrolment, if applicable, will be sent to the education agent unless the overseas student or their parent has notified EQI otherwise.

EQI will not accept overseas students from an education agent if it knows or reasonably suspects the education agent to be:

- providing migration advice, unless that education agent is authorised to do so under the *Migration Act 1958*

- engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit an overseas student where this clearly conflicts with the obligations of registered providers under Standard 7 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*
- facilitating the enrolment of an overseas student who the education agent believes will not comply with the conditions of his or her visa
- using PRISMS to create CoEs for other than bona fide overseas students.

Use the [search tool](#) on the EQI website to find an EQI education agent.

Effective 8 July 2024

Education Queensland International Guidelines for VET in schools delivered to overseas students

Implementation date: 25 September 2020



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Effective 8 July 2024

Introduction

These guidelines provide state schools accredited under Education Queensland International's (EQI) Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration with information about delivering Vocational Education and Training (VET) components to overseas students holding a Subclass 500 (schools) visa.

The VET qualification, or component of a VET qualification, can be delivered as part of an overseas student's QCE program either:

- by the school in its capacity as a Registered Training Organisation (RTO); or
- by an external RTO engaged by the school.

A school participating in the International Student Program (ISP) that is registered as an RTO can offer VET (Certificate I-IV) to an overseas student as part of the student's main course of study without the need of additional procedural steps other than [attendance](#) and [course progress monitoring](#). When a school chooses to engage an external registered RTO (either with or without CRICOS registration) or chooses to offer a school delivered diploma they must provide additional information regarding the arrangement to the Designated State Authority (DSA). EQI and the DSA have co-developed an [online form](#) to assist ISP participating schools disclose these external arrangements.

ISP participating school providers should not offer VET in schools as an option to overseas students unless they are able to meet their obligations under the ESOS Act with respect to that component.

These guidelines provide information on:

- relevant legislative requirements
- the conditions under which a school may deliver VET to overseas students
- requirements for delivering VET in schools to overseas students
- ongoing accreditation and reporting requirements.

Relevant legislation

- [Education Services for Overseas Students \(ESOS\) Act 2000](#)
- [ELICOS Standards 2018](#)
- [National Vocational Education and Training Regulator Act 2011](#) (NVETR Act 2011)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

Conditions of VET delivery

VET delivered by ISP participating schools

ISP participating schools who are registered as RTOs can offer any VET qualification registered on its scope to an overseas student who wishes to study the VET qualification to accrue points towards a QCE.

It is at the discretion of ISP participating schools as to what courses are offered to international students. Where a school offers VET to domestic students, there is no obligation to offer the same options to overseas students. Schools must clearly communicate VET options available to overseas students through the school's marketing material.

The ISP participating school is not expected to register these VET qualifications as separate courses on CRICOS or with EQI. Where the school intends to deliver a full VET qualification, such as Certificate III, the school must ensure the method of course delivery, including the amount of training provided, will enable the student to complete all the units of competency necessary to gain that qualification during their secondary school studies.

RTO registered ISP participating school course costs must be covered by tuition, with no further costs to the student.

External RTO arrangement

ISP participating schools may partner with an external RTO (with or without CRICOS registration) to deliver the VET components. An external RTO would be either:

- a Registered Training Organisation, approved by the Australian Skills Quality Authority (ASQA); or
- another school that is a Queensland Curriculum and Assessment Authority (QCAA) approved RTO.

The external RTO is not required to be CRICOS registered or hold CRICOS registration for the course (or component of the course) that is delivered to an overseas student as part of the student's QCE studies, so long as the VET components are within the scope of the ISP participating school course CRICOS registration.

Both, RTO and non-RTO ISP participating schools must clearly communicate VET options available to overseas students through the ISP participating school's marketing material under [Standard 2.1](#) of the National Code.

Responsibility of schools

Regardless of whether the school delivers the VET component, or partners with an RTO to deliver the VET component, the school will be responsible to meet the requirements under the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#).

General VET delivery checklist (all)

<input type="checkbox"/>	Update school marketing material with information about VET courses available to overseas students	ISP participating schools can meet this obligation by outlining courses available for overseas students on the International tab of their website or the Senior Secondary Curriculum handbook, including additional costs if not covered by tuition.
<input type="checkbox"/>	ISP participating school-based monitoring and reporting	<p>Regardless of who is delivering the course, in accordance with accreditation requirements, the school must monitor and report on:</p> <ul style="list-style-type: none"> • course attendance • course progress <p>ISP participating schools must also provide appropriate support services for students.</p>

External RTO Arrangement Checklist

In addition to the above, ISP participating schools who have engaged an external RTO to deliver any VET components (partially or in their entirety) to overseas students, must ensure they have completed the following.

BEFORE engaging overseas students with an external RTO arrangement		
<input type="checkbox"/>	Formalise arrangement with VET provider	<p>An external RTO arrangement can be made with:</p> <ul style="list-style-type: none"> • a Registered Training Organisation, approved by the Australian Skills Quality Authority (ASQA); or • another school that is a QCAA approved RTO. <p>ISP participating schools must consider accreditation and reporting requirements when creating an MoU with the provider.</p>
<input type="checkbox"/>	Declare the VET delivery arrangement to the DSA	Complete the “CRICOS – registration of delivery arrangements with partner RTOs” form after submitting an expression of interest online here .
<input type="checkbox"/>	Provide course information to student and parents	<p>Information including cost, course credits, QCE eligibility and National Code (Standard 2.1) must be provided to the student and their parents.</p> <p>Standard 2.1 of the National Code requires providers to ensure overseas students have access to comprehensive information about:</p>

		<ul style="list-style-type: none"> the content of the course (i.e. the school's Senior Secondary program including any subjects or VET qualification options that the school offers overseas students); and any delivery arrangements that apply to any part of the student's intended course of study.
AFTER registering the external RTO arrangement		
<input type="checkbox"/>	Notify EQI to update student agreement	<p>Where a student elects to incorporate a VET component into their Senior Secondary studies, and the VET component is outside of the school's approved RTO scope, the additional component must be reflected as an amendment to the written agreement in the form of an email to the parent, providing details of the VET component that the student will be undertaking.</p> <p>Contact EQI at EQInternational@ged.qld.gov.au forwarding the email containing student VET enrolment details and parent's approval to enrol the student so that EQI can attach the email to the student enrolment agreement in Content Manager.</p> <p>The ISP participating school should keep a record of all correspondence as evidence that the parent agrees to the amendment in OneSchool. Where additional fees apply for the VET components, these must be detailed in the email sent to the parents requesting approval.</p>
<input type="checkbox"/>	ISP participating school to invoice parents for additional costs	<p>Any additional fees the student may incur as a result of the VET component should be paid directly to the school by the student to ensure that the school can meet its obligations under the ESOS Act in the event that the school's partner RTO closes or is otherwise unable to deliver the VET component.</p> <p><i>As the VET component falls under EQI's CRICOS registration, the student's tuition fees for the course (including the VET components) are protected by virtue of the school's CRICOS registration.</i></p>

<input type="checkbox"/>	Enrol student in course	<p>Enrol student in VET course that they wish to include in their Senior Secondary studies.</p> <p>Information about the VET arrangements must be provided <i>before</i> an overseas student can be enrolled in the course.</p>
<input type="checkbox"/>	ISP participating school to inform VET provider of overseas student arrangement	<p>ISP participating schools should inform the RTO partner of any overseas students enrolled in the course to improve compliance monitoring.</p>

Given that ISP participating schools are responsible for the actions of the partner RTO in regard to VET delivery for overseas students, schools should consider formalising the agreement with any RTO that they may partner with.

- Where the VET components are delivered at another location, the school may be required to demonstrate to the International Quality Schools Unit (the DSA for Queensland schools) that the delivery site is an approved delivery location for the purposes of providing the VET training. The school must also ensure that the partner RTO, if delivering VET components at a separate location, has adequate facilities and equipment to deliver these components.
- If the school provider is no longer able to deliver the school course to the student, they will be in provider default, as under [Section 46A of the ESOS Act](#).
- If the RTO the school has partnered with closes or is otherwise unable to deliver the VET component, the school must ensure that the student is still able to complete the secondary school course for which their visa has been issued. This could mean engaging an alternative VET provider to deliver the VET components or if this is not possible, offering alternative secondary school subjects which meet the requirements for completing the school qualification.

Disclosing delivery arrangement

VET delivered by ISP participating schools

Where the ISP participating school is offering a VET qualification, or components of a VET qualification, in its capacity as a QCAA approved RTO, there is no need for the school to provide further information about the arrangement.

However, if the ISP participating school chooses to extend its VET course offerings by partnering with an external RTO or another school RTO, then the delivery arrangement with that RTO will need to be declared to the DSA and EQI.

External RTO arrangement

Where an ISP participating school partners with an external RTO, or another school (ISP or non-ISP) that is a QCAA approved RTO, to offer an overseas student the opportunity to

incorporate a VET component into their Senior Secondary (QCE) program, the school will need to declare the delivery arrangement with the DSA and EQI. The following details are required:

- the full legal entity and trading name of the RTO
- the RTO code
- a list of qualifications offered to overseas students
- where the school chooses not to offer a full qualification, a list of units of competency offered
- the delivery location of each VET qualification / component (i.e. onsite at the school's registered location or at the RTO's business location).

The school will also need to confirm that:

- it has processes in place to meet its obligation to monitor course progress and attendance for all overseas students while they are studying with their partner RTO; and
- where the VET component is being delivered at a location external to the school, the school has confirmed that the RTO is approved by the Australian Skills Quality Authority (ASQA) to deliver the course at the nominated location.

ISP participating schools must provide information about their VET delivery arrangement by completing the "CRICOS – registration of delivery arrangements with partner RTOs" form by submitting an expression of interest [online here](#).

VET arrangements must be declared before an overseas student can be enrolled in the course.

Record keeping

Schools are responsible for keeping the following documentation that should be made available at audit:

VET delivered by ISP participating schools

- evidence that the school has monitored the student's attendance and course progress for all subjects, including any VET components / qualifications, and taken steps to advise the students of any attendance or course progress concerns; and
- evidence that the school has advised the student of any associated costs involved with the student's enrolment in any VET qualification or component that contribute towards the student's QCE.

External RTO arrangement

- a copy of the agreement or MoU between the school and the partner RTO;
- evidence that the school has monitored the student's attendance and course progress while studying with the school's RTO partner and taken steps to advise the student of any attendance or course progress concerns; and

- evidence that the school has advised the student of any associated costs involved with the student's enrolment in any VET qualification or component that contribute towards the student's QCE.

Responsibility of EQI

As the registered provider of the course, EQI can be held responsible for any breaches of the ESOS framework with respect to that course whether the breaches arise from actions by the school or the partner RTO it has engaged. As such, any VET arrangements within schools will be monitored as part of ongoing accreditation requirements.

EQI checklist

<input type="checkbox"/>	EQI to check VET list	Ensure that the course and provider is on the VET list. If the course information isn't available, for the school location direct the school to provide the relevant information at this point.
<input type="checkbox"/>	EQI to update student agreement	<p>Where a student elects to incorporate a VET component into their Senior Secondary studies (other than RTO school registered), the additional component must be reflected as an amendment to the written agreement in the form of an email. This email will include the details of the VET component that the student will be undertaking along with the parent's approval to enrol the student in the VET.</p> <p>Once the school has provided details of the enrolment, EQI staff are to amend the agreement as per Student management – Subclass 500 (schools) visa procedure, attaching the email to the written agreement in Content Manager.</p> <p>All correspondence between schools and parents should be recorded in OneSchool and placed against the student file.</p>
<input type="checkbox"/>	EQI to monitor accreditation	EQI to check schools meet requirements under National Code of Practice for Providers of Education and Training to Overseas Students 2018 as part of accreditation monitoring.

STANDARD TERMS AND CONDITIONS

About the Standard Terms and Conditions

The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code) requires us to enter into a Written Agreement with Overseas students, intending Overseas students and the student's parent or legal custodian.

These Standard Terms and Conditions form part of the Written Agreement that consists of:

- these Terms and Conditions;
- the Enrolment Agreement that may have further conditions; and
- Initial Invoice and Statement of Fees.

Within these Standard Terms and Conditions are our policies under the *Education Services for Overseas Students (ESOS) Act 2000*, for the purpose of the National Code.

Study

Entry Requirements Policy

Entry requirements, including transferring to Education Queensland International (EQI) from another [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) provider are outlined in the [Entry and course requirements standard](#).

If you are entering directly into the high school program and after you have arrived it becomes clear that you do not meet the academic and/or English language requirements for your course, you may be required to undertake High School Preparation (**HSP**) at a Queensland state school prior to commencing mainstream high school.

If you enrol in HSP and you do not demonstrate the satisfactory progress required to enter your mainstream school course, we may:

- require you to either
 - enrol in a lower year level;
 - complete an additional term of HSP; or
 - cancel your enrolment.

Overseas students may study a subject through a state 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. An Overseas student can only study one subject by distance education at a time.

If you receive a notice of our intention to cancel your enrolment, you have the rights set out under the [Appeals Policy](#) section.

Attendance Policy

Attending your course is a condition of your student visa. If your attendance is not satisfactory, we must report it to authorities and your student visa may be cancelled.

You should attend school every school day. Check your school's website for school start and finish times.

If you do not attend the course on the agreed course starting day and you have not:

- notified us in advance; and
- provided evidence of compassionate or compelling circumstances,

you will be treated as having cancelled your enrolment.

Absences

The school will record your attendance or absence every day.

You should always tell the school if you cannot attend for all or part of the day. Check your school's website for details of how to notify absences.

At risk of failing to meet attendance requirements

If:

- you are absent for five consecutive days or more;
- your attendance falls to 90% of your course contact hours in any [school term](#); or
- we have other concerns about your attendance record,

your international student coordinator will require you to meet with them about your attendance record and provide evidence explaining your absences (such as medical certificates).

If your attendance falls to 85% of your course contact hours in any term, we will give you and your parents/legal custodians and your Department of Home Affairs approved guardian (DHA approved guardian) a written warning.

Unsatisfactory attendance

If you do not attend at least 80% of your course contact hours, we will notify you in writing of our intention to report you to authorities for not achieving satisfactory attendance. We may exercise our discretion not to report you if:

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- we are satisfied that, in all the circumstances, it is reasonable not to report you; and
- your attendance record is at least 70% (if your attendance falls below 70%, we are required to report you).

If you receive a notice of our intention to report you to authorities, you have the rights set out under the [Appeals Policy](#) section.

Behaviour Policy

If your behaviour is unsatisfactory, we may cancel or suspend your enrolment. This may affect your student visa.

At school

You must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with your school's rules — check your school's website for the student code of conduct and school policy and procedures.

At all times

You must:

- comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers your safety or the safety of other people; and
- not do anything that may bring your school or the international student program into disrepute.

Course Progress Policy

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirements standard](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, we must report it to authorities and your student visa may be cancelled.

Course length

You must complete your course within the time set out in the Confirmation of Enrolment that we send to you.

We may extend the time to complete your course only if:

- there are compassionate or compelling circumstances;
- we reduce your course load because you are having difficulty making satisfactory course progress; or
- we approve a deferral or suspension of study (see the [Deferral, Suspension and Cancellation Policy](#) section).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your visa, including the need to obtain a new visa.

Course requirements

The standards required to achieve satisfactory course progress for each of our courses is set out in our [Entry and course requirements standard](#).

Your school will advise you about your course work and assessment. Check the Queensland Curriculum and Assessment Authority website (<https://www.qcaa.qld.edu.au/k-12-policies/student-assessment>) for information about [how courses are assessed](#).

We do not guarantee that you will successfully progress to the next level or complete the course.

Reports

The school will provide written reports to you and your parents or legal custodians every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website <https://education.qld.gov.au/curriculum/school-curriculum/p-12>.

Unsatisfactory course progress

Your school will monitor your workload and your results to ensure you complete the course on time and to assist you if you are having difficulties. The school will implement suitable intervention strategies to identify if you are at risk of not meeting course progress requirements and to notify and assist you in sufficient time for you to achieve satisfactory course progress.

Formal intervention

If you are not achieving satisfactory course progress, your principal will give you and your parents or legal custodians a written warning. You will be required to meet with the principal to develop a plan to improve your performance.

If your next study period report indicates continuing unsatisfactory course progress, we will notify you in writing of our intention to report you to authorities for breaching the requirement of your visa to achieve satisfactory course progress. We reserve the right to notify you earlier if, in our opinion, you will not be capable of meeting the course requirements.

If you receive a notice of our intention to report you to authorities, you have the rights set out under the [Appeals Policy](#) section.

Deferral, Suspension and Cancellation Policy

We must report any deferral, suspension or cancellation of your enrolment to authorities and your student visa may be affected.

By you

You may apply to defer or suspend your enrolment if there are compassionate or compelling circumstances.

You may cancel your enrolment at any time. In either case, you should:

- contact us directly by email to EQInternational@qed.qld.gov.au, including your name in the email;
- include in the subject line of your email:
 - “application to defer commencement”, “application to suspend studies” or “cancellation of enrolment” (as applicable);
 - the name of your school; and

- provide evidence of compassionate or compelling circumstances for deferrals or suspensions.

If you apply for deferral or suspension, we will advise you of our decision as soon as possible. If you are not satisfied with our decision, you have the rights set out under the [Appeals Policy](#) section.

By us

We may give you notice of our intention to suspend your enrolment if:

- there are compassionate or compelling circumstances; or
- your behaviour is unsatisfactory (see the [Behaviour Policy](#) section). This is in addition to any action we consider necessary in the circumstances, such as exclusion from classes.

We may give you a notice of our intention to cancel your enrolment if any of the following occurs:

- failure to disclose or update information we require to assess your application for enrolment or to administer your course enrolment;
- providing information to us, which is false, misleading or incomplete;
- breach of your student visa conditions or cancellation of your student visa;
- failure to pay fees (see the [Fees and Payment Policy](#) section);
- unsatisfactory attendance (see the [Attendance Policy](#) section);
- unsatisfactory behaviour (see the [Behaviour Policy](#), [Accommodation and Welfare Policy](#) and [Travel and Activities Policy](#) sections). We may cancel your enrolment even if we do not first suspend it;
- unsatisfactory course progress (see the [Course Progress Policy](#) section);
- if you are living with a homestay provider and we:
 - are concerned, by reason of your conduct or circumstances, about the welfare of you or others;
 - determine that we are no longer able to approve your accommodation, support or general welfare arrangements; or
- a breach of this enrolment agreement not otherwise set out above.

If you receive a notice of our intention to suspend or cancel your enrolment, you have the rights set out under the [Appeals Policy](#) section.

Transfer Policy

You may apply to transfer between Queensland Government schools, a non-government school or another institution registered under Australian law to provide education to Overseas students.

Additional tuition, homestay or other non-tuition fees may apply for the new school, depending on the school and course chosen.

Before applying, you should talk to your international student coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

To EQI from another CRICOS registered provider

Overseas students can apply to transfer from another CRICOS provider via the regular EQI application process. Overseas students transferring from another CRICOS provider must meet the requirements outlined in the [Entry and course requirements standard](#).

To another Queensland Government school (internal transfer)

We will approve your transfer request if:

- you provide evidence that your parents or legal custodians support the transfer;
- you provide evidence of compassionate or compelling circumstances;
- we are satisfied that the transfer is in your best interests;
- the transfer is approved by your existing school and the proposed new school (we will seek that approval for you);
- there are no unpaid tuition or other fees owing to us;
- you pay our administration fee. Check the EQI website <https://eqi.com.au/study-options/fees> for details of the current administration fee. We may waive the administration fee if we offer you a place at another Queensland Government school because you are unable to study your pre-requisite subjects at your current school; and
- you are not being cared for by a parent, legal custodian or DHA approved guardian — continuous welfare arrangements are confirmed with both schools.

To a non-government school or other CRICOS registered provider (external transfer)


We will approve your transfer request if:

- you provide evidence that your parents or legal custodians support the transfer;
- you provide evidence of an enrolment offer given by the new school or provider;
- we are satisfied that the transfer is in your best interests;
- there are no unpaid tuition or other fees owing to us; and
- you are not being cared for by a parent, legal custodian or DHA approved guardian — continuous welfare arrangements are confirmed with both schools.

Grounds for refusal

A transfer request will be refused:

- if the requirements set out above are not satisfied; or
- if we decide you are trying to avoid being reported to immigration authorities for failing to meet attendance or course progress requirements.



How to apply

You should:

- complete a school transfer request form available from our website;
- email the form to EQInternational@qed.qld.gov.au, with “school transfer request” in the subject line of your email and include your name in the email; and
- provide evidence that you satisfy all the requirements set out in this section.

We will advise you in writing of our decision:

- for external transfer requests: within 10 working days of receiving your request and all relevant information;
- for internal transfer requests: within 20 working days of receiving your request and all relevant information.

If we approve your transfer, we will release you to your new school or provider as required by Australian law. If we refuse your request, you have the rights set out under the [Appeals Policy](#) section.

If we cannot deliver your course

If we are unable to deliver your course, we may arrange for you to be offered a place in an alternative course at our expense. You are not required to accept that offer. If you do not accept the offer, you are entitled to a refund of unspent tuition fees — see the [Refund Policy](#) section.

If we fail to do this, you can obtain assistance from the Australian Government Tuition Protection Service to find an alternative course or obtain a refund of unspent tuition fees if a suitable alternative is not found. More information is available on the Tuition Protection Service website <https://tps.gov.au/>.

Living

Accommodation and Welfare Policy

Care arrangements

You must live with:

- a parent, legal custodian or DHA approved guardian; or
- an approved homestay provider, provided that you are enrolled in high school,

even if you turn 18 before completing your course.

You must not change these arrangements unless we give you written approval.

You must report any serious or urgent threat to your welfare to us immediately.

If you live with a DHA approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent.

If we determine that your health or wellbeing, or the wellbeing of others, is likely to be at risk and that we are no longer able to approve your welfare arrangements for any reason, including (without limitation):

- your conduct or misconduct in breach of this agreement; or
- the occurrence of a serious health issue or non-disclosure of medical information to us,

we may cancel your enrolment unless responsibility for your welfare arrangements is accepted by your parent, legal custodian or DHA approved guardian within five business days. We must report to authorities that we are no longer able to approve your welfare arrangements and your student visa may be affected. Our [Appeals Policy](#) section **does not apply** if we cancel your enrolment in accordance with this paragraph.

Contact details

You must advise us of your residential address in Australia within seven days of arriving in Australia. You must advise us within seven days of any change in your residential address. Failure to do this may affect your student visa.

You must also keep us advised of your current telephone and email contact details, including the contact details of your parent/s/legal custodians and emergency contact person/s, and must advise us within seven days of any change.

Homestay conduct

If you are living with a homestay provider, you must:

- respect members of the family, their property and the home environment;
- participate actively as a member of the household;
- take responsibility for your own behaviour;
- comply with the household rules;

- comply with the homestay provider's decisions about your actions and welfare, including outings and curfews;
- have a mobile telephone and carry it on your person when traveling; and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, at all times.

If you fail to meet these standards, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment, or we may withdraw approval of your welfare arrangements. This may affect your student visa.

Moving homestay

If you want to live with a different homestay provider, you should talk to the person who coordinates homestay for your school and your school guidance officer. We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances.

If we are required to move you to a different homestay, we will generally give you at least two weeks' written notice. In exceptional circumstances (for example, if we are concerned about your safety), we may move you immediately.

If your homestay provider is temporarily unable to provide homestay for you, we will arrange for you to be temporarily placed with another homestay provider.

Travel and Activities Policy

This **Travel and Activities Policy** section applies if you are living with a homestay provider.

If you do not comply with this section, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment, or we may withdraw approval of your welfare arrangements. This may affect your student visa.

Course requirements

You are expected to participate in all school activities that form part of your course requirements, including excursions and off-site activities involving travel.

Routine activities

You must discuss routine activities with your homestay provider and comply with their decisions. Routine activities include travel to and from school or off-site school activities, everyday travel with your homestay provider, and normal domestic activities such as shopping, entertainment, sports, visiting friends and health care consultations. It does not include overnight stays away from the homestay address.

Non-routine activities

You must obtain our permission for all non-routine activities. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where the sports, leisure and recreation provider requests parental consent or activities that require supervision other than your homestay provider.

In assessing your request, we will consider all relevant circumstances including the nature of the activity, the arrangements for supervision, your welfare and your age and maturity. We may also consider the views of your parents, legal custodians and homestay provider but we will not necessarily grant permission even if they consent.

To request permission, please complete the travel and activities form available on our website and submit it to your international student coordinator.

No high-risk activities

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by us.

“High-risk activities” means any activity which inherently poses an increased risk of harm, illness or injury. Examples of high-risk activities are extreme sports, water activities and recreational activities with dangerous elements.

“Harm” means any detrimental effect of a significant nature on a person’s physical, psychological or emotional wellbeing (and includes self-harm).

Transport

Your homestay provider may require you to use suitable public transport or other safe methods of travel to or from school or off-site school activities.

You must not be a passenger in a vehicle driven by an unlicensed driver. You must not be a passenger in a vehicle driven by a driver with a learner (L plate) driver’s licence or a provisional (P plate) driver’s licence unless you have the written permission of your parents or legal custodian and us.

You may only drive a vehicle if:

- you obtain a Queensland driver’s licence;
- the vehicle is registered in your name or parent or legal custodian’s name;
- the vehicle is subject to full comprehensive insurance that has coverage for an at-fault driver; and
- you have the approval of your parents or legal custodian.

You may, with the permission of your parents or legal custodian, undertake driving lessons with a professional driving instructor if you hold a Queensland learner licence.

Medical Policy

Health information

You must tell us everything we need to know about your physical and mental health, including your medical history, conditions and allergies, and all medications you use, so that we can provide for your appropriate support at school and (if you are living with a homestay provider) approve and monitor your support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

You must provide to us all medical records that we ask for.

We will treat your health information confidentially but may share it with the school, your homestay provider and any health care professionals who look after you in order to provide appropriate care for you.

If you fail to provide health information, we may determine that we are unable to approve your support or general welfare arrangements. This may affect your enrolment.

See also the [Privacy Policy](#) section.

Medical treatment

If you need medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact your parents, legal custodians and homestay provider as soon as reasonably possible.

We may, as we think appropriate and in your best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid.

If we think you need treatment from a health care professional, we may authorise any medical and other professional treatment that we believe to be in your best interests. This includes hospital transfers, emergency procedures, and administering drugs and medications. To do this, we may sign consents to medical and other health procedures on your behalf.

You must reimburse us for all costs associated with medical or other treatment that we authorise for you.

In this **Medical treatment** section, “we” and “us” includes your homestay provider.

Insurance

Overseas Student Health Cover (**OSHC**) is insurance to assist Overseas students to meet the basic costs of medical and hospital care, and provides limited benefits for medications and ambulance services, which you may need in Australia. OSHC does not cover all your potential medical expenses.

Unless immigration authorities advise otherwise, you must obtain and maintain OSHC for the period of your student visa.

We recommend that you obtain additional health insurance or travel insurance that covers your potential health care costs more comprehensively, including the costs of returning to your home country in the event of serious injury, illness or death.

Other rights and responsibilities

Visa

Your enrolment is conditional upon you obtaining and maintaining a student visa under Australian law. If you breach your student visa conditions or your student visa is cancelled, we may give you a notice of our intention to cancel your enrolment (see the [Deferral, Suspension and Cancellation Policy](#) section).

If you breach this agreement, we may be required to report the breach to authorities. If your enrolment is cancelled for any reason, we must report the cancellation to authorities. In each case, your student visa may be cancelled.

If Australian law does not require that you hold a student visa in order to undertake the course (for example, children under six years of age), your obligations under this agreement that require you to hold a student visa do not apply until the earlier of the time when:

- Australian law requires that you hold a student visa; or
- you obtain a student visa.

Complaints Policy

Discuss first

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course, your living arrangements or your welfare, you should discuss this with your international student coordinator.

If you have an issue relating to your international student coordinator or a decision they have made, you should discuss this with your school Principal.

You can bring a support person to help you at any meeting.

Complaints process

We manage customer complaints in accordance with the Department of Education's Customer Complaints Management Framework (<https://alt-qed.qed.qld.gov.au/contact/customer-compliments-complaints>) and these Standard Terms and Conditions.

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which we have arrangements to deliver your course-related service. We do not charge a fee for using our complaints process.

If your complaint is about a decision we make and our appeals process applies to that decision (see the [Appeals Policy](#) section) the complaints process does not apply.

You can make a complaint by either:

- contacting your school;
- completing the form on the Queensland Government – complaints and compliments webpage <https://www.complaints.services.qld.gov.au/>;
- calling 13QGOV (13 74 68) within Australia;
- calling +617 3022 0001 (+10 hours UTC) for international callers; or
- visiting one of QGov's offices (<https://www.qld.gov.au/about/contact-government/contacts/government-service-offices>).

You can ask for help writing your complaint (for example, from your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

We will acknowledge receipt of your complaint in writing and commence our complaint resolution process within 10 working days of receiving your complaint. We will make our decision and advise you of the result and our reasons for it as soon as possible.

For further information, refer to the Department of Education's Compliment, suggestions and customer complaints webpage <https://qed.qld.gov.au/contact/customer-compliments-complaints>.

Appeals Policy

You can appeal a decision we make (**Internal Appeal**):

- to report you to authorities (see the [Attendance Policy](#) and [Course Progress Policy](#) sections);

- not to defer or suspend your enrolment, as requested by you (see the [Deferral, Suspension and Cancellation Policy](#) section);
- to suspend or cancel your enrolment, as initiated by us (see the [Deferral, Suspension and Cancellation Policy](#) section);
- to refuse your request for a transfer (see the [Transfer Policy](#) section); or
- as a result of your complaint to us (see the [Complaints Policy](#) section).

We do not charge a fee for using our appeals process.

How to appeal

To appeal, you should, within 20 working days of receiving notice of our decision:

- contact us directly by email to OADG_RRI@ged.qld.gov.au, including your name in the email;
- include in the subject line of your email “Appeal to Assistant Director-General, State Schools – Rural, Remote and International”; and
- include all relevant information, including why you think our decision should be changed.

You can also appeal by post to Assistant Director-General, State Schools – Rural, Remote and International, PO Box 15050, City East Qld 4002. We would prefer that you email us so that the appeal can be resolved as quickly as possible.

You can ask for help writing your appeal (for example, from your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your appeal.

Decision

We will acknowledge receipt of your appeal in writing and commence the appeal process within 10 working days of receiving your appeal. We will make our decision and advise you in writing of the result and our detailed reasons for it as soon as possible.

Not satisfied?

If you are not satisfied with our decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, Brisbane Qld 4001 within 10 working days of receiving our decision. We will comply with any decision the Ombudsman makes.

You can also contact the Australian Government Department of Education at any time if you have a complaint. Please note that the department will only intervene if it thinks that our conduct fails to meet the requirements of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and will not substitute its decisions for decisions we have made. A complaint to the department is not a part of our appeals process.

Our actions during the appeal process

If you appeal a decision, we will not implement the decision:

- for decisions to suspend or cancel your enrolment — until our Internal Appeal process is concluded and the process supports our decision, unless there are extenuating circumstances relating to your welfare; or

- for decisions to report you to authorities (see the [Attendance Policy](#) and [Course Progress Policy](#) sections) — until any External Appeal process is concluded and the process supports our decision.

“Extenuating circumstances” means that we have concerns about the health, safety or welfare of you or others.

If you do not appeal

If you do not appeal a decision within the required timeframe, the decision takes immediate effect.

Privacy Policy

We collect personal information about you when you apply to enrol and throughout your enrolment, including information we obtain in the performance of this agreement. We need some of this information to comply with our obligations under Australian laws (such as *Education Services for Overseas Students Act 2000* and *National Code of Practice for Providers of Education and Training to Overseas Students*).

We may record, use and disclose the personal information you provide to us in connection with this agreement and our international student programs so that we can administer this agreement and your enrolment, provide the course to you, discharge our duty of care to you and comply with Australian laws.

We may record, use and disclose your personal information for the purposes of registering you with the Queensland Curriculum and Assessment Authority and opening a student account.

If you are living with a homestay provider, we will record, use and disclose your personal information for the purpose of approving and monitoring your accommodation, support and general welfare for the duration of the homestay arrangement and there will be an ongoing exchange of your personal information between the homestay provider and us, including through secure online services such as QParents.

If you nominated an education agent on your application for enrolment, we may disclose your personal information to your agent, throughout your enrolment, unless you notify us in writing not to do so.

We may disclose your personal information to Commonwealth Government agencies including agencies responsible for administering migration or education services, OSHC providers (if we are arranging OSHC for you), Queensland State Schools and homestay providers. We may also disclose your personal information where authorised or required by law.

See also the [Medical Policy](#) section.

Details of our privacy policy, including how you can access personal information about you that we hold, are available at <https://qed.qld.gov.au/about-us/rti>.

Your Passport to Queensland app

To help you prepare for your stay in Queensland, we have created an app called "Your Passport to Queensland" which you can download through the Apple App Store and Google Play. By downloading and installing the app, you agree to the Department of Education International Pre-Departure Orientation Information App Terms and Conditions — available on the EQI website at <https://eqi.com.au/for-students/your-passport-to-queensland/terms-and-conditions>, updated from time to time.

Fees and Payment Policy

Types of fees

You must pay all:

- tuition fees;
- non-tuition fees (such as homestay fees, OSHC costs and administrative fees related to your enrolment); and
- other amounts set out in this agreement (for example, to reimburse us for medical expenses we incur on your behalf).

You must retain receipts of all payments of tuition fees and non-tuition fees. You are also responsible for keeping a copy of this agreement as supplied by us.

How much?

Your tuition and non-tuition fees are as we determine and usually increase each year. The actual fees payable by you will depend on your course, year level, where you will live and study and when you undertake the course. All Overseas students in your circumstances will pay the same fees.

We publish our fee schedule on the EQI website at <https://eqi.com.au/study-options/fees>. All fees must be paid in Australian dollars.

An administration fee may be charged if multiple revisions to your course details and/or welfare requirements are requested prior to commencement.

Additional information regarding non-tuition fees (non-curriculum and non-compulsory excursions) is available on your school's website.

Our estimate of the total course costs payable by you, based on fees current at the date of this agreement, is set out in the Statement of Fees attached to this agreement.

Invoice

We will send you an invoice for tuition fees and non-tuition fees before the start of your course and during the course if fees are payable in instalments or where other amounts are payable.

You must pay the amount invoiced by the date specified in the invoice. You can elect to pay more of your fees before your course commences.

Any amount received in excess of the invoiced amount will be allocated as a deposit against future fees. Future fees, including any shortfall in fees already received, will be invoiced at the published rate for the relevant year.

Homestay fees

If you will be living with a homestay provider, you must pay homestay fees for the full period of your course plus 1 week at each of the start and finish of your course.

If your course includes the December–January school holiday period, you must pay either homestay fees for that period or the current homestay holding fee for periods of absence.

Except as outlined above, you must pay homestay fees whether or not you actually stay with the approved homestay provider at the relevant time (for example, when you are absent during periods of approved travel).

Failure to pay

If tuition fees are not paid in full by the due date, we may apply unspent non-tuition fees (except homestay fees) towards payment of the unpaid tuition fees.

If you fail to pay fees when due, we may cancel your enrolment and your student visa may be affected.

Refund Policy

Your rights

If you do not complete your course, you may apply for a refund of some fees already paid by you in certain circumstances set out below. Some tuition and non-tuition fees charged by us are not refundable.

We will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, we may agree to refund other unspent fees at our discretion.

Refund requests for OSHC fees must be made to your OSHC health insurance provider.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

Refund amounts

The amount of your refund depends on the circumstances set out below.

Circumstances	Refund amount
Visa refused.	Refund of tuition and non-tuition fees paid, minus the lesser of either: \$500 or 5% of the amount of tuition and non-tuition fees paid, as required by Australian law (<i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>).
You are no longer required to pay tuition fees (for example, you provide written evidence that you have become a permanent Australian resident).	Refund of unspent tuition fees.
Homestay program	
You withdraw from the homestay program and provide at least 14 days' written notice.	Refund of unspent homestay fees.
You withdraw from the homestay program and give less than 14 days' written notice.	Refund of unspent homestay fees calculated from the date 14 days after the day written notice is given.
Refund of unused homestay fees (applies to December–January school holiday period). Evidence of approved travel of	Refund of difference between weekly homestay rate and homestay holding fee.

Circumstances	Refund amount
seven nights or more must be provided with refund request form.	
Cancellation or default by us	
We cancel your enrolment before you commence the course.	Refund of fees paid (tuition and homestay).
We fail to provide your course at the location on the agreed starting day.	Refund of unspent tuition fees, as required by Australian law (<i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>).
We cease to provide your course before it is completed.	Refund of unspent tuition fees, as required by Australian law (<i>Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>).
Other cancellation or default	
Your Confirmation of Enrolment is cancelled because we have reported you for breach of your visa conditions (see Attendance Policy and Course Progress Policy).	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
We cancel your enrolment after your commencement date (see the Deferral, Suspension and Cancellation Policy section).	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
We cancel your enrolment after your commencement date for breach of student visa conditions.	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
Withdrawal by you	
You withdraw from the course at least 10 weeks before your commencement date.	Refund of fees paid (tuition and homestay) less an administration fee to recover costs reasonably incurred as a consequence of the withdrawal.
You withdraw from the course less than 10 weeks before your commencement date.	Refund of unspent fees calculated from the date 10 weeks after the date written notice is given, less an administration fee to recover costs reasonably incurred as a consequence of the withdrawal.
You withdraw from the course after your commencement date and provide at least 10 weeks' written notice.	Refund of unspent tuition fees.

Circumstances	Refund amount
You withdraw from the course after your commencement date and provide less than 10 weeks' written notice.	Refund of unspent tuition fees, calculated from the date 10 weeks after the day written notice is given.

Refund process

To obtain a refund, you must submit a completed refund request form (available on our website) and provide supporting evidence (if required).

You do not need to apply for a refund if we have failed to provide your course.

Payment of refunds

If we fail to provide your course, we will refund unspent tuition fees as required by Australian law within 14 days. Otherwise, we will pay any refund within 28 days of receiving your completed refund request form.

We may deduct any money that you owe us from any refund that we owe you.

All refunds are determined by fee type and you may not set off any refund amount against a credit amount for a different fee.

All refunds will be paid in Australian dollars to your parents, legal custodians or as directed by them. However, if you are over 18 and have paid the fees personally, we will pay the refund to you.

We will make all payments in accordance with the payment instructions provided by you from time to time. You should contact us at EQInternational@qed.qld.gov.au if you need to update those instructions.

Compassionate or compelling circumstances

We may treat you more favourably under this agreement in compassionate or compelling circumstances.

Compassionate circumstances are circumstances which, in our opinion:

- are not in your control or created by you; and
- adversely impact on your welfare or course progress (for example, illness, bereavement or traumatic events may qualify).

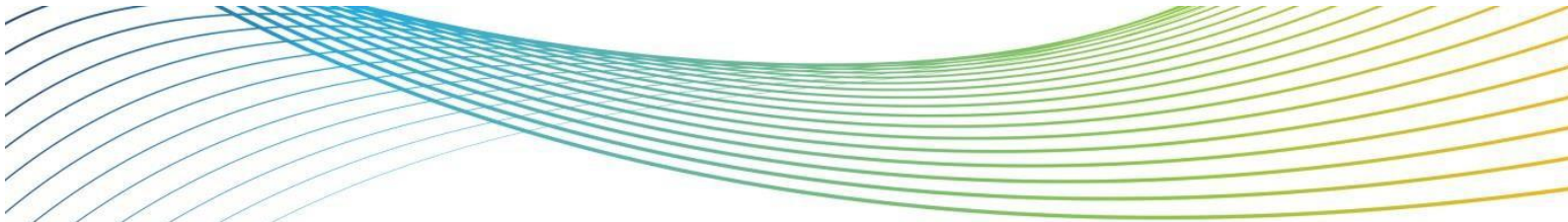
Compelling circumstances are circumstances which, in our opinion, are in your best educational interests.

If you believe that compassionate or compelling circumstances exist, you should let us know as soon as possible and we will consider your position. You must provide appropriate evidence.

Changes to Standard Terms and Conditions

These Standard Terms and Conditions may be amended by us from time to time. Any changes will be the same for all Overseas students. We will give you at least three months' notice before any changes take effect.

Your attendance in the course after the changes take effect will be treated as your agreement to the changes.



If you do not agree with the changes, you may cancel your enrolment in the course at any time before the changes take effect. If you cancel your enrolment, we will refund all unspent fees.

Policies and procedures

Within these Standard Terms and Conditions are our policies under the ESOS Act, for the purpose of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*. These policies form part of the Standard Terms and Conditions.

We also publish other policies and procedures, which support the administration of the Written Agreement, on the [Policy and Procedure Register](#). Those policies and procedures do not form part of these Standard Terms and Conditions.

These Standard Terms and Conditions are available in several languages on the EQI website <https://eqi.com.au/apply-now/terms-and-conditions>.

Effective 8 July 2024

Request to defer commencement form

Privacy statement

Department of Education collects personal information from you, including information about your name, email address, signature, address, telephone number, date of birth, and school enrolment details.

We collect this information to assess your request to defer commencement of studies. The Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018 allow us to collect this personal information.

Your information may be shared with school, Education Queensland International (EQI) staff, and Provider Registration and International Student Management System (PRISMS).

We will only use your information for this purpose. It will otherwise not be used or disclosed unless authorised or required by law. Your personal information will be handled in accordance with the Information Privacy Act 2009.

How to complete this form

- This form is to be used by overseas students who are seeking approval to defer the commencement of their studies in accordance with the relevant policy and procedures, and their Enrolment Agreement.
- Deferring commencement of enrolments can affect student visa conditions and course duration and we advise contacting the Department of Home Affairs for advice about potential impacts on this visa, including the need to obtain a new visa.
- Email this form to EQInternational@qed.qld.gov.au with 'request to defer enrolment' in the subject line and all required supporting documents attached. For enquiries, please phone 1800 316 540 (within Australia) or +61 7 3513 5301 (outside of Australia).

Overseas student details

Family name:		Given name/s:	
OneSchool ID:		Date of birth:	
Email:		Mobile number:	
School:		Year level:	

Commencement of studies deferral details

Date of request:		New commencement date:	
Reason to defer commencement of studies: <i>(Provide as much detail as possible here)</i>			
I have attached documents as evidence of compassionate or compelling circumstances (for example, medical certificate)			

Overseas student's and parent's agreement

I declare that:

- I have read and understood the privacy notice on this request form;
- I have read and understood the requirements outlined in the [Standard terms and conditions](#);
- I understand that approval will only be granted where compassionate or compelling circumstances are evident;
- I understand that I should seek advice from immigration as this request may affect my student visa; and
- all information provided in this request form is true and accurate to the best of my knowledge.

Student name:			
Signature:		Date:	
Parent name:		Email:	
Signature:		Date:	

OFFICE USE ONLY: EQI staff (required actions)

I confirm that:

- this request has been reviewed and assessed taking into consideration all relevant circumstances including the details provided on this form and supporting evidence;
- the student's destination school supports the request and can accommodate the new start date; and
- final approval lies with the EQI officer.

Name:		Title/role:	
Signature:		Date:	

OFFICE USE ONLY: EQI officer approval

I **approve** this request to defer the commencement of studies.

I **do not approve** this request to defer the commencement of studies.

Reason for not approving request to defer studies:

Name:		Date:	
Signature:		Date:	

OFFICE USE ONLY: EQI staff (required actions)

- Create new CoE and CAAW (if required)
- Revise enrolments in ISMS
- Send new CoE and CAAW (if required) to agent/parent together with invoice (if necessary)
- Advise agent/parent to present updated documents to the student visa application.
- If request is refused advise applicant that their visa may be affected and of their right to appeal this decision.

Effective 1 JULY 2024

International Student Programs

Student flight arrival details form

Education Queensland International (EQI) offers airport pickup for students entering the International Student Program (ISP) homestay program at the commencement of their studies. This service is subsidised by EQI for commencing homestay students travelling on flights that arrive between 6:00 AM and 9:00 PM. Airport pickup arranged outside of these times is at the discretion of the host school and if agreed will incur an additional cost - <https://eqi.com.au/apply-now/fees>.

Place a recent
photo of
yourself here

If you are travelling with family, your family members will need to make alternative pickup and accommodation arrangements. Please advise the school coordinator and let them know if your family requires transport assistance to their accommodation. This will incur an additional cost.

It can take up to 2 hours to clear customs at the airport, EQI advises that you **allow 3 to 4 hours** between connecting flights for domestic transfers.

EQI strongly recommends students arrange travel insurance while travelling to and from Queensland. You are responsible for your belongings at all times and travel insurance will ensure comprehensive protection for valuable personal items (such as luggage loss or damage). Travel insurance can cover you for additional medical services that might not be covered by Overseas Student Health Cover (OSHC). EQI and your host school wish you a safe and pleasant journey.

Overseas student details

- Please complete and return this form to your school as soon as possible.
- Your school will return this form to you with your airport pickup details, school contacts and homestay contact details.
- **You must carry a copy of this form with you on arrival in Australia.**

Student name:	Host school:
OneSchool student ID:	Student mobile number:
Agent name:	Agent email address:
Agent company name:	24/7 travel assistance contact number:
Special travel requirements (e.g. unaccompanied minor, oversized luggage):	

Airport pick up requirement

* **Yes, I require airport pickup?**

Arrival date at final destination:	Time:
* <input type="checkbox"/> No, I do not require airport pickup. Please complete the following details	
Name of person meeting you:	Relationship to you:
Meeting point:	Method of transport:
Contact number:	
Arrival at homestay address:	Time:

International flight details for arriving students

- I have attached all international flight details, including connecting flights; or
 I have entered all international flight details, including connecting flights below

Flight number / airline code:

Departing airport:

Arrival airport:

Departing date:

Arrival date:

Departing time:

Arrival time:

Domestic flight details for arriving student

Have you arranged connecting flights within Australia prior to your final Queensland destination?

*Yes

No

- *I have attached all domestic flight details, including connecting flights within Australia and my final destination; or
 *I have entered all domestic flight details, including connecting flights below

Flight number / airline code:

Final destination airport:

Departing airport:

Arrival airport:

Departing date:

Arrival date:

Departing time:

Arrival time:

Departure student flight details

Have you arranged a return flight to your home country?

*Yes

No

- *I have attached all domestic flight details, including connecting flights within Australia and my final destination; or
 *I have entered all domestic flight details, including connecting flights below

Flight number / airline code:

Departing airport:

Arrival airport:

Departing date:

Arrival date:

Departing time:

Arrival time:

Who will pick you up at the airport in your home country?

EQI EMERGENCY AFTER HOURS CONTACT

Within Australia	Overseas	Email
1800 778 839	+61 1800 778 839	1800QSTUDY@qed.qld.gov.au

TO BE COMPLETED BY SCHOOL STAFF

Please complete the following details and return the form to the student/parent (via agent if applicable). School staff must ensure the completed form is recorded in OneSchool prior to student arrival.

School Staff Contact Details (9.00 AM to 3.00 PM Monday to Friday during school terms)	
Staff name:	Staff name:
Position:	Position:
Phone: +61 (0) 7	Phone: +61 (0) 7
Mobile: +61 (0) 4	Mobile: +61 (0) 4

Airport pickup details	
Company/person name:	Booking number (if applicable):
Contact number:	Meeting point:

Homestay provider contact details	
Homestay name:	Homestay contact number:
Homestay address:	Homestay emergency contact number (friends/relatives):

Effective 8 JULY 2024