

# Temporary Residents Admissions FAQs

## What visa subclasses do EQI support as part of the Temporary Resident Admissions (TRA)?

- [Dependants of international students](#)
- [Bridging visa holders](#) (it is important for EQI to know the visa held prior to the bridging visa being issued)
- [Visitor or tourist visa holders](#)

## What should a Queensland State school do if the family of a child who holds a temporary visa requests enrolment?

The school should contact EQI at 1800 613 540 and request clearance to enrol the child. EQI will determine if the child's visa subclass requires an application of enrolment with EQI.

If the child needs to enrol via EQI, the school will refer the family to <https://eqi.com.au/study-options/temporary-residents> for further information and advise them to contact EQI at [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au).

## My child and I both have a bridging visa. What information do I need to provide to EQI while we wait for our new visa to be granted?

Please provide EQI with evidence of the visa you and your child held prior to the bridging visa as well as correspondence/evidence of the new visa you have applied for.

## If my child holds a visitor/tourist visa, can they attend a Queensland state school?

Yes. Your child must be accompanied and/or cared for by a responsible adult, parent or guardian while they are in Queensland.

Study is not a mandated requirement of a tourist visa and school attendance is a choice so tuition fees do apply. Fees for the duration of the enrolment are paid in advance.

Please refer to the next question for further enrolment conditions on visitor/tourist visas.

## What enrolment restrictions apply to holders of visitor/tourist visas?

Students on tourist visas can enrol in school for a minimum of two weeks and up to three months, which is the maximum study time condition of the visa. They cannot exceed the maximum study period.

Once the initial application is processed, extensions are considered on a case by case basis.

For applicants who are under 18 years of age on a visitor visa, EQI does not provide guardianship or homestay. It is the responsibility of the parents to appoint a guardian in Australia that is approved by the Department of Home Affairs (DHA).

## How do I apply for my children to attend a Queensland state school?

Parent/legal custodians must complete and submit a [TRA application for authority to enrol form](#). The following documents must be attached for the application to proceed -

1. A copy of the student's passport title page that has been translated into English by a certified translator.
2. A copy of the student's birth certificate must be provided.
3. If the parent/legal custodian is accompanying the child, they need a copy of the parent/legal custodian's passport title page that has been translated into English by a certified translator
4. A copy of the parent's Confirmation of Enrolment/s form, if the parent is studying in Queensland.
5. A copy of the eVisa/DHA Visa Grant Notification Letter (if applicable).
6. An EQI school acceptance letter/email is mandatory for visitor visa enrolments.

**Note:** Students who will not be living with their parent/legal custodian must complete section 3 of the application form with the details of their Responsible Nominee that has been approved by DHA.

## What fees apply to TRA enrolments?

The fees are calculated depending on the visa type. Information about Temporary Resident Admission fees can be found here - [Temporary Residents Admissions fees](#).

## What happens after my application is submitted and assessed by EQI?

After you submit your completed application with all the required information, the application will be assessed and EQI will issue an initial invoice for application and tuition fees.

Once payment has been received, EQI will issue you with a receipt and an Authority to Enrol letter. This letter is required for your visa application if you are offshore and to show to your Queensland school of enrolment when you arrive.

## How do I know which school to enrol my child at?

After completing the TRA application process and receiving an Authority to Enrol letter, it is the responsibility of the parent to confirm availability of a place for the student holding a temporary visa with the relevant Queensland state school. Some schools have [enrolment management plans](#) which limit enrolments to a specific area.

You must present the EQI Authority to Enrol letter to the school when requesting enrolment.

You can approach any Queensland state school direct. Families usually wait until they arrive and find accommodation before deciding on a school.



The school should be easily accessible from where you live. Once you have a placement at a Queensland state school, you will need to request a school acceptance email/form from the school principal to confirm the enrolment of their child. This information must be forwarded to EQI.

**My child does not speak English very well. Is there support available for my child at school?**

When your child first starts at school, their English language ability will be assessed. If it is required, in-school or in-class support from a specialist English as a Language or Dialect (EAL/D) teacher and/or support staff will be arranged by the school. If your child does require this support, the school will plan for the delivery of this service which is included in the tuition fee.

**Does EQI offer fee-exemptions to dependants of student visa holders?**

Yes. There are fee-exemptions available to certain categories of school-aged dependants of student visa holders. See more details here - [Fee exemption policy](#).

**My university course is now complete and I am applying for another visa. My child was fee-exempt during my study program. Will the fee exemption continue under the new visa?**

No. The fee-exemption ends when your student visa expires. If you have been granted a bridging visa while waiting for the new visa, fees will apply to this enrolment period.

**Will there be any reduction in fees due to online learning for temporary resident students?**

No. The fees remain payable during time in lockdown while students are learning from home. You will be able to access online learning under the same guidelines as our domestic students. Remote learning is considered a suitable learning program for all students.

A dedicated education learning website is now available to support all students studying from home if there is a lengthy school closure or an extended student absence. Parent information including curriculum resources are available on the website of the [Department of Education](#).

**Can I suspend my enrolment and not pay the fees during online learning?**

No. Visa conditions require your child is participating in an educational program while onshore.

**I am a dependant on my parent's student visa (500) and will turn 18 years before the visa expires. What do I need to do to continue studying at school?**

The Department of Home Affairs recognises you as a dependant until you turn 18. If you want to continue studying in a Queensland state school, your family will need to apply for your own student visa [<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>].

**If I my child and I had to return home overseas, can my child still access online learning while we wait to return back to Queensland?**

No, the Department of Education is unable to provide access to online learning for students who have returned home.



**I am the parent of a temporary resident student. I am applying for a spouse visa and my child and I are intending to stay in Australia. The child's step-parent is an Australian citizen. How can I claim parental linkage for my child?**

Your partner can apply to EQI direct for the assessment of their parental responsibility over the child and if eligible, your child's enrolment may be exempt from the international student fees under the *Education General Provisions Act 2006 (Qld)*.

Please refer to the [TRA policy](#) on the EQI website. The policy links to the [Guidelines for assessing parental linkage between a child and an Australian Citizen or Permanent Resident](#). You will need to ensure that you can provide the evidence required outlined in the Guidelines and if you believe that your circumstances meet them, then please submit [the TRA application form](#), the [Guidelines checklist](#) (accessed from the Guidelines) and [Statutory Declaration](#) (accessed from the Guidelines) with your application. Your application to assess parental linkage does have an application fee.

**I would like to make a complaint because my application for parental linkage was refused, even though I believe that I meet the guidelines.**

The letter regarding your application is issued by the Director ISP and outlines why the application was declined. If you don't agree with the decision you can make a complaint under the Department's [Customer Complaints Management Framework](#). You can also speak with an EQI staff member who can assist you to submit your complaint.

**Under the new TRA policy and Guidelines my child is eligible to be a non fee-paying student. I have been paying fees previously. Will I receive a refund for the fees already paid?**

The new TRA policy came into effect on 1 October 2020 and EQI is not able to refund fees prior to this time.

Fees are payable up until the time an applicant is granted approval for exemption under the parental linkage guidelines.

**Under the new TRA policy and Guidelines my child is eligible to be a non fee-paying student. I have been paying fees and I am currently on a payment plan. Does this mean that I can stop paying off my payment plan?**

The TRA policy came into effect on 1 October 2020. You will need to continue making agreed payments under the payment plan to finalise all outstanding fees for the period up to Term 3, 2020.

**What should I do if I am experiencing financial difficulty and cannot pay the tuition fees?**

Temporary resident visa holders who are experiencing financial hardship may negotiate a payment plan. The [payment plan](#) assessment considers the temporary resident visa holder's financial capacity to repay tuition fees for school-aged dependants to DEi within a reasonable period of time. Temporary resident visa holders who are experiencing significant financial hardship may be considered for a full or partial fee waiver. All financial hardship applications are assessed individually depending on your circumstances and should be sent to [EQIDebtManagement@qed.qld.gov.au](mailto:EQIDebtManagement@qed.qld.gov.au).



**When my family returns home, my child's school reports are required to be validated. How do I access this service?**

On completion of studies in a Queensland state school and before you return to your home country, applicants can request their school reports to be validated by EQI. Please refer to the [Recognition of Queensland school reports fact sheet](#) for further details.

**Important documents:**

- TRA Application process: <https://eqi.com.au/Documents/tra-application-process.pdf>
- Application form: <https://eqi.com.au/Documents/tra-application-form.pdf>
- Fees: <https://eqi.com.au/Documents/tra-fees.pdf>
- Terms and conditions: <https://eqi.com.au/Documents/tra-terms-and-conditions.pdf>
- Refund policy: <https://eqi.com.au/Documents/tra-refund-form.pdf>
- The payment plan fact sheet: <https://eqi.com.au/Documents/tra-payment-plan-fact-sheet.pdf>
- Temporary resident admissions fee waiver procedure: <https://ppr.qed.qld.gov.au/attachment/temporary-residents-admissions-fee-waiver-procedure.pdf>

**How do I get more information?**

In Australia phone freecall 1800 316 540  
Outside Australia phone +61 7 3513 5301  
Email [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au)