



# Education Queensland International

International Student Programs

Temporary Residents Admissions Client service standards



# Who are we?

Education Queensland International (EQI) is the trading name for the international branch of the Queensland Department of Education. 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 EQI'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 in response to 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:
  - advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents requiring action within 5 business days to make an an application complete
  - assess the application and make a decision within 10 (ten) working days\* of receipt of a **complete** application.

### Client and Registered Education Agents obligations:

- You must:
  - submit an application that is complete and accurate
  - submit the application by our published application cut-off dates
  - 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:
  - advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents
  - assess the application and make a decision within 10 (ten) working days\* of receipt of a **complete** application.

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

### 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 (withdrawal)

### Service standard:

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

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

### 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

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

To visit us please phone to make an appointment.

Phone (within Australia): 1800 316 540

Phone (outside Australia): +61 7 3513 5301

E-mail: [EQInternational@qed.qld.gov.au](mailto: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

### 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.