

## Policy and Procedure Register updates – Summary of changes to:

### Student management – subclass 500 (schools) visa procedure (formerly “Ongoing enrolment”)

<b>1. Reason for new/updated policy or procedure</b> ( <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 supports school staff and EQI staff to monitor and manage the overseas student for the duration of their enrolment, including the management of unpaid fees, enrolment variations, student discipline and cancellation, where required.</p>		
<b>2. Summary of changes</b>		
<ul style="list-style-type: none"> <li>• Ongoing enrolment procedure renamed to Student management procedure to better align with the functions included in the procedure and to provide better clarity for quick reference.</li> <li>• Expansion on duties relating to debt recovery</li> <li>• Implementing language of “variation” to align with legislation</li> <li>• Re-structured content of the process section to reflect chronological actions, rather than role groups</li> <li>• Behaviour management process refined, and redirected to the Student Discipline procedure</li> <li>• Removal of show cause (intent to cancel- behaviour/exclusion) process, redirecting to the Student discipline procedure</li> <li>• Removal of wellbeing monitoring processes, relocating this process to the Welfare management procedure</li> <li>• Addition of non-payment of student fees process steps, implementing a timeframe to manage unpaid fees, and a process leading to cancellation for unpaid fees</li> <li>• Addition of letter templates: <ul style="list-style-type: none"> <li>○ Outstanding fees template letter</li> <li>○ Overdue fees first notice template letter</li> <li>○ Overdue fees final notice template letter</li> <li>○ Intention to cancel for unpaid fees template letter</li> </ul> </li> <li>• Amendment of processes relating to short and long disciplinary suspensions, referral to attendance procedure</li> </ul>		
<b>3. Impacts to roles and responsibilities</b>		
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 checked="" type="checkbox"/> New/additional responsibilities <input type="checkbox"/> Removed responsibilities		
<b>Position title</b>	<b>Summary of change</b>	<b>Page #</b>
Overseas student	New requirement for overseas student to request assistance to manage their enrolment and to comply with intervention strategies implemented by the school	2, 5, 6

All roles	Consolidation of responsibilities to provide better clarity (removing detail from responsibility points and ensuring this is covered in the process actions)	2, 3
<b>4. Communication and support for implementation</b>		
Routine internal communication channels – OneSchool Homepage, OnePortal Bulletin Board, DoE News, DDG SS to RDs email, ISP News to principals.		
<p><b>For further assistance, please contact:</b></p> <p>Yasmin Beck - Manager, Strategy &amp; Performance, Education Queensland International  T +61 7 3513 5773  E <a href="mailto:yasmin.beck@qed.qld.gov.au">yasmin.beck@qed.qld.gov.au</a></p> <p>Policy/procedure contact:</p> <p>International Student Programs  Department of Education International  Phone: 1800 316 540 (inside Australia) +61 7 3513 5301 (outside Australia)  Email: <a href="mailto:EQInternational@qed.qld.gov.au">EQInternational@qed.qld.gov.au</a></p>		



# Procedure

## Student management - subclass 500 (schools) visa procedure

Version: 2.0 | Version effective: 08/07/2024

### Audience

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

### Purpose

This procedure supports school staff and EQI staff to monitor and manage an overseas student for the duration of their enrolment, including the management of unpaid fees, enrolment variations, student discipline and cancellation, where required.

### Overview

EQI monitors and provides support to overseas students regarding variations to enrolment, management of fees, disciplinary suspensions and cancellations throughout the duration of their studies in the International Student Programs (ISP). The standards for student behaviour and program requirements are set out in the [ISP standard terms and conditions](#) and the [Student code of conduct](#).

All disciplinary interventions for students in Queensland state schools, including overseas students, are guided by the [Student discipline procedure](#). A school principal's decision to suspend or exclude an overseas student, under the student discipline procedure, must be escalated to EQI for a decision to cancel the overseas student enrolment.

Decisions by the Director, EQI to cancel an overseas student enrolment are detailed in this procedure. However, cancellations due to a breach of the overseas student's visa conditions are outlined separately in the [Attendance procedure](#) and the [Course progress procedure](#) due to the requirement to observe the external appeal process. The decision by the Director, EQI to cancel enrolment cannot be delegated.

EQI and schools provide ongoing wellbeing support to overseas students throughout their enrolment as per the [Supporting students' mental health and wellbeing procedure](#). Where an overseas student is under an EQI welfare arrangement, wellbeing is also monitored in accordance with the [Change of welfare procedure](#) and [Homestay provider management procedure](#).

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

## Responsibilities

### Overseas student

- request assistance from school staff where there are issues affecting enrolment
- request a variation of enrolment if required
- comply with intervention strategies implemented by school staff.

### Parents/DHA approved guardians

- notify school immediately about any changes to student details
- liaise with school staff regarding the student's welfare, behaviour, attendance and progress
- support the student to meet behavioural and attendance requirements, including any interventions
- inform school of any compassionate or compelling circumstances that may be impacting the overseas student's behaviour or enrolment
- ensure welfare, visa and health cover requirements are appropriate for the duration of enrolment when variations to the enrolment occur
- notify EQI if intending to withdraw from the program.

### School staff

- assist the overseas student with all aspects of their study program including variations to enrolment
- communicate expected standards of behaviour with student and parent/DHA approved guardian or homestay provider as per the [Student code of conduct](#) and the [ISP standard terms and conditions](#)
- monitor and assist students to address mental health, wellbeing and behavioural misconduct
- liaise with parent/DHA approved relative as well as homestay providers and agents (where applicable) regarding behaviour
- escalate to school principal where there are concerns for unresolved behavioural issues of an overseas student in line with the [Student discipline procedure](#)
- maintain accurate and up-to-date records.

### EQI staff

- provide advice and support to overseas students and school staff in implementing this procedure
- monitor payment of invoices and implement debt management processes
- implement approved variations, including issuing new Confirmation of Enrolment when needed
- ensure education and appropriate welfare requirements are in place for the duration of enrolment when variations to the enrolment occur
- cancel an overseas student's enrolment and report to DHA as directed
- maintain accurate and up-to-date student records.

### School principal (or delegate)

- decide whether to approve variations to enrolment for the overseas student

- support school staff to monitor overseas student behaviour and implement interventions in line with the [Student discipline procedure](#)
- escalate concerns and issues regarding overseas student behaviour, including disciplinary decisions, to the Director, EQI
- re-communicate expected standards of behaviour with student and parent/DHA approved guardian or homestay provider as per the [Student code of conduct](#) and the [ISP standard terms and conditions](#).

### Director, EQI

- decide whether to cancel an overseas student's enrolment and report to DHA
- provide advice specific to overseas students and support to school principal when disciplinary action is required
- advise the student and school staff of the relevant timeframes to appeal a decision.

### Process



Image 1: Process flowchart - Student management

### 1. Monitor

The purpose of monitoring overseas student enrolments is to identify when an intervention will be required to manage:

- a variation to the enrolment
- unsatisfactory behaviour both during school time and under supervision of a homestay provider (where applicable)
- non-payment of fees
- cancellation in response to the above points, or if initiated by the student.

Staff must maintain accurate records to support the management of overseas student enrolments, including:

- EQI staff requests via email for school staff to verify overseas student enrolments each term
- School staff review and record accurate student contact details including emergency contacts each term in OneSchool
- EQI staff review any changes to the overseas student OneSchool records and update Provider Registration and International Student Management System (PRISMS).

- School staff ensure changes to overseas student details, including but not limited to student mobile, homestay details, parent/DHA approved guardian/agent/emergency contact details, are updated in OneSchool as soon as possible and within seven days.

## Variations to enrolment

### *Identify and advise*

- School staff liaise with teaching staff and school guidance officer in relation to a potential variation to the overseas student's enrolment:
  - determine if a change of year level is required (either initiated by the school, or at the overseas student/parent/DHA approved guardian's request)
  - identify if an extension or reduction in the course duration is required as an intervention strategy for course progress requirements
  - identify a request for a change of school (to another Queensland Government school) as per the [ISP standard terms and conditions](#)
  - liaise with EQI to confirm whether variations to study program will affect the overseas student's enrolment
  - refer to the [Transfer procedure](#) for any requests for transfer to another CRICOS provider.
- EQI staff liaise with school staff regarding potential variation to enrolment and advise when the overseas student would need a revised Confirmation of Enrolment (CoE).
- School staff provide advice to overseas student when the CoE revision may be required.

## Behaviour

### *Monitor and support*

- School staff monitor and support overseas student behaviour within both school and accommodation arrangements by:
  - reviewing records in OneSchool regularly to monitor behaviour of each overseas student
  - liaising with class teachers, homestay families and parents/DHA approved guardians to determine if there are any concerns with behaviour of the overseas student
  - identifying when an overseas student is misbehaving as per the [Student code of conduct](#), or the [ISP standard terms and conditions](#) and requires intervention, referring to the [Student discipline procedure](#)
  - regularly meeting with overseas students to provide opportunities to discuss any concerns in relation to behaviour, study, general health, safety and wellbeing
  - referring issues and concerns to the relevant specialist school staff/services and escalating to the school principal (or delegate) when required.
- EQI staff provide support and advice to school staff for any concerns relating to the overseas student's behaviour.
- School staff remind overseas students of support and requirements covered in [Student orientation procedure](#) including but not limited to:

- available school support services, as required (for example, school-based youth health nurse and/or guidance officer)
- the limitations and requirements of their [student visa conditions](#).

## Payment of fees

### *Invoice and monitor*

- EQI staff issue an invoice with payment due date for the program fees to the overseas student and parent/guardian prior to the course start date, and monitor receipt of payments.

## 2. Intervene

- School staff identify issues and discuss with class teachers, homestay providers or parents/DHA approved guardians and overseas student to ensure appropriate support or intervention is provided, for example:
  - if there are concerns in relation to homestay, refer to [DEi student homestay placement procedure](#)
  - if there are concerns in relation to academic progress, refer to the [Course progress procedure](#)
  - if there are concerns in relation to overseas student wellbeing, refer to the [Supporting students' mental health and wellbeing procedure](#), [Welfare management procedure](#) and/or [DEi student homestay placement procedure](#)
  - refer to the student orientation handbook (as per [Student orientation procedure](#)) and reiterate information relevant to the concern raised
  - consider if the overseas student should temporarily suspend their enrolment under extenuating circumstances or under compassionate or compelling circumstances (refer to [Attendance procedure](#) for the detailed process)
  - refer to the [Transfer procedure](#) for transfer requests to other education providers
  - identify concerns that may lead to a student-initiated cancellation or an EQI-initiated cancellation (e.g. failure to return to school after a temporary suspension), and report to the school principal (or delegate).
- School staff escalate to school principal (or delegate) to determine appropriate intervention strategy, support and specialist staff that may be required where issues relating to the overseas student's enrolment cannot be resolved with minor interventions.

## Variations to enrolment

### *Request and implement*

Any time a variation to enrolment modifies the course length, course type and/or school, EQI is required to issue a new CoE and cancel the previous CoE. Variations to enrolment may be initiated by the student/parent/DHA approved guardian or school staff.

- Overseas student requests advice about a variation to their enrolment including, but not limited to, making a change to the year level, subject selection, extension of course or change of school.
- School staff recommend an extension or reduction of course duration (for example, additional High School Preparation or change of year level), if it is in the best interest of the overseas student or as part of the course progress intervention strategy, and:

- seek endorsement from the school principal (or delegate)
- notify and seek approval of the overseas student/parent/DHA approved guardian of the recommendation and advise them to contact DHA to determine if the variation to enrolment length will impact the student's visa.
- Overseas student submits a [Variation of enrolment request form](#).
- School principal (or delegate) decides whether to endorse the request to make a variation to the overseas student enrolment (either by the overseas student/parent/DHA approved guardian or school staff), within five days of receiving the request form and:
  - consider the requirements under the enrolment change request section of the [ISP standard terms and conditions](#), noting for change of school requests, a decision is required from both the current school and new school principals (or delegates)
  - if endorsed, school staff notify EQI to amend the Enrolment agreement, if school principal (or delegate) endorses the course duration variation and advise of the timeframe
  - if not endorsed school staff inform the overseas student, provide reasons for the school principal (or delegate) non-endorsement, and refer the overseas student to the [Complaints and appeals procedure](#).
- EQI staff liaise with school staff to determine if the changes to subject selections or year level will affect the end date of the overseas student's CoE. Where a variation to enrolment has modified the course length, course type and/or school, EQI staff issue a new CoE and cancel the previous CoE.
- EQI staff issue an invoice for variation of enrolment administrative fees to the overseas student and parent/DHA approved relative.
- EQI staff direct staff to advise the overseas student, parent/DHA approved relative that they must contact DHA to seek advice about any possible effect on their student visa or guardian visa, if applicable, where the duration of an overseas student's enrolment is likely to vary.

#### *Implement approved variation*

- Where a reduction or extension of the overseas student's course length or change of school is approved (before or after the student's visa is granted) and within seven days of the decision, EQI staff:
  - revise the enrolment and Enrolment agreement in the international student records, along with invoices (if required), and issue via email to the parent/DHA approved guardian or agent
  - advise the overseas student and parent/DHA approved guardian to contact [Overseas Student Health Cover](#) (OSHC) provider regarding any reduction to the period of cover and OSHC refund, if applicable
  - email copies of updated documents (if applicable) to the parent/DHA approved guardian or agent
  - notify school staff
  - ask the overseas student/parent or DHA approved guardian to complete the [ISP refund request form](#), if eligible for a refund
  - review and assess the refund request in line with the [ISP standard terms and conditions](#)
  - issue any payment receipt, if applicable
  - revise the CoE, welfare arrangements and OSHC in PRISMS and within 31 days.



- Parent/DHA approved guardian ensures the overseas student visa, welfare arrangements and [Overseas Student Health Cover](#) (OSHC) requirements are updated where necessary to cover for the duration of enrolment when variations to the enrolment have occurred.

## Behaviour

### *Identify and intervene*

Unsatisfactory behaviour is managed under the [Student discipline procedure](#) and supported by the [Supporting students mental health and wellbeing procedure](#).

- School staff identify when the overseas student's behaviour does not align with the [Student code of conduct](#), the [ISP standard terms and conditions](#) and if applicable, homestay rules, but does not warrant escalation to the school principal or urgent referral to the Director, EQI:
  - discuss the overseas student's behaviour, referring to the school's rules, Student code of conduct, the ISP standard terms and conditions and potential consequences for misbehaviour (for example, enrolment may be cancelled, which could result in their visa being cancelled)
  - develop and implement an intervention strategy to support the overseas student to improve their behaviour
  - inform the parent/guardian or homestay provider (as applicable).
- School staff escalate to the school principal, as per school's processes, if the overseas student's behaviour does not improve or requires a disciplinary consequence.
- Where the overseas student requires an intervention for unsatisfactory behaviour or a disciplinary consequence for misconduct (for example, homestay misconduct), the school principal (or delegate):
  - issues an [ISP behaviour warning letter](#) to the overseas student outlining what actions need to be taken
  - meets with the overseas student and (if possible) parent/DHA approved guardian or homestay provider to discuss wellbeing concerns or unsatisfactory behaviour, reinforcing the [ISP standard terms and conditions](#) and the consequences for non-compliance and/or the welfare implications when wellbeing is at risk. If the overseas student's parent/DHA approved guardian or homestay provider is unable to attend meeting, the school principal can meet with the overseas student and liaise with the parent/DHA approved guardian after the meeting.
  - reviews intervention strategies that are in place to ensure they are still appropriate and adjust if required.
- School principal decides on the disciplinary consequence as per [Student discipline procedure](#).
- School staff inform the parent/guardian or homestay provider (if applicable) of any disciplinary consequence.

## Payment of fees

### *Unpaid fees*

EQI issues an invoice for tuition fees and non-tuition fees periodically (usually twice a year) for the duration of an ongoing enrolment. When there is a failure to pay fees by the due date, and all reasonable efforts have been made to contact the parents/DHA approved family and agent (where applicable), EQI may cancel the enrolment.

### Issue notices

To manage timely payments of the full overseas student fees, EQI follows the process below:

- EQI staff issue an invoice for the overseas student fees to the parent/DHA approved family or agent according to the invoice schedule, update records and where applicable:
  - **Courtesy reminder notice:** 14 working days prior to the payment due date if no payment or the full payment is not received, issue a reminder notice (CM 24/3870, DoE employees only)
  - **Final notice:** 5 working days after the date of the due payment, if the full payment has not been received, issue a final notice (CM 24/3878 DoE employees only), including the details for a debt management plan. Allow 7 working days for a response to the final notice and if a response has been received to request an extension to the due date, proceed to debt management request
  - **Failure to pay overdue fees:** 20 working days after the final payment due date (this will be either the original due date or the negotiated final due date from a debt management process) if the full payment is not received or where no response has been received from the parents/DHA approved guardian, EQI staff escalates to Director, EQI to proceed to escalate, non-payment of fees.

### Debt management request

EQI may consider compassionate circumstances to arrange a debt management plan for the unpaid fees if the request is made before, or within 7 working days of, the final notice. Requests for further extensions will not be accepted where there has been a previous failure to meet an agreed payment due date.

- A debt management plan may be comprised of:
  - an extension to the current invoice, that must be paid in full at a negotiated final due date; or
  - agreed sums paid on a schedule that must conclude prior to the next invoice cycle.
- Within 7 working days of the date of the final notice letter, parent/DHA approved guardian or agent:
  - requests a debt management plan
  - provides evidence of compassionate circumstances that they wish to be considered by EQI.
- EQI staff considers any compassionate circumstances sufficient to grant debt management plan, and makes a decision before 20 working days after the final payment due date.
- If the decision is not to grant a debt management plan:
  - the EQI staff advises the parent of the decision and refer the overseas student to the [Complaints and appeals procedure](#)
  - EQI continue as per the failure to pay overdue fees step above.
- If the decision is to grant a debt management plan:
  - determine the details of the debt management plan in consultation with parent/DHA approved guardian (and agent, if required)
  - implement a debt management plan that includes a final due date
  - notify the parent, agent, school principal and EQI staff.

- EQI staff monitor for receipt of payments according to the extended due date and where there is a failure to follow an agreed debt management plan, and the full payment has not been received 20 days after the final due date, proceed to escalate, non-payment of fees.

### 3. Escalate

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#### Behaviour

##### *Unsatisfactory behaviour and disciplinary action*

School principal liaises with the overseas student and relevant school staff to monitor their behaviour after an intervention has been made and strategies to improve put in place. Where the school principal advises that behaviour continues to present a risk or decides to suspend or exclude an overseas student in line with the [Student discipline procedure](#), the Director, EQI may also decide to cancel the overseas student enrolment.

##### *Monitor behaviour*

- School staff ensures:
  - attendance is monitored and recorded as per [Attendance procedure](#)
  - course progress is monitored as per the [Course progress procedure](#)
  - student's behaviour is closely monitored and the school principal is informed
  - homestay provider (if relevant) is informed about the overseas student's behaviour and any interventions
  - all interventions, communication and updates relating to the overseas student behaviour is recorded in OneSchool.

##### *Unsatisfactory behaviour and disciplinary action*

- School principal considers disciplinary action in accordance with the Student discipline procedure, where an overseas student's behaviour:
  - continues to present a risk
  - does not improve after intervention
  - requires immediate disciplinary action (such as suspension or exclusion).
- School principal escalates to the Director, EQI by sending an email to [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au) and must include:
  - "(student name), unsatisfactory behaviour, (school name)" in subject line of email
  - an indication of whether the referral is about an urgent intervention required
  - evidence of school's [Student code of conduct](#) breaches and breaches of the [ISP standard terms and conditions](#)
  - a list of all relevant evidence, in chronological order, in the body of email (for example, written requests to attend meetings with school staff, OneSchool records of contact, witness statements and the student's statement, meeting notes, any proof of compassionate or compelling circumstances)
  - any relevant documents which are not in OneSchool at the time attached/detailed

- evidence that the school has complied with this procedure, the Student discipline procedure and any other relevant procedures.
- School principal, in the case of an overseas student disciplinary absence, advise school staff to follow the [Roll marking in state schools procedure](#), and ensure appropriate supervision requirements are in place as per the DoE [Student discipline procedure](#), [Welfare management procedure](#) and the [DEi student homestay placement procedure](#).
- School staff to follow instruction as advised by the school principal regarding overseas student disciplinary absence.
- Director, EQI considers whether the overseas student's enrolment should be cancelled and decides within five working days of receiving a notification from the school principal regarding unsatisfactory behaviour based on the evidence provided:
  - of the overseas student's wellbeing being at risk
  - of unsatisfactory behaviour
  - actions taken in line with this procedure and the [Student discipline procedure](#) and any other relevant procedures.

#### Payment of fees

##### *Non-payment of fees*

- Where fees are not paid in full by the agreed final due date, EQI staff escalate to Director, EQI for non-payment of overdue fees.
- Director, EQI, within five working days of receiving notification of unpaid overdue fees:
  - decides to issue an Intention to cancel enrolment letter (CM 24/346432 - DoE employees only) notice to the overseas student, parent, school and agent (where applicable), notifying the parent/DHA approved guardian, agent (if applicable), relevant EQI staff and school principal
  - refers the overseas student/parent/DHA approved guardian to their appeal rights, as per the [Complaints and appeals procedure](#).

#### 4. Cancel

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##### Student initiated process

EQI staff assist with overseas student requests to cancel their enrolment. As the overseas student has initiated this request, the appeals process is not necessary. EQI staff:

- ensure written or email parental approval
- refer to the [Transfer procedure](#) where the overseas student seeks to cancel their enrolment with EQI and change to a different CRICOS provider.

##### EQI initiated process

For cancellations due to unsatisfactory course progress or attendance that do not involve behavioural misconduct, refer to the [Course progress procedure](#) and [Attendance procedure](#).

Where the decision about cancellation includes both behavioural misconduct and either or both unsatisfactory course progress and attendance, the Director, EQI:

- considers all information provided by the school principal (including but not limited to the actions taken under this procedure and the [Student discipline procedure](#))
- upholds reporting responsibilities and timeline as per the [Course progress procedure](#) and [Attendance procedure](#) (if applicable)
- decides whether to cancel the overseas student's enrolment.

*Where the decision is not to cancel*

- Director, EQI issues a *Decision not to cancel enrolment letter* (CM 24/347985 - DoE employees only) to overseas student and parent, notifying DHA approved guardian and agent (where applicable)
- Director, EQI informs the school principal.

*Where the decision is to cancel*

- Director, EQI issues a *Notice of intention to cancel enrolment letter* (CM 24/346432 - DoE employees only) to the overseas student and parent, notifying the DHA approved guardian and agent (where applicable) and:
  - refers the overseas student/parent/DHA approved guardian to their appeal rights, as per the [Complaints and appeals procedure](#)
  - where evidence shows that the overseas student's health or wellbeing, or the wellbeing of others is likely to be at risk, notifies that the cancellation is immediate and takes action as per the [Change of welfare procedure](#)
  - where the cancellation is not immediate, directs school staff to maintain the overseas student enrolment in OneSchool and EQI welfare arrangements (if applicable) until the internal appeal process is complete in line with the [Complaints and appeals procedure](#).
- EQI staff notify the school principal and school staff of the decision of Director, EQI to cancel.
- School staff:
  - maintain the overseas student's enrolment in OneSchool,
  - refer to the [Change of welfare procedure](#) to ensure that safe and appropriate arrangements are in place for the overseas student during the internal appeal process and until departure where the overseas student is in a homestay arrangement.

### **Cancellation of enrolment**

- Under this procedure, EQI is not required to wait for the internal appeals process to be completed before notifying the DHA of cancellation of enrolment if the overseas student's health or wellbeing, or the wellbeing of others is likely to be at risk. If this risk is not a consideration, the Director, EQI instructs EQI staff to notify DHA of the cancellation of enrolment where:
  - the overseas student requests the cancellation, or;
  - no appeal is lodged, or;
  - an appeal is withdrawn, or;

- the internal appeal is unsuccessful.
- EQI staff inform the overseas student of the need to seek advice from DHA on the potential impact on their student visa.
- School staff finalise and issue any outstanding school reports to the overseas student.
- EQI staff cancel the overseas student's enrolment record/s in the international student records system (ISMS) and notify school once completed.
- School staff cancel the overseas student's enrolment in OneSchool.
- EQI staff notify DHA via PRISMS, promptly, and within 14 days (of the Director, EQI instruction), that the overseas student's enrolment is cancelled.
- EQI staff:
  - ask the overseas student/parent/DHA approved guardian to complete the [ISP refund request form](#), if eligible for a refund
  - 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 overseas student/parent/DHA approved guardian within 7 days of the repayment.

## Definitions

Term	Definition
<b>Agent</b>	Education agent is a person or organisation (in or outside Australia) who EQI has entered into a written agreement with to formally represent it to recruit overseas students for EQI programs.
<b>Compassionate or compelling circumstances</b>	<p>Compassionate circumstances are circumstances which have had a negative impact on the overseas students, and EQI have assessed:</p> <ul style="list-style-type: none"> <li>● are not in the student's control; and</li> <li>● adversely impact on the student's welfare or course progress (for example, illness, bereavement or traumatic events may qualify).</li> </ul> <p>Compelling circumstances are circumstances which the student would like EQI to consider will be for your benefit.</p> <p>Circumstances which, are not compassionate or compelling under this agreement include:</p> <ul style="list-style-type: none"> <li>● those that are created by the student's own actions or are within their control;</li> <li>● non-payment of fees;</li> <li>● exclusion from the student's school due to disciplinary consequences; and</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>situations where the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.</li> </ul>
<b>Confirmation of Enrolment (CoE)</b>	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 EQI course. It is evidence of the student's course and duration of study in a nominated Queensland state school.
<b>Delegate</b>	For Principal delegates: A classified officer (for example heads of department and deputy principals) nominated by the school principal who is authorised to make some International Student Program decisions on the principal's behalf.
<b>DHA approved guardian</b>	A parent, legal custodian or a relative over 21 years old approved by the DHA to be responsible for the accommodation and welfare of overseas students under the age of 18 years.
<b>Enrolment agreement</b>	A written agreement outlining the course offered to the student which includes standard terms and conditions, an initial invoice and statement of fees. The written agreement must be signed by the overseas student as well as parents or legal custodians to confirm their acceptance of the course offered.
<b>EQI</b>	Education Queensland International (EQI) is the trading name of the Queensland Government Department of Education used by commercial business units within Department of Education International (DEi).
<b>EQI school</b>	For International Student Programs: Queensland state schools accredited by EQI to deliver international student programs.
<b>EQI staff</b>	<p>Department of Education (DoE) employees working in Department of Education International (DEi), trading as Education Queensland International (EQI). Employees from the following units include but are not limited to:</p> <ul style="list-style-type: none"> <li>International Student Programs (ISP)</li> <li>Corporate Services</li> <li>Officer of the Executive Director.</li> </ul>
<b>Homestay provider</b>	Homestay provider is a person registered to deliver accommodation services and have been approved to provide supported and supervised in-home accommodation where food and shelter and a safe, caring and supportive home environment is provided to an overseas student. Homestay is arranged by schools, ISP and the DEi staff.

Term	Definition
	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.
<b>International Student Programs</b>	A study pathway that offers overseas students the opportunity to study within a Queensland state school with dedicated support services to meet individual student needs. International Student Programs include a variety of <a href="#">different study options</a> .
<b>OneSchool</b>	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).
<b>Overseas student</b>	A person (whether within or outside Australia) who holds a student visa subclass 500 (school sector) enrolled in an EQI course.
<b>Parent</b>	A parent, of a child, is any of the following persons: <ul style="list-style-type: none"> <li>• the child's mother;</li> <li>• the child's father;</li> <li>• a person who exercises parental responsibility for the child.</li> </ul>
<b>School staff</b>	Employees of EQI schools with responsibilities to support overseas students. For example – international student coordinator, homestay coordinator, guidance officer, specialist staff, EALD support staff, head of department, line manager, deputy principal, accredited officer (study tours).
<b>Student code of conduct</b>	A document developed by every Queensland state school outlining the school's behaviour policy. The overseas student agrees to adhere to their school's standards of behaviour outlined in the document as a condition of their enrolment.

## Legislation

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

## Delegations/Authorisations

- Nil

## Policies and procedures in this group

- [International Student Programs - subclass 500 \(schools\) visa policy](#)



- [Attendance - subclass 500 \(schools\) visa procedure](#)
- [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](#)
- [Enrolment - subclass 500 \(schools\) visa procedure](#)
- [Student orientation - subclass 500 \(schools\) visa procedure](#)
- [Transfer - subclass 500 \(schools\) visa procedure](#)
- [Travel and activities for students under EQI welfare - subclass 500 \(schools\) visa procedure](#)

## Supporting information for this procedure

- [ISP behaviour warning letter](#)
- [ISP refund request form](#)
- [ISP wellbeing support letter](#)
- [Variation of enrolment request form](#)

## Other resources

- [EQI, ISP student surveys](#) (DoE employees only)
- [EQI - ISP Team Site](#) (DoE employees only)
- [International Student Programs](#)
- [ISP entry and course requirement standards](#)
- [ISP standard terms and conditions](#)
- [Overseas Student Health Cover](#)
- [PRISMS User Guide](#)
- [Roll marking in state schools procedure](#)
- [Student discipline procedure](#)
- [Student learning and wellbeing framework](#) (DoE employees only)
- [Student protection procedure](#)
- [National principles for child safe organisations 2019](#)

- [Student visa conditions](#)
- [Whole-school approach to wellbeing and social and emotional learning](#) (DoE employees only)

## Contact

International Student Programs:

Department of Education International

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

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

## Review date

8/07/2027

## Superseded versions

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

1.0 Ongoing enrolment – subclass 500 (schools) visa procedure

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Refer to the [Creative Commons Australia](#) site for further information

# International Student Programs refund request 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, school enrolment details, and bank accounts.

We collect this information to assess your refund request. 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 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](#) ('students') enrolled in Education Queensland International (EQI), International Student Programs (ISP) and their parents, to request a refund in accordance with their Enrolment agreement.
- For further information about refunds, please refer to the [International Student Programs standard terms and conditions](#).
- Please read the refund policy in your Enrolment agreement before completing this form.
- A parent or student aged over 18 years (who has paid the fees) must complete and sign page 3 of this form and provide identification that verifies their signature (e.g., passport).
- Email this form and relevant supporting documentation (e.g., evidence of written notice (if it has not already been provided), evidence of compassionate or compelling circumstances) by email to: [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au).
- Where **compassionate or compelling circumstances** exist, appropriate evidence must be provided at the time the refund request is made, in order for EQI to consider when making an assessment. Where compassionate or compelling grounds apply for a refund, EQI may agree to refund other unspent fees.
- Failure to provide appropriate and correct details or required evidence with this request, may result in the refund being delayed and additional charges may be incurred.

## Overseas student details

<b>Family name:</b>			
<b>Given name(s):</b>			
<b>OneSchool ID:</b>		<b>Date of birth:</b>	
<b>Email:</b>		<b>Mobile number:</b>	
<b>School name:</b>			
<b>Last day of school:</b>		<b>Last day in homestay: (If applicable)</b>	

Reason for requesting a refund		
Please tick ✓	Circumstance	Refund amount
	Visa refused for either the student, or in the case where the student is under the care and welfare of a Guardian visa holder (subclass 590), the accompanying adult.	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 (e.g., you provide written evidence that you have become a permanent Australian resident).	Refund of unspent tuition fees.
	You withdraw from the homestay program and provide at least 14 days' notice.	Refund of unspent homestay fees.
	You withdraw from the homestay program and give less than 14 days' notice.	Refund of unspent homestay fees calculated from the date 14 days after the day notice is given.
	Refund of unused homestay fees (applies to December- January school holiday period). Evidence of approved travel of 7 nights or more must be provided with Refund request form.	Refund of difference between weekly homestay rate and homestay holding fee.
	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> ).
	Your Confirmation of Enrolment is cancelled because we have reported you for breach of your visa conditions (see Attendance and Course progress sections in the <a href="#">ISP standard terms and conditions</a> ).	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 section in the <a href="#">ISP standard terms and conditions</a> ).	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.
	You withdraw from the course at least 10 weeks before your commencement date.	Refund of fees paid (tuition and homestay). An administration fee will be charged 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 notice is given. An administration fee will be charged 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' notice.	Refund of unspent tuition fees.
	You withdraw from the course after your commencement date and provide less than 10 weeks' notice.	Refund of unspent tuition fees, calculated from the date 10 weeks after the day notice is given.

Parent (or student who is over 18 years) declaration			
I request a refund of fees (if eligible).			
I authorise payment to be made to the person named in the payment instructions below.			
I have provided identification that verifies my signature.			
I declare all the information provided is true and correct and I will notify EQI of any change(s) to this information as soon as possible.			
I agree to cover any additional fees incurred as a result of incomplete or incorrect information being provided.			
Name:			
Signature:		Date:	
Email:			
Payee details			
Payee name:			
Payee address:			
Phone number:		Email address:	
Payment instructions			
Please tick ✓ (select one payment method option only and complete all relevant fields for that method of payment)			
<p><b>Option 1:</b> I request that monies are transferred by direct credit into an <b><u>Australian bank account</u></b>. Following are the details required for the transfer.</p>			
Account holder name:		Bank name:	
BSB number:		Account number:	
<p><b>Option 2:</b> I request that monies are transferred by direct credit into an <b><u>overseas bank account</u></b>. We recommend that you check with your bank if any bank charges will be incurred with this option.</p>			
Account holder name:		Account number:	
Bank name:		Bank branch:	
Bank address:			
SWIFT code:		IBAN number:	

# Variation of enrolment request 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 variation of enrolment request. 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 your current school, proposed new school, Overseas Student Health Cover (OSHC) provider, 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 should be used to request a variation of enrolment of an overseas student enrolled in an Education Queensland International (EQI) International student program (ISP). Variations of enrolment include: course type or duration, year level, and change to another Queensland Government school.
- Variation of enrolment request will be approved if:
  - parents or legal custodians support the change;
  - school supports the request;
  - there is evidence of compassionate or compelling circumstances;
  - tuition or other fees have been paid;
  - administration fee for this variation of enrolment is paid, if required.
  - for a change of school, in addition to the above points:
    - it is approved by your current school and the proposed new school;
    - continuous welfare arrangements are confirmed with both schools (only applicable, where the overseas student is under EQI welfare).
- This form must be submitted via email to [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au) with 'Variation of enrolment request' in the subject line and all required supporting documents attached. For enquiries, please phone 1800 316 540 (within Australia).

## Overseas student details

<b>Family name:</b>		<b>Given name/s:</b>	
<b>Date of birth:</b>		<b>OneSchool ID:</b>	
<b>Email:</b>		<b>Mobile number:</b>	
<b>Current school:</b>			<b>Current year level:</b>

## Reason for variation of enrolment

Tick all that apply	Details		
Change of school	Proposed new school:		
	Proposed last day at current school:		Proposed start date at new school:
Change of year level	Current year level:		Proposed year level:
Change of course type	Current course:		Proposed course:
Change of duration	Current duration:		Proposed duration:
Other change	Current details:		Proposed change:
<b>Reason</b> You must include evidence of compassionate and compelling circumstances	This change has been recommended by my school Other, please provide details:		

### Overseas student's and parent's agreement

- I have discussed my request with my current school's international student coordinator and/or guidance officer;
- I have read and understood the privacy notice at the beginning of this request form;
- I have no outstanding fees;
- I have provided reasons for the variation of enrolment above; and
- All information provided in this application form is true and accurate to the best of my knowledge.

<b>Student name:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>Parent name:</b>			<b>Email:</b>
<b>Signature:</b>		<b>Date:</b>	

#### OFFICE USE ONLY: School Principal (approval)

##### Principal current school

<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	
I <b>approve</b> the variation of enrolment request.		I do <b>not approve</b> the variation of enrolment request			

**Reason:** A reason for **not approving** the variation of enrolment request must be provided.

##### Principal proposed new school (required only for change of school requests)

<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	
I <b>approve</b> the variation of enrolment request.		I do <b>not approve</b> the variation of enrolment request			

**Reason** A reason for **not approving** the variation of enrolment request must be provided:

#### OFFICE USE ONLY: EQI staff (required actions)

- Ensure approvals have been provided (Principal and Parent). For change of school, check approval from new school Principal)
- Ensure necessary documentation to support the request has been provided (e.g., welfare arrangement is continuous)

If approved:

- 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)
- Notify school staff (include any additional action from the school)
- Reissue invoice.

**Comments:**

**Wellbeing at risk notification letter template**

Template to be used **by principal (or delegate)** for wellbeing at risk notifications (see Change of welfare and Student management procedure for further details).

All red text is either notes or examples, please alter the text so the letter is applicable to the situation you are dealing with. The black text should not be altered.

**Delete notes before finalising. Keep a file note on OneSchool of when the letter is delivered to the student and parents. Ensure that the "CRICOS provider code: 00608A" is on all correspondence.**

<Date>

<Student Full Name>

(For primary school students: send only to parent (direct or via agent) and also approved relative, where applicable. High school students should be given this letter with a copy to parent/ approved relative by email.)

**BY EMAIL:** <name@email.com>

Or

**HAND DELIVERED**

(**BY POST:** <insert postal address> where the above options are not available)

Dear <Student First Name>

Your wellbeing at <School Name>

Your immediate wellbeing and health are of concern and I seek to support you through the implementation of a care plan.

I understand that the current challenges you are experiencing with your wellbeing and health may present difficulties, but with the correct care and support you may be able to continue with your studies in the Education Queensland International (EQI) Program. You need to maintain satisfactory attendance as a condition of your student visa. This is outlined in the Standard terms and conditions of your Enrolment agreement and EQI's School Attendance Procedure (**attached**).

*\*At this stage seek to make no decision regarding the student's enrolment or welfare unless advice has been sought and confirms that the student may be of further risk to themselves or others. Adjustments and strategies can be developed to support the student. Principals can contact Mental Health Coaches who provide leadership and direction in the planning and implementation of the School and Student Support priorities, particularly those in relation to [mental health and wellbeing](#).*

Material considered

- *This is a list of information/documents you have considered – do not add commentary.*
- *List all documents in date order and attach to the letter.*
- *Note 'the facts' (below) are based on these documents.*



- Enrolment agreement dated <insert date signed by student/parents>.
- Your OneSchool attendance record (**attached**).
- OneSchool record of contact (**attached**).
- <Letter from X regarding your school attendance, dated XX>

### The facts

- *In this section of the letter you provide details of events in chronological order (earliest to latest). The events should be written in plain language so that a person not involved in this matter can read this letter and understand what has happened and why you have issued this letter.*
- *“The facts” are based on the documents listed above.*
- *Insert details of any contact you/school staff has had with the student/parent/homestay provider to discuss the student’s wellbeing. For example:*
- *On <day> <month> <year> <name>, the Guidance officer, met with you to discuss your behavior or mental health, etc.*
- *<Insert details of what was said/agreed to at the meeting.>”*
- *List any other relevant information for the student and their parent to consider.*

### What happens next

You must attend a meeting at <time> on <day and date> (*must be within 10 working days of issuing this letter*) at <location> with me and:

- <Name>, International Student Coordinator
- <Name>, Guidance Officer
- <Name>, Teacher
- <Name>, Deputy Principal.

We will assist you by developing a Student Plan to improve your health management. You and your parent will first need to give us consent so we can facilitate the plan ([SSMH 1 – Consent form](#)). *Refer to [Fact sheet – Obtaining valid student or parent/carer consent](#) and the [Supporting students’ mental health procedure](#). In some cases, an individual aged 16 years or over is presumed capable of giving consent.*

<Your parent/approved relative/homestay provider should attend this meeting with you>.

If you continue to have problems with your health at school **and in homestay**, there are people at school who can help you. Make sure you ask for help from your <insert name and position e.g., guidance officer or case manager>.

If it is a personal problem you can speak to me or the school guidance officer at school or you might like to contact:

- <list support people and support services, for example->
- your parent
- your homestay family
- a doctor (I can help you to find a local general practitioner, if you don’t already have one);

- Kids Helpline <https://kidshelpline.com.au/> or 1800 55 1800
- Lifeline <https://www.lifeline.org.au/> or 13 11 14
- Beyond Blue <https://www.beyondblue.org.au/> or 1300 22 4636
- Headspace <http://headspace.org.au/>
- *The Translating and Interpreting Service (TIS National) provided by the Department of Home Affairs may be available for some of these services, please see <https://www.tisnational.gov.au/en/Non-English-speakers/Frequently-Asked-Questions> for further information. You can contact TIS National on 131 450.*

We may have to refer you to a clinical care provider and alternatively you may acquire a provider yourself: *Refer to the [Supporting students' mental health procedure](#) and consider completing the [SSMH Form – Request for information from clinical care provider](#) or [SSMH3 Form – student referral to clinical care provider](#).*

### Compassionate or compelling circumstances

If compassionate or compelling circumstances apply (see your Enrolment agreement, **attached**) please tell me and bring any evidence (for example, medical certificates) to the meeting on *<insert day and date from above>*. Raising this with me, at your earliest opportunity, will allow school staff to support you to achieve satisfactory attendance. A temporary suspension of your enrolment may be possible in compassionate or compelling circumstances.

Please remember that if your attendance falls below **80%** in any school semester, in accordance with the EQI School Attendance Procedure (**attached**), EQI may report your unsatisfactory attendance to the Commonwealth Government and this may affect your student visa.

*(For high school students, keep the following text) This letter will be forwarded to your parents, so they are aware of your care plan>*.

Should you have any concerns about this notice or if you or your parents have further information, evidence or materials you would like me to consider, please contact me, as soon as possible.

Yours sincerely

*<signature block, including contact details>*

*<Name>*

*Principal (or delegate)*

*<School Name>*

cc: *parent/agent/approved relative/ Director, ISP, EQI/ destination school if applicable*

**Behaviour warning letter template**

Template to be used **by principal (or delegate)** for unsatisfactory behaviour (see student's enrolment agreement and Student management procedure for further details).

All red text is either notes or examples, please alter the text so the letter is applicable to the situation you are dealing with. The black text should not be altered.

**Delete notes before finalising. Keep a file note on OneSchool of when the letter is delivered to the student and parents. Ensure that the "CRICOS provider code: 00608A" is on all correspondence.**

<Date>

<Student Full Name>

(For primary school students: send only to parent (direct or via agent) and also approved relative, where applicable. High school students should be given this letter with a copy to parent/ approved relative by email.)

**BY EMAIL:** <name@email.com>

Or

**HAND DELIVERED**

(**BY POST:** <insert postal address> where the above options are not available)

Dear <Student First Name>

**AT RISK NOTIFICATION: Unsatisfactory behaviour**

Your enrolment in <course name> with <School Name> commenced on <date>. As part of the pre-arrival and orientation program you were informed about the Behaviour Policy as stated in the International Student Programs (ISP) standard terms and conditions of your Enrolment agreement (**attached**). I have received information that your behaviour has been unsatisfactory. I am writing to remind you that you must: (*choose only the relevant statements from the following – delete the rest*)

School:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment;
- cooperate with staff and others in authority;
- comply with school rules (as set out in our school's responsible behavior plan);
- not drink alcohol, smoke, vape, 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.

Homestay:

- respect members of the homestay family, their property and the home environment;

- participate actively as a member of the homestay household;
- take responsibility for your own behaviour;
- comply with the homestay household rules;
- comply with the homestay provider's decisions about your actions and welfare, including outings and curfews; and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, at all times.

#### Travel and Activities (for homestay students):

- obtain permission for all non-routine activities by submitting a completed travel and activities form (**attached**);
- not undertake high-risk activities, without our permission, even if you have the permission of your parents or homestay provider;
- not be a passenger in a vehicle driven by an unlicensed driver;
- not be a passenger in a vehicle driven by a driver with a provisional driver's licence (P plate) or a learner driver (L plate) unless you have the written permission of your parents and the school principal (or delegate);
- not drive a vehicle unless you obtain a Queensland driver's licence, the vehicle is registered in yours or your parent's name, the vehicle is subject to full comprehensive insurance that has coverage for an at fault driver and have the approval of your parents;
- only undertake driving lessons with a professional driving instructor and only with the permission of your parents.

Please be aware that EQI may cancel your enrolment if you have unsatisfactory behaviour. This is stated in your Enrolment Agreement and Student management – Subclass 500 (schools) visa procedure (**attached**). This may affect your student visa.

#### Material considered

- *this is a list of information/documents you have considered – don't add commentary e.g., "record of phone conversation with your homestay provider Mr Smith on 23 April 2024";*
- *list all the relevant documents e.g., OneSchool records, witness statements;*
- *it must be in chronological order;*
- *'the findings of fact' (below) are based on these document;*
- *all relevant documents (OneSchool records of contact, letter from international student coordinator, witness statements etc.) should be **attached**.*

#### The facts

- *List your "findings of fact" – what, in your opinion, the student has done.*
- *Be specific – outline exactly what the student did, for example "on Thursday 18 April 2024 at first break you told Mrs. Smith, to "shut up"".*
- *In this section of the letter, you tell the story, in order of events (earliest to latest). The story should make sense, so that a person not involved in this matter can read this letter and understand what the student has done.*

- Explain what disciplinary consequences the student has been given (if any) e.g., a lunchtime detention.
- Insert details of any contact you/school staff has had with the student/parent/homestay provider to discuss the student's behaviour.
- On <day> <month> <year> <name>, international student coordinator, met with her/him to discuss your unsatisfactory behaviour.
- Insert details of what was said/agreed to at the meeting.
- List any other relevant information for the student and their parent to consider.

### What happens next

You must attend a meeting at <time> on <day and date> (must be within 10 working days of issuing this letter) at <location> with me and:

- <Name>, International Student Coordinator
- <Name>, Guidance Officer
- <Name>, Teacher
- <Name>, Deputy Principal.

We will assist you by developing a plan to improve your behaviour.

<Your parent/approved relative/homestay provider should attend this meeting with you>.

If you are having problems at school, there are people at school who can help you. Make sure you ask for help from your <insert name and position e.g., subject teacher, English as an Additional Language/Dialect (EAL/D) teacher, guidance officer>.

If it is a personal problem you can speak to me or the school guidance officer at school or you might like to contact:

- <list support people and support services, for example->
- your parent
- your homestay family
- a doctor (I can help you to find a local general practitioner, if you don't already have one);
- Kids Helpline <https://kidshelpline.com.au/> or 1800 55 1800
- Lifeline <https://www.lifeline.org.au/> or 13 11 14
- Beyond Blue <https://www.beyondblue.org.au/> or 1300 22 4636
- Headspace <http://headspace.org.au/>
- The Translating and Interpreting Service (TIS National) provided by the Department of Home Affairs may be available for some of these services, please see <https://www.tisnational.gov.au/en/Non-English-speakers/Frequently-Asked-Questions> for further information. You can contact TIS National on 131 450.

### Compassionate or compelling circumstances

If compassionate or compelling circumstances apply (see your Enrolment agreement (attached)), please tell me and bring any evidence (for example, medical certificates) to the meeting on <insert day and date from above>. Raising this with me, at your earliest opportunity, will allow school staff to support you.

*(For high school students, keep the following text) This letter will be forwarded to your parents, so they are aware of your school attendance.*

Should you have any concerns about this notice or if you or your parents have further information, evidence or materials you would like me to consider, please contact me, as soon as possible.

Yours sincerely

<Name>

Principal (or delegate)

<School Name>

<Signature block, with contact phone number>

*(cc: parent/agent/approved relative/ISP case officer/ destination school if applicable)*

Attachments:

1. ISP standard terms and conditions
2. Enrolment Agreement.
3. Student management – Subclass 500 (schools) visa procedure
4. *List any other attachments e.g. OneSchool record of contact*