

Policy and Procedure Register updates

Summary of changes to:

Temporary Residents Admissions policy

1. Reason for new/updated policy or procedure <i>(select all that apply)</i>		
☐ Change of policy/procedure requirements	☐ Audit/review recommendation	
☒ Change to legislation/delegations	☒ Due for review	☒ Other
The Temporary Residents Admissions (TRA) policy and procedure suite, including all supporting documents, is now due for a cyclical review. The updated procedure aims to incorporate several key policy and service environment changes, including: - Reducing red tape for schools, regions, and applicants (and their families) - Changes to the Department's customer complaints processes - Decision-making requirements under the <i>Human Rights Act 2019</i> - Australian Government Migration Strategy (released December 2023)		
2. Summary of changes		
• Refined principles • "Enrolment" subheading removed – information added to "Parental linkage" subheading and under "Requirements" heading to address repetition • "Changes to Australian visas" subheading removed to streamline visa condition information • "Temporary removal and withdrawal" subheading removed to streamline enrolment information – covered in the TRA Terms and Conditions of Application • Fee Exemptions categories are in a separate supporting document. • Supporting materials include: ○ TRA categories of fee exemptions (New) ○ TRA Terms and Conditions of Application ○ Department of Education International schedule of visa subclasses and enrolment conditions • Decommissioned: ○ Fee exemptions policy		
3. Impacts to roles and responsibilities		
Does the new/updated content change staff roles/responsibilities <i>in any way?</i>		☒ Yes ☐ No
<i>If yes, select the type of change: (select all that apply)</i>		
☒ Revised responsibilities	☒ New/additional responsibilities	☐ Removed responsibilities
Position title	Summary of change	Page#

Director-General or delegate	May grant fee waivers on compassionate and compelling grounds.	2
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4. Communication and support for implementation

TRA held a Masterclass on 24 March to support school and region understanding alongside two info-drop sessions on 19 and 21 May to collect feedback on the suite. These were advertised through ConnectedEd.

Communications will continue through ConnectEd articles, OneSchool dashboard broadcasting, and OnePortal and EQI website updates. School staff will also be supported by the development of a training package for school enrolment officers to guide enrolment processes for temporary residents through the Education Futures Institute.

For further assistance, please contact:

- Policy/procedure contact:

Temporary Residents Admissions, International Student Programs

Department of Education International

Within Australia 1800 943 122

Outside Australia +61 7 3513 6983

Temporaryresidents@qed.qld.gov.au



Temporary Residents Admissions policy

Version: 2.0 | **Version effective:** 06/10/2026

Audience

Temporary visa holders who wish to enrol or have enrolled in a Queensland state school or at an approved state-delivered kindergarten (SDK), Department of Education International (DEi) staff, Queensland state schools (including SDK staff, and principals).

Purpose

This policy outlines the Department of Education's (the department) requirements for providing temporary residents holding dependant student, bridging, and visitor visas (temporary visas) access to the Queensland state education system, including how fees are charged.

Policy statement

The department is committed to providing temporary visa holders with access to state education while complying with relevant legislative and visa requirements.

Principles

Principle	What this means for the department
Operational efficiency and effectiveness	People, systems, and processes are in place to ensure effective service delivery and customer experience.
Equitable access to education	Provide opportunities for all eligible students to participate in quality education while residing in Queensland on a temporary visa.
Reputational integrity	Maintain accountability, transparency, and fairness in decision-making to uphold the department's reputation.

Requirements

A temporary resident is anyone holding a visa that allows them to stay in Australia for a specified period who is not an Australian citizen or permanent resident. On behalf of the department, DEi charges fees for the education of

temporary residents at a state school or SDK under the provisions of section 51(3) of the [Education \(General Provisions\) Act 2006](#) (EGPA).

The [DE International Schedule of visa subclasses and enrolment conditions](#) outlines which temporary visa holders must register with DEi before enrolling in a Queensland state school as per the [Temporary Residents Admissions \(TRA\) procedure](#). DEi will issue an Authority to Enrol (ATE) to temporary visa holders once the conditions of registration outlined in the [TRA Terms and Conditions of Application](#) have been met. Temporary residents agree to the [TRA Terms and Conditions of Application](#) upon registration with DEi.

Visa conditions

Temporary visa holders are responsible for maintaining any Department of Home Affairs (DHA) visa conditions attached to their visa where applicable, including visa condition 8517 (maintain adequate arrangements for the education of your school-age dependants) and visa condition 8201 (maximum 3 months study).

Parental linkage

Australian citizens or permanent residents who exercise parental responsibility for a temporary resident who is not their biological or legally adopted child, as outlined in section 10(1) of the [EGPA](#), must submit evidence of parental responsibility to confirm that fees should not be charged. This evidence is assessed by DEi in accordance with the [Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident](#).

Fees and payments

DEi publishes the fees charged by the department for the enrolment of temporary visa holders. TRA fees are determined in accordance with the department's [User charging procedure](#). The [TRA Terms and Conditions of Application](#) outlines DEi's expectations regarding fees and payments. Payment processes and actions taken by DEi for the non-payment of fees are in accordance with the department's [Debt management procedure](#) and the [TRA procedure](#).

Fee waivers

Payment plans can be arranged for temporary resident visa holders experiencing financial hardship in accordance with the [Debt management procedure](#). The Director-General (or delegate) has the discretion to grant fee waivers in response to financial or compassionate and compelling circumstances. This is assessed as per the [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#).

Fee exemptions

Temporary residents who receive fee exemptions will not pay tuition fees for the education of their child at a Queensland state school. The Queensland State Government will cover the cost of providing instruction, administration and facilities for the education of the child at a state school. Fees administered at a school level are not exempt and may apply, for example, uniforms, textbooks, excursions and other resources. Categories of fee exemptions are outlined in the [Temporary Residents Admissions categories of exemptions](#).

Refunds

Temporary visa holders who have paid tuition fees may be eligible for a refund from the department if their visa or residency status changes during their child's enrolment, or if the student's enrolment changes. Refunds for

fees paid by temporary visa holders are processed in accordance with the [TRA Terms and Conditions of Application](#).

Complaints and appeals

Temporary residents have the right to appeal a decision or lodge a complaint. Complaints are handled as per the department's [Customer complaints management framework](#).

Definitions

Term	Definition
Authority to Enrol (ATE)	A letter issued by DEi confirming the student named is eligible to apply to enrol at a Queensland state school and that the relevant fees have been paid.
Bridging visa	A bridging visa allows a person to stay in Australia after the previous substantive visa ceases and while a new visa application is being processed.
Department of Education International (DEi)	The international branch of the Department of Education and employees of DEi. The Department of Education's trading name is Education Queensland International (EQI).
Dependant child or dependant	A Kindergarten to Year 12 aged child who is named as a dependant on their parent's student (subclass 500) visa. NOTE: DHA may require a dependant who turns 18 during the course of their enrolment to apply for their own student visa.
Department of Home Affairs (DHA)	Australian Government department responsible for immigration.
Financial hardship	Where a temporary visa holder can provide documented evidence and be assessed to meet the criteria of financial hardship as outlined in the Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications .
Parent	Refers to definition in s10 Education (General Provisions) Act 2006 . For a person who is not the father or mother of the child, parental responsibility will be assessed using the Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident .

Term	Definition
State delivered kindergarten (SDK)	Kindergarten programs offered in Queensland state schools located at least 40 kilometres by road from the nearest approved kindergarten, in a selected, discrete Aboriginal and Torres Strait Islander community or other selected communities where there are barriers to accessing kindergarten.
Temporary Residents Admissions (TRA)	A process administered on behalf of the department by DEi which supports the application, enrolment and monitoring of temporary visa holders in Queensland state schools and state-delivered kindergartens, predominantly bridging visas, dependants of student visa holders and visitor visas.
Temporary visa	A visa which allows the holder to remain/reside temporarily in Australia until the expiry of the visa.
Visitor visa (also referred to as tourist visa)	A visitor visa is a temporary visa that allows the person visit Australia for business or personal purposes for up to 3, 6 or 12 months. There is a three-month (13 week) limitation on study for this visa.

Legislation

- [Anti-discrimination Act 1991 \(Qld\)](#)
- [Disability Discrimination Act 1992 \(Cwth\)](#)
- [Education \(General Provisions\) Act 2006 \(Qld\)](#) (s10, s51, s515)
- [Human Rights Act 2019 \(Qld\)](#)
- [Migration Act 1958 \(Cwth\)](#)

Delegations/Authorisations

- Nil

Policies and procedures in this group

- [Temporary Residents Admissions procedure](#)

Supporting information for this policy

- [Temporary Residents Admissions categories of fee exemptions](#)
- [Temporary Residents Admissions Terms and Conditions of Application](#)
- [DE International schedule of visa subclasses and enrolment conditions](#)

Other resources

- [Compliments and customer complaints](#)
- [Department of Home Affairs - Check visa details and conditions](#)
- [Education Queensland International Temporary Residents Admissions](#)
- [State Delivered Kindergarten](#)
- [Temporary Residents Admissions](#)
- [Temporary Residents Admissions application for a refund form](#)
- [Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident](#)
- [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#)

Contact

For further information, please contact:

Temporary Residents Admissions

Email: temporaryresidents@qed.qld.gov.au

Review date

6/10/2031

Superseded versions

Previous seven years shown. Minor version updates not included.

1.0 Temporary Residents Admissions policy

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Temporary Resident Admissions categories of fee exemptions

Fee exemptions from for temporary resident admissions apply in the following circumstances:

1. New Zealand citizens are not charged tuition fees. There is no requirement for New Zealand citizens to apply to Department of Education International (DEi) in order to enrol their dependants in a Queensland state school provided their dependants are also New Zealand citizens. For further information about New Zealand citizens entering Australia, please see the [Department of Home Affairs' website](#).
2. Dependants of primary student visa holders completing postgraduate research (Australian Qualifications Framework (AQF) Level 10) at a Queensland tertiary institution are exempt from paying tuition fees. Exemption lasts for the duration of the parent's course of study, except where the dependant is from a country whose government sponsors the dependant child's tuition fees.
3. The primary student visa holder is studying a Masters by Research Degree at a [Queensland university located outside Metropolitan North, Metropolitan South, North Coast and South East](#) education regions for the duration of the parent's course of study, except where the primary student visa holder is receiving financial support from their home country government for the dependent child's tuition fees.
4. The primary student visa holder holds one of the following full tuition scholarships, for the duration of their course of study:
 - Australia Awards
 - Defence Cooperation Scholarship program
 - Queensland university scholarship
5. Visa subclasses (other than 500 Student) identified as fee exempt on the [DE International schedule of visa subclasses and enrolment conditions \(PDF, 272KB\)](#).

Updated: June 2026

Temporary Residents Admissions Terms and Conditions of Application

1.0 Definitions and Interpretation

1.1	In these terms and conditions, the following terms have the meanings assigned to them below, unless the context otherwise requires:	
	<i>Application fee</i>	a fee charged by the Department of Education International (DEi) to process an application.
	<i>Authority to Enrol</i>	has the meaning assigned to that term in clause 2.2.
	<i>Confirmation of Enrolment (CoE)</i>	issued by authorised Queensland education or training providers to potential subclass 500 student visa applicants as evidence of enrolment in a course of study.
	<i>Compassionate and compelling grounds</i>	a) the death of a student or a close relative of the student. b) serious ill health or disability affecting the student or a close relative of the student c) a major political, civil or natural event in the student's country of origin which, in DEi's reasonable opinion, materially affects the student. d) any other event or circumstance which, in DEi's reasonable opinion, materially affects the student. e) the refusal of the student's student visa.
	<i>Continuing student</i>	has the meaning assigned to that term in clause 8.3.
	<i>Department of Education International (DEi)</i>	The international branch of the Department of Education and employees of DEi. The Department of Education's trading name is Education Queensland International (EQI).
	<i>Dependant child</i>	a school-aged child who is named as a dependant on their respective parent's visa. NOTE: DHA may require a dependant who turns 18 during the course of their enrolment to apply for their own student visa.
	<i>Department of Home Affairs (DHA)</i>	Australian Government department responsible for immigration.
	<i>Department of Education (DoE)</i>	the State Government agency in Queensland responsible for education.
	<i>Eligibility to apply to enrol</i>	the dependant child is eligible to apply to enrol in a school, having satisfied certain criteria for enrolment.
	<i>Letter of acceptance</i>	has the meaning assigned to that term in clause 3.4.
	<i>New student</i>	has the meaning assigned to that term in clause 8.1.
	<i>Non-state school</i>	has the meaning assigned to that term in the Education (General Provisions) Act 2006 .
	<i>Personal information</i>	has the meaning assigned to that term in clause 10.1.
	<i>Queensland provider of education and training</i>	a provider of English language education, vocational education and training and/or higher education located in Queensland.

	<i>School</i>	a state educational institution in Queensland that provides educational services to primary and secondary students.
	<i>School-aged child</i>	a child who will be 5 years old by 30 June in the year they enrol in Preparatory Year until 18 years old.
	<i>State education institution</i>	has the meaning assigned to it as an educational institution established under sections, 13, 14 or 15 of the Education (General Provisions) Act 2006 .
	<i>Temporary visa holder</i>	the parent or legal custodian of a dependant child as specified in item 2 of the application form.
	<i>TRA</i>	Temporary Residents Admissions, is part of DEi and processes TRA applications.
	<i>Tuition fees</i>	means fees received that are directly related to the provision of a course.
1.2	These terms and conditions (found at https://eqi.com.au/study-options/temporary-residents) override any previous terms and conditions and are subject to change from time to time. A dependant child's attendance at school after the changes take effect will be treated as your agreement to the changes. Please refer to the TRA policy (found at https://ppr.qed.qld.gov.au/pp/temporary-residents-admissions-policy) which supports these terms and conditions.	
2.0 Education provider responsibilities		
2.1	DEi, on behalf of DoE, receives and processes applications requesting enrolment of dependant children holding a dependent student, bridging or tourist visa in a Queensland state school in accordance with these terms and conditions, the TRA policy and the TRA application for authority to enrol form .	
2.2	The Authority to Enrol will be issued to the temporary visa holder when DEi has deemed the application has met the requirements in accordance with these terms and conditions, the TRA policy and the TRA application for authority to enrol form . The Authority to Enrol confirms the eligibility of a dependant child to apply to enrol at a school and is evidence that the relevant fees have been paid.	
2.3	A dependant child is not automatically eligible for enrolment at a nominated school upon issue of a Letter of Authority to Enrol. Enrolment at a nominated school depends on whether the dependant child is eligible to enrol in a school in accordance with the Education (General Provisions) Act 2006. Whilst not providing an exhaustive list of relevant matters, the Department of Education (the department) maintains policies, procedures and other processes that may impact a dependant child's entitlement to enrol or continued enrolment in a Queensland state school: a) the failure to adequately complete the application form as per the department's Enrolment in state primary, secondary and special schools procedure b) student ineligibility to enrol where Enrolment Management Plan restrictions apply c) when dependant child does not have an allocation of state education d) if the dependant child is not the correct age for enrolment in Preparatory Year to Year 12 as per the department's Enrolment in state primary, secondary and special schools procedure e) if the dependant child has been excluded from a school or their enrolment at a school has been cancelled or the dependant child is subject to a student disciplinary absence from a school as per the Student discipline procedure at the time of submission of the department's application for student enrolment form	

	f) if the school is a state special school and the dependant child does not meet the criteria for enrolment in a special school g) if the school principal reasonably believes that the dependant child presents an unacceptable risk to the safety and wellbeing of members of the school community as per h) the Refusal to enrol – Risk to safety or wellbeing procedure i) if the proposed enrolment requires approval by the Chief Executive of DoE (or their delegate) as part of a flexible arrangement under s.183 of the <i>Education (General Provisions) Act 2006</i> in accordance with s.51(7) and (8) of the Education (General Provisions) Act 2006, a child who is not an Australian citizen or Australian permanent resident or the child of an Australian citizen or Australian permanent resident, is not permitted to enrol in any school or registered in a kindergarten learning program at a state school, unless the applicable fees for the child's enrolment have been paid.
3.0 Key Responsibilities of the temporary visa holder	
3.1	It is acknowledged and agreed that DHA requires international students who are student visa holders to maintain adequate schooling arrangements for a dependant child: • who is of school-age; • who is listed as a dependant on the respective parent's student visa; and • who is in Australia for more than three months. Advice about the processes to be followed in obtaining visas for the dependant children of international students may be obtained by contacting DHA and on the following web site: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#
3.2	In Queensland: a) the Education (General Provisions) Act 2006 requires a school-aged child to: - be enrolled in and attend a school; or - participate in an eligible option (as that term is used in the <i>Education (General Provisions) Act 2006</i>). b) the parent of a dependant child named in the parent's student visa has a legal obligation to ensure that: - in relation to a child who is of compulsory school age (as that term is defined in the <i>Education (General Provisions) Act 2006</i>), the child attends a school on every school day for the educational program in which the child is enrolled; and - in relation to a young person who is in the compulsory participation phase (as that term is defined in the <i>Education (General Provisions) Act 2006</i>), the young person is participating full-time in an eligible option, unless the parent has a reasonable excuse.
3.3	Before a dependant child may apply for enrolment in a school, the temporary resident must submit the completed and signed TRA application for authority to enrol form to DEi with the supporting documents listed in the application form in connection with the proposed enrolment of the dependant child together with the application fee.
3.4	In the case of tourist visa enrolments, the temporary visa holder should nominate the school they wish their dependant child to attend on the application form, and provide a Letter of Acceptance from the school.

3.5	When the Authority to enrol is issued by DEi, it is the responsibility of the temporary visa holder to approach a school to seek enrolment for their dependant child. A temporary visa holder may view information regarding schools at the following web address: https://schoolsdirectory.eq.edu.au/
3.6	The Authority to enrol must be presented to a school principal as evidence of the relevant child's eligibility to apply to enrol at the school and that relevant tuition fees have been paid as part of the enrolment process at the school.
3.6	Once the temporary visa holder successfully obtains enrolment at a school for their dependant child, the temporary visa holder must request the school to complete and return the TRA School Acceptance Form that was issued to the family with the Authority to Enrol.
3.7	The temporary visa holder must immediately notify DEi and the school of enrolment of any changes to information relating to the enrolment of a dependant child including contact details, visa type and class or subclass, number and expiry date, parent's COE, enrolment dates, school of enrolment, change of primary visa holder or education provider. In any event, documentary evidence of these changes must be provided to DEi and the school of enrolment within seven (7) days of these changes occurring.
3.8	The temporary visa holder represents and warrants that the application form accurately states the visa type and class or subclass of the parent of a dependant child.
3.9	It is further acknowledged and agreed that each dependant child is required to abide by the curriculum and behaviour expectations of the school in which they are enrolled. Failure to comply with these expectations may lead to the cancellation of a dependant child's enrolment at a school or exclusion of the dependant child from the school.
3.10	If a dependant child: a) is enrolled as a student at a school under TRA; and b) turns 18 years of age during the respective parent's enrolment as an international student under a student visa with a Queensland provider of education and training; and c) ceases to be named as a dependant child on the international student's student visa, then such school student (or their parent or guardian) must: i. apply to DEi for a new COE or Authority to enrol in relation to the school student's enrolment at a school under their own student visa (subject always to any DHA requirements) ii. pay the fees determined by the Queensland Government: • in relation to such application and tuition fees in connection with enrolment in a school.
3.11	Before a dependant child may apply for enrolment in a school, the temporary resident must ensure any prior debt to DoE is paid prior to submitting the TRA application for authority to enrol form.
3.12	Once the temporary visa holder successfully obtains enrolment at a school for their dependant child, the temporary visa holder must ensure invoices are paid as required, as per Temporary Resident Admissions fees .
4.0 Changing enrolments	
4.1	If, in relation to a dependant child enrolled at a school under the Temporary Residents Admissions process: a) the temporary visa holder wishes to change the school of enrolment for the dependant child; or

	b) there are changes to: i. the visa type, or class or subclass of the parent's student visa ii. the parent's student visa expiry date iii. the parent's education provider, course or COE iv. the enrolment dates for the parent and/or the dependant child or v. a change of primary visa holder from one parent to another a new TRA Authority to enrol form is required and a further application fee will apply.
4.2	If you want to temporarily remove a child enrolled at a school for a period of time (e.g. holidays or return overseas during the school term), you must notify the school and DEi in writing. These terms and conditions explain: a) If the proposed absence is for less than one term and: i. if four weeks' notice is given, tuition fees paid for the period of absence will be transferred towards future tuition fees ii. if four weeks' notice is not given, tuition fees paid for the period of absence will only be transferred if there is a compassionate and compelling reason accepted by DEi. b) If the proposed absence is for more than one but less than two terms and: i. if four weeks' notice is given, tuition fees paid for the period of the absence will be transferred towards future tuition fees ii. if four weeks' notice is not given, DEi will charge the administration fee (specified in the TRA application for a refund form) to transfer any unused tuition fees towards future tuition fees. c) If the proposed absence is for more than two terms, DEi considers this to be a withdrawal of the child's enrolment and if the child wishes to return they will be required to submit a new application form.
5.0 Withdrawal	
5.1	If the temporary visa holder wishes to withdraw a dependant child enrolled at a school under the TRA process, the temporary visa holder is required to notify DEi and the school in writing, giving at least four weeks' notice. If four weeks' notice is not given prior to the date of withdrawal: a) the temporary visa holder will be required to pay two weeks' tuition fees in lieu of notice, together with the administration fee (specified in the TRA application for a refund form) . b) Any further pending application form (if applicable) will be cancelled.
5.2	In the event that the temporary visa holder wishes to withdraw a child attending a school on a tourist visa, tuition fees are not refundable.
6.0 Fees	
6.1	DEi determines the tuition fees payable in relation to a child enrolled at a school under the TRA process by referring to the current and/or previous substantive visa category of the child who is the student at the school and the tuition fees that are/were payable for that visa as determined by DEi.

6.2	When a parent's student visa, scholarship, or any fee exemption category has expired, TRA fees apply to any ongoing enrolment, e.g. bridging visa holders who were previously on a 500 visa subclass, a scholarship holder, an AusAID or any other fee exempt category. The general student tuition fees will apply as determined by DEi. Please refer to the following link https://eqi.com.au/study-options/temporary-residents for information regarding TRA fees.
6.3	If a child enrolled at a school under the TRA process has previously been granted a fee waiver under another visa type or class or sub-class, a new fee waiver application will need to be made by the temporary visa holder in relation to the child where a fee waiver may be applicable.
6.4	Tuition fees relate only to the cost of providing instruction, administration and facilities and do NOT include text books, subject levies, school uniforms, materials (e.g. pens, calculators and similar items), excursion costs and non-compulsory activities and temporary visa holders are responsible for providing such items at their own cost and expense.
6.5	A non-refundable application fee (inclusive of GST) applies to each and every application submitted to DEi including and without limitation to a request to change school.
6.6	Failure to pay the application fee or to fully complete the payment details on the application form may result in delays to issue the Authority to Enrol as per 7.0 Payment policy.
6.7	Tuition fees are: a) charged on a quarterly basis for the duration of enrolment of the dependant child at a school during the relevant parent's course of study under a student visa at a Queensland provider of education and training. b) charged on a term by term basis for the duration of each bridging visa, as a decision in relation to the grant of a new visa could be made at any time. c) calculated at the weekly rate specified in the TRA fees (or as subsequently determined by DEi and notified to the temporary visa holder) for a minimum period of 10 weeks and maximum period of 13 weeks when a child holds a tourist visa.
6.8	If payment of tuition fees is required, an Authority to Enrol will not be issued until the payment of all relevant tuition fees is received and receipted by DEi. Such receipt will be issued in the name of the temporary visa holder whose personal details are provided in Part 2 of the application form. A temporary visa holder who does not pay the tuition fees as required prior to the enrolment of a child will render that child unentitled to enrolment pursuant to ss.51(7) or (8) of the Education (General Provisions) Act 2006 . Failure to pay, on the due date, any tuition fees that fall due after enrolment may result in the student's enrolment being cancelled in accordance with s.51 (7) or (8) of the Education (General Provisions) Act 2006 .
6.9	Tuition fees for a school term must be paid prior to the commencement of the school term that the initial payment of tuition fees relate to.
6.10	When DEi receives evidence that DHA has issued a new visa, DEi will reassess whether or not tuition fees apply to the new visa. Any outstanding tuition fees and other fees incurred prior to the new visa grant will still be required to be paid.
6.11	The Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident , are applicable from the implementation date of these terms and conditions and are used as a guide by DEi to assess if a child on a temporary visa is the child of an Australian citizen or permanent resident.
6.12	Tuition fees are published under TRA fees available at https://eqi.com.au/Documents/tra-fees.pdf and apply for the relevant calendar year.

6.13	Tuition fees are subject to change, are reviewed on an annual basis and usually increase each year in line with the Government Indexation Rate. Applicants will be required to pay the adjusted fees from the date of implementation.
6.14	If the temporary visa holder does not pay the tuition fees or other fees by the due date, DEi will initiate the DoE Debt management procedure and may: • forward the relevant child's student details and parent's or legal custodian's personal details to DoE's authorised debt collection agency for further action • initiate the cancellation of the relevant child's student enrolment at a State school or registration in a kindergarten learning program at a State school in accordance with section 51(7) (8) of the Education (General Provisions) Act 2006, if giving the temporary visa holder notice of intention to cancel the enrolment or the child's registration at least 14 days before the enrolment or registration is cancelled) and may initiate legal action • where cancellation has occurred, contact DHA to report the cancellation of enrolment and the circumstances of cancellation.
6.15	Any legal or other costs (including legal costs on a party/party basis) incurred in securing payment are the responsibility of the temporary visa holder and are recoverable at law as a liquidated debt.
7.0 Payment	
7.1	All tuition fees payable to DEi must be paid in Australian dollars (AUD) by BPoint or bank transfer. DEi cannot accept cash or payments by American Express or Diners Club cards.
7.2	DEi will not issue an Authority to Enrol until payment of the required tuition fees is receipted or at the discretion of DEi.
7.3	Cancellation of a dependant child's visa as a consequence imposed by DHA will not affect the liability under the TRA process to pay tuition fees in relation to the relevant student's period of enrolment at a school. The amount of the tuition fees charged will remain the rate of tuition fees charged for attendance at a school while on the visa that was cancelled.
7.4	DEi reserve the right to decline a TRA application for authority for a temporary visa holders with a poor credit history. Credit will not be extended to temporary visa holders with a poor credit history or outstanding debts to DEi. Where a poor credit history has been identified, DEi on behalf of DoE will issue a decision in writing. A non-refundable application fee (inclusive of GST) applies to each and every application submitted to DEi including and without limitation to a request to change school.
8.0 Refund	
8.1	In this clause 8, a reference to a "new student" is a reference to dependant child who is commencing their first course of study at a school.
8.2	In relation to a new student: a) DEi will refund tuition fees in full that have been paid regarding the dependant child's enrolment and study at a school if DEi is notified in writing that the parent's visa application is rejected in accordance with the requirements of this clause. Such refund will be made to the temporary visa holder whose personal details are provided in Part 2 of the application form. A copy of the DHA visa refusal letter must be produced as evidence. b) If an application form in relation to a new student is withdrawn by notice in writing to DEi by a temporary visa holder prior to commencement of the school term (but after an Authority to Enrol is issued), the temporary visa holder whose personal details are

	provided in Part 2 of the application will receive a refund of tuition fees less an administration fee. c) If a temporary visa holder in relation to a new student wishes the new student to commence tuition at a school earlier than the original Authority to Enrol start date, the temporary visa holder will give reasonable notice in writing of the same to DEi prior to the earlier start date, and DEi will invoice the temporary visa holder whose personal details are provided in Part 2 of the application form for the additional weeks' tuition fees. Once payment is received and receipted, a new Authority to Enrol will be issued so the new student can commence as a student at the school at the earlier date. d) If a temporary visa holder in relation to a new student wishes to delay the new student's start date to a date that is later than the Authority to Enrol start date, the temporary visa holder will give reasonable prior notice of the same to DEi and, if such notice is given, any unused tuition fees regarding the first term of tuition at the school will be transferred towards future tuition fees. (Please note this applies only to the first term of the new student's study program). In this clause 8.2, a reference to unused tuition fees is a reference to tuition fees that have been paid for a period of enrolment (as advised to DEi) when the dependant child does not attend at school for tuition.
8.3	In this clause 8, a reference to a "continuing student" is a reference to a dependant child who is already enrolled at a school and is returning to the school the following school year or enrolling in another school in the following school year.
8.4	In relation to a continuing student: a) If the temporary visa holder in relation to a continuing student wishes to withdraw the continuing student from their enrolment under the TRA process and not have the continuing student return to a school, the temporary visa holder is required to provide four weeks' notice in writing to DEi prior to the start of the next school term and: - where four weeks' notice is provided as specified in this clause, DEi will refund to the temporary visa holder whose personal details are provided in Part 2 of the application form any prepaid tuition fees less the administration fee (specified in the TRA application for a refund form); and - where four weeks' notice is not provided as specified in this clause, DEi will retain an amount equal to two weeks' tuition fees (in lieu of notice) together with an administration fee (specified in the TRA application for a refund form) and will refund to the temporary visa holder whose personal details are provided in Part 2 of the application form the balance of any prepaid tuition fees. b) If the temporary visa holder in relation to a continuing student wishes to temporarily remove the continuing student's enrolment for periods of up to one school term with the intention that the continuing student will return to their enrolment at a Queensland state school (for example in the case of an extended holiday to return overseas or undertaking field study in another country), 4 week's prior notice to DEi is required in advance of such absence and there will be no refund of tuition fees except in relation to compassionate and/or compelling circumstances as determined by DEi. c) If the temporary visa holder in relation to a continuing student wishes to defer the continuing student's enrolment for periods greater than one school term and no longer than 2 school terms, the temporary visa holder is required to provide four weeks' notice in writing to DEi in advance of such absence and: - where four weeks' notice is provided as specified in this clause, DEi will transfer any unused tuition fees towards future tuition fees; and - where four weeks' notice is not provided as specified in this clause, DEi will transfer any unused tuition fees towards future tuition fees less and administration fee as outline in TRA fees.

	d) In this clause 8.4, a reference to unused tuition fees is a reference to tuition fees that have been paid for a period of enrolment, as advised to DEi, when the dependant child does not attend at school for tuition.
8.5	DEi will refund any paid and unused tuition fees when a non-fee paying or permanent resident visa is granted to the parent of a child, and/or child, enrolled as a student under the TRA process. The refund will apply from the week of the grant of the non-fee paying or permanent resident visa. A copy of the visa grant letter from DHA must be produced to DEi and the school as evidence. In this clause “unused tuition fees” refers to the tuition fees paid relating to the weeks of school tuition after the grant of the non-fee-paying visa.
8.6	If a new student or continuing student is granted a non-fee-paying visa or permanent residency status, any prepaid and unused tuition fees will, after request by the temporary visa holder, be refunded from the week the visa or the permanent residency status is granted. DHA visa or permanent residency status grant notification is required to be produced by the temporary visa holder to DEi and the school as evidence of the same before any payment will be made by DEi.
8.7	Tuition fees will not be transferred (in place of a refund) to another educational institution or schools in Queensland or elsewhere in Australia except at the discretion of DEi.
8.8	All requests for refunds must be completed using the refund request form (found https://eqi.com.au/study-options/temporary-residents), signed by a temporary visa holder and, if applicable, must set out any compassionate or compelling circumstances that the temporary visa holder wishes to draw the attention of DEi.
8.9	Where a dependant child has been excluded or a student disciplinary absence is in place no refund of tuition fees will be made as per the refund policy.
8.10	If a temporary visa holder applies for a refund for their dependant child’s enrolment and DEi identifies that the same temporary visa holder has outstanding debt for another child dependant on their visa; DEi has the right to offset the outstanding debt owed for the other child by deducting the fees owed from the refund paid, if the refund is approved.
9.0 Complaints	
9.1	DEi manages customer complaints in accordance with the department’s Customer Complaints Management Framework. For more details of the relevant process please refer to the department’s website: https://qed.qld.gov.au/contact/customer-compliments-complaints .
10.0 Privacy information	
10.1	In this clause, “personal information” means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about a person (including a child), or from which the person’s (or child’s) identity can reasonably be ascertained. Personal information includes (without limitation) personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the person of a visa condition.
10.2	The temporary visa holder, in relation to the temporary visa holder and the dependant child who is or is proposed to be a student at a school, consents to DoE collecting, using and disclosing personal information for any of the following purposes: a) Administering and managing the TRA process, including reporting and exchanging information generally within DoE (of which DEi and the school are part) and any other relevant Queensland state agency.

	b) Administering and managing the dependant child's enrolment as a temporary resident in a school and the provision of education and support services to the dependant child. c) Opening a Learning Unique Identifier ('LUI') registration with the Queensland Curriculum and Assessment Authority in relation to the dependant child. d) Referral to DoE's external debt collection agency or lawyers for the recovery of outstanding fees payable to DEi. e) Liaising with the dependant child's parent or legal custodian or the student's or parent's authorised migration or education agent. f) Liaising with, providing information to and receiving information from the Australian Government Department of Education, Skills and Employment in relation to the Temporary Residents Admissions process or any other Commonwealth Government department or agency. g) Managing, investigation of and responding to complaints and appeals. h) Liaising with the parent's scholarship provider/sponsor and/or administrator in relation to administering and managing the dependant child's enrolment as a temporary resident. i) Collection of outstanding tuition fees in consultation with the parent's student visa scholarship/sponsorship provider and/or administrator. j) Any other purpose reasonably incidental to any of these purposes. k) Where authorised or required by law.
10.3	If DoE, DEi and/or the school of enrolment in connection with a dependant child discovers or becomes aware that a visa condition is breached or is unable to be complied with, it may notify DHA and provide information (including, without limitation, personal information) to DHA regarding that child and the parents or the legal custodian of the dependent child. In addition, DoE, DEi and/or the school of enrolment in connection with a dependant child may seek, obtain and utilise information, data and records from DHA regarding that child and the parents or the legal custodian of the dependant child.

Queensland Department of Education International

Schedule of visa subclasses and enrolment conditions

The Queensland Department of Education International (DEi) Schedule of visa subclasses and enrolment conditions outlines which temporary visa holders must register with DEi before enrolling in a Queensland state school as per the Temporary Residents Admission procedure, and which temporary visa holders are eligible to pay fees.

Please contact temporaryresidents@qed.qld.gov.au for more information.

Visa type	Description
Permanent resident (PR)	Tuition fees cannot be charged. The student/parents are required to apply for enrolment directly to their local state school. Note: A permanent resident will have a Visa Grant Notification that indicates that the holder is permitted to remain in Australia indefinitely. The Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident are used by the Department of Education International (DEi) to assess if the temporary resident applying for enrolment at a state school is the child of an Australian citizen or permanent resident, and if the child's enrolment is free under the Education (General Provisions) Act 2006 (Qld) (EGPA).
Temporary resident (TR)	Temporary visa holders who are required to pay fees must register with DEi and obtain an Authority to Enrol prior to enrolling in a state school. Fees may be charged in accordance with s51 (3) of the EGPA. If fees are not charged, there must be: - An exemption, in line with s51 (6)(a) of the EGPA; - A fee waiver (s51 (6)(b)) on financial hardship or compassionate and compelling grounds.

Visa subclass	Visa title ¹	Visa status	Authority to Enrol required ²	Application fee payable	Tuition fee payable
010	Bridging visa A	TR	Yes <i>If the immediate previous substantive visa was fee paying.</i>	Yes <i>If the immediate previous substantive visa was fee paying.</i>	Yes <i>If the immediate previous substantive visa was fee paying.</i>
020	Bridging visa B	TR			
030	Bridging visa C	TR			
040	Bridging visa D	TR			
041	Bridging visa D	TR			
050	Bridging visa E	TR			
051	Bridging visa E	TR			
100	Partner (Migrant)	PR	No	No	No
101	Child	PR	No	No	No
102	Adoption	PR	No	No	No
103	Parent	PR	No	No	No
114	Aged Dependent Relative	PR	No	No	No
115	Remaining Relative	PR	No	No	No
116	Carer	PR	No	No	No
117	Orphan Relative	PR	No	No	No
151	Former Resident	PR	No	No	No
155 & 157	Resident Return	PR	No	No	No
186	Employer Nomination Scheme	PR	No	No	No
187	Regional Sponsored Migration Scheme	PR	No	No	No
188	Business Innovation and Investment (Provisional)	TR	No	No	No
190	Skilled Nominated	PR	No	No	No
191	Permanent Residence (Skilled Regional)	PR	No	No	No
192	Pacific Engagement visa	PR	No	No	No

¹ Held by the student or their parent and the student is listed as a dependent of that visa.

² Does the student need to be registered with DEi and issued an Authority to Enrol before starting in a Queensland State School. Complete the online Application form for an Authority to Enrol.

Visa subclass	Visa title ¹	Visa status	Authority to Enrol required ²	Application fee payable	Tuition fee payable
200, 201, 203 & 204	<u>Refugee</u>	PR	No	No	No
202	<u>Global Special Humanitarian</u>	PR	No	No	No
300	<u>Prospective Marriage</u>	TR	No	No	No
309	<u>Partner (Provisional)</u>	TR	No	No	No
400	<u>Temporary Work (Short Stay Specialist)</u>	TR	No	No	No
403	<u>Temporary Work (International Relations)</u>	TR	No	No	No
407	<u>Training</u>	TR	No	No	No
408	<u>Temporary Activity</u>	TR	No	No	No
444	<u>Special Category</u>	TR	No	No	No
445	<u>Dependent Child</u> ³	TR	No	No	No
461	<u>New Zealand Citizen Family Relationship</u>	TR	No	No	No
462	<u>Work and Holiday</u>	TR	No	No	No
482	<u>Skills in Demand</u>	TR	No	No	No
	<u>Temporary Skill Shortage (Short-term)</u>				
	<u>Temporary Skill Shortage (Medium-term)</u>				
	<u>Temporary Skill Shortage (Labour agreement)</u>				
485	<u>Temporary Graduate</u>	TR	No	No	No
489	<u>Skilled Regional (Provisional)</u>	TR	No	No	No
491	<u>Skilled Work Regional (Provisional)</u>	TR	No	No	No
494	<u>Skilled Employer Sponsored Regional (Provisional)</u>	TR	No	No	No

³ A Dependent child visa (subclass 445) is a temporary visa for the child of a parent who has applied for a PR partner visa.

Visa subclass	Visa title ¹	Visa status	Authority to Enrol required ²	Application fee payable	Tuition fee payable
500	Student (student is primary visa holder)	TR	Students who are the primary holders of the subclass 500 (school sector) visa do not enrol through Temporary Residents Admissions . Please email EQInternational@qed.qld.gov.au for more information about studying on this visa.		
500	Student (parent is primary visa holder)	TR	Yes	Yes	Yes
500	Student (exchange student)	TR	Exchange students who are the primary holders of the subclass 500 visa do not enrol through Temporary Residents Admissions . Please email InternationalRegistration@qed.qld.gov.au for more information about studying as an exchange student on this visa.		
590	Student Guardian	TR	Yes	Yes	Yes
600	Visitor	TR	Yes	Yes	Yes
601	Electronic Travel Authority	TR	Yes	Yes	Yes
602	Medical Treatment	TR	No	No	No
651	eVisitor	TR	Yes	Yes	Yes
785	Temporary Protection visa	TR	No	No	No
790	Safe Haven Enterprise	TR	No	No	No
801	Partner (Permanent)	PR	No	No	No
802	Child	PR	No	No	No
804	Aged Parent	PR	No	No	No
820	Partner (Temporary)	TR	No	No	No
835	Remaining Relative	PR	No	No	No
836	Carer	PR	No	No	No
837	Orphan Relative	PR	No	No	No
838	Aged Dependent Relative	PR	No	No	No
851	Resolution of Status	PR	No	No	No
858	National Innovation	PR	No	No	No

Visa subclass	Visa title ¹	Visa status	Authority to Enrol required ²	Application fee payable	Tuition fee payable
864	Contributory Aged Parent	PR	No	No	No
866	Protection	PR	No	No	No
870	Sponsored Parent (Temporary)	TR	No	No	No
884	Contributory Aged Parent (Temporary)	TR	No	No	No
887	Skilled Regional	PR	No	No	No
888	Business Innovation and Investment (permanent)	PR	No	No	No
945	Special Purpose Travel Authority	TR	No	No	No
988	Maritime Crew	TR	No	No	No

If the visa subclass is not on the above list, please contact temporaryresidents@qed.qld.gov.au.

Financial hardship applications

Temporary resident visa holders who are fee eligible and experiencing financial hardship may apply for consideration of financial hardship.

Please contact FeeWaivers@qed.qld.gov.au for more information.