



Education Queensland International

International Student Programs
Client Service Standards

Who are we?

Education Queensland International (EQI) is the international branch of the Queensland Department of Education and Training. Our activities showcase Queensland and its world-class education system, and support internationalisation within our schools and communities, to lift student outcomes and engage them in a globalised world. EQI has extensive and proven experience developing, delivering and promoting quality education products and services both domestically and offshore.

We individually and collectively uphold the [Queensland Public Service Values](#).

Customers first



- Know your customers
- Deliver what matters
- Make decisions with empathy

Ideas into action



- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries

Unleash potential



- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback

Be courageous



- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency

Empower people



- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

Our service standards

As officers, we will:

- work as a professional service to deliver client service
- treat you with courtesy, respect and impartiality
- be fair, open and reasonable in all that we do
- give you clear, accurate and timely information or help you to find it
- respect cultural and linguistic diversity and individual needs
- adhere to Australian law, and
- use best practice to protect and maintain privacy and confidentiality.

Standards for client contact services

Correspondence by phone

Service standard:

- We will answer your call promptly when you contact us during our normal business hours.

Service target:

- 90% of calls answered within the service standard.

Correspondence by email

Service standard:

- We will:
 - provide immediate confirmation of receipt to emails received through EQJ's generic email address
 - respond to your request within 5 (five) working days* of receipt.
- If we cannot fully answer your enquiry in that time, we will advise you of when a complete response can be expected.

Client obligations:

- Provide detailed and relevant information with your enquiry, including contact details.

Service target:

- 90% of enquiries to be responded to within the service standard.

International Student Programs application for enrolment

Service standard:

- We will:
 - assess the application and make a decision within 10 (ten) working days* of receipt of a **complete** application
 - advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.

Client obligations:

- You must:
 - submit an application that is complete and accurate
 - submit the application *at least 3 months prior to your proposed commencement date*
 - allow sufficient time for application processing and visa processing (note – visa processing times vary for each country of origin)
 - promptly respond to requests for information.

Service target:

- 90% processed within the service standard.

Temporary Residents Admissions application for authority to enrol

Service standard:

- We will:
 - assess the application and make a decision within 10 (ten) working days* of receipt of a **complete** application
 - advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.

Client obligations:

- You must:
 - submit an application that is complete and accurate
 - allow sufficient time for application processing and visa processing (note – visa processing times vary for each country)
 - promptly respond to requests for information.

Service target:

- 90% processed within the service standard.

Internal transfer request

Service standard:

- We will:
 - assess the application and make a decision within 20 (twenty) working days* of receipt of a **compliant** request
 - advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.

Client obligations:

- You must:
 - submit a request that is complete and accurate
 - promptly respond to requests for information.

Service target:

- 90% processed within the service standard.

External transfer request

Service standard:

- We will:
 - assess the application and make a decision within 10 (ten) working days* of a **compliant** request
 - advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.

Client obligations:

- You must:
 - submit a request that is complete and accurate
 - promptly respond to requests for information.

Service target:

- 90% processed within the service standard.

Fees

Service standard:

- We will:
 - accurately invoice you
 - explain how we calculated fees payable.

Client obligations:

- You must:
 - pay your invoice on or before the due date
 - contact us if you are unable to pay your invoice by the due date.

Service target:

- 90% processed within the service standard.

Refunds

Service standard:

- We will:
 - assess the application and make a decision within 28 (twenty-eight) working days* of a **compliant** request
 - advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.

Client obligations:

- You must:
 - submit a request that is complete and accurate
 - promptly respond to requests for information.

Service target:

- 90% processed within the service standard.

Queensland state school report validation services

Service standard:

- We will process report validation requests within 1 (one) working day of lodgement, for requests made in person.
- Requests made by post will be processed within 1 (one) working day of receipt
 - a return, self-addressed envelope must be provided with requests made by post.

Client obligations:

- You must:
 - submit a request that is complete and accurate
 - promptly respond to requests for information.

Service target:

- 90% processed within the service standard.

**These turnaround times commence from the point at which all required information and documentation has been provided to action the request. If you are not notified of the outcome of your enquiry within the timeframe stated above, please contact EQI using the details below.*

How you can help us

To help us, we ask that you:

- familiarise yourself with relevant policies, procedures and information in relation to your enquiry
- be open and honest with us
- be courteous and respectful towards us and work with us to resolve your enquiry
- ensure anything you submit to us is supported by relevant information and/or documentation
- tell us if your circumstances change, as soon as the changes occur
- provide us with feedback on our service to you, to help us improve our services and to recognise staff performance.

Contact information

International Student Centre business hours are 8:30am to 5:00pm Monday to Friday (except public holidays).

To visit an International Student Centre, please phone to make an appointment.

Brisbane International Student Centre

Phone (within Australia): 1800 316 540

Phone (outside Australia): +61 7 3513 5301

Fax: +61 7 3513 5783

E-mail: EQInternational@qed.qld.gov.au

Post: PO Box 15050 City East Brisbane QLD 4002

Address: Level 18, Education House, 30 Mary Street, Brisbane QLD 4000

Cairns International Student Centre

Phone: +61 7 4037 3843

E-mail: Linda.Forbes@qed.qld.gov.au

Post: PO Box 6094 Cairns QLD 4870

Address : Ground Level, 17-19 Sheridan Street, Cairns QLD 4870

Gold Coast International Student Centre

Phone (within Australia): 1800 370 633

Phone (outside Australia): +61 7 5656 6722

E-mail: EQIGoldCoast@qed.qld.gov.au

Post : PO Box 492 Oxenford QLD 4210

Address : Bldg C, Level 2, 340 Hope Island Road, Hope Island QLD 4212

Sunshine Coast International Student Centre

Phone (within Australia): 1800 411 644

Phone (outside Australia): +61 7 5352 9225

E-mail: EQISunshineCoast@qed.qld.gov.au

Post: PO Box 5489 Maroochydore BC QLD 4558

Address : Level 5 Mike Ahern Bldg, 12 First Avenue, Maroochydore QLD 4551

Interpreter assistance

If you need an interpreter to assist you in accessing information or providing feedback, please phone the Translating and Interpreting Service on 131 450.