7 OCTOBER 2026

Conditions of Placement - Schools

Subclass 500 Visa Holders

Students and their parents / legal custodians must read this document carefully before signing the letter of acceptance.

Terms used in this document

TGEI means Tasmanian Government Education International.

DHA means the Department of Home Affairs.

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018.

ESOS Act means Education Services for Overseas Students Act 2000.

You or **your** means the parent(s), legal custodian(s) or student who signs this agreement as the context requires.

Legal custodian means a person who has legal custody of the student.

Nominated guardian means the **parent**, **legal custodian** or **eligible relative** of the student approved by DHA to take responsibility for the overseas student's accommodation, welfare and support in Australia.

Eligible relative * means:

- a parent, spouse, de facto partner, brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, or a step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; **and**
- nominated by a parent of the applicant or a person who has custody of the applicant; **and**
- aged at least 21; **and**
- of good character, and show this by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16; **and**
- an Australian citizen, permanent resident or be eligible to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age (whichever happens first).

* Defined by Standard 5 of the National Code

Entry requirements

Entry requirements are outlined in the Admissions and enrolment guide (https://study.tas.gov.au/resources/) and are summarised below. For additional information refer to the TGEI website:
https://study.tas.gov.au/study/international-student-programs/primary-school/
https://study.tas.gov.au/study/international-student-programs/senior-high-school/

Payment and Course Offer Conditions

- If TGEI does not receive the student's placement offer acceptance and payment by the due date, TGEI may deem this letter's placement offer is no longer valid.
- If TGEI does not receive payment(s) by the due date(s), you may have to pay a **late fee** of A$80.
- The cost of tuition detailed in this offer is accurate at the time of signing and applies to this offer only. Please note that tuition and other fees are subject to change and may vary from offer to offer.
- Under the ESOS Act, you are not required to pay more than 50% of the student's tuition fees before the course date, unless the course duration is 25 weeks or fewer. However, you may choose to pay more than 50%. If you choose to pay more of the course fees before the student commences their course, please email admissions@study.tas.gov.au.
- Where the course duration is 25 weeks or fewer, you must pay the full fees in advance.
- By accepting this letter's placement offer, you and the student are entering into an agreement with TGEI, for the duration of the program that is described in the Letter of Offer.
- You must pay fees as set out in the Letter of Offer and future fee letters.
- Fees may be subject to annual increases.
- The tuition fee covers the cost of tuition only. You may also be required to purchase a uniform, textbooks and stationery for the student when they start enrolment at their school.
- Homestay fees may increase or decrease depending upon the student's arrival and departure dates.
- Administration fees for the full calendar year must be paid prior to the commencement of studies each year.
- If you or the student wishes to make a change to the student's enrolment after their course commences, you must apply for and receive an updated Letter of Offer. This may incur a fee of A$80. Any further changes that you initiate may incur a charge of A$180 for every new Letter of Offer issued.
- For any proposed changes to proceed, TGEI must receive a signed Student Acceptance Form for the updated course, along with any necessary payments.

Overseas Student Health Cover (OSHC)

- Students must have appropriate health insurance throughout their stay in Australia.
- Before a Confirmation of Enrolment (CoE) can be issued, you must pay OSHC premiums in advance and for the duration of the entire length of the student visa.
- You may purchase health cover for the student through TGEI's preferred provider, or you may arrange OSHC through another provider. If you choose to purchase OSHC through TGEI's preferred supplier, TGEI will facilitate the scheduling of the student's OSHC policy with Medibank, including the provision of their personal details required to schedule the policy.
- If you choose to purchase OSHC through TGEI's preferred supplier (Medibank):
    - You are required to confirm that the student has read and agreed to Medibank's Declaration and Privacy Collection Notice ("Declaration") at https://www.medibank.com.au/content/dam/retail/overseas/b2b/Medibank%20OSHC%20Collection%20Statement.pdf
    - By signing and accepting this Letter of Offer, you are confirming that the student has read, understands, and agrees to the Declaration.
- TGEI will receive a commission from Medibank for organising the student's OSHC policy.
- Note: the OSHC fee quoted on this agreement is based on information available from Medibank at the time this offer was made and is subject to change by Medibank.
- If you require more information about OSHC visit the Medibank Private website: https://www.medibank.com.au/overseas-health-insurance/oshc/
- If you purchase the student's OSHC on your own, you must provide to TGEI a copy of the policy, and you are responsible for renewing OSHC when it expires.

Refunds

- Please refer to the TGEI refund policy attached to this Letter of Offer.

Deferral, Suspension, Cancellation or Transfer of Enrolment

Deferral of Enrolment:

The student's enrolment may be deferred before they commence study.

- Deferring Program Start – if there are delays in the approval of the student's visa, TGEI will, on request, issue an amended Letter of Offer or Confirmation of Enrolment. This deferral will not result in visa non-compliance.
- A maximum of two student-initiated deferrals of program start can be approved (subject to availability). Subsequent deferrals may require a new offer.

Suspension of Enrolment:

The student's enrolment may be suspended during their period of study.

- TGEI must approve any leave to be taken during scheduled term times. Approval will be based on evidence of compassionate or compelling reasons. You should be aware that **leave without approval** may have an impact on visa compliance.

Cancellation of Enrolment:

The student's enrolment may be cancelled for the following reasons:

- You and the student may decide to withdraw from their course and return home; or
- The student exhibits misbehaviour, has poor attendance, makes unsatisfactory course progress or does not pay their fees.

TGEI reserves the right to cancel the enrolment of a student whose progress or attendance falls below the standards required by the ESOS Act.

If the student's enrolment is cancelled, they (or their parent / legal custodian / education agent) will be informed in writing and will have 20 working days to access the Complaints and Appeals process if they wish to contest the cancellation.

Please note that all government schools have policies outlining unacceptable student behaviour, which include:

- refusing to participate in the education program;
- disobeying instructions that regulate the conduct of students;
- conduct likely to significantly impede the learning of the other students at the school;
- acts detrimental to the health, safety or welfare of that school's staff or students;
- behaviour that causes, or is likely to cause, damage; and
- actions likely to bring that school into disrepute.

Transfer of Enrolment:

If you and the student wish to transfer the student's enrolment to another provider within the first six (6) months of their enrolment in a TGEI school, they will only be supported where:

- The course they are enrolled in is not suitable and their desired course is not offered by TGEI;
- The nominated guardian approved by DHA is changing to a person living interstate;
- You wish to move the student into a school boarding arrangement;
- You wish to have all siblings in the same school; or
- Waiting for the expiry of the required, 6-month period would significantly disrupt the student's education.

If an application for transfer is not supported, the student may access the Complaints and Appeals process.

Please note:

- Deferral, suspension, cancellation or transfer of enrolment may have an impact on the student's student visa.
- TGEI must report student withdrawal or default within 5 business days.

For students where TGEI holds the CAAW:

- If you or the student have applied to transfer the student's enrolment from TGEI to another education provider, the new provider will need to contact TGEI to negotiate the handover of welfare responsibility so that there is no gap in the appropriate Accommodation and Welfare arrangements for students under 18.

Accommodation

The following conditions apply to students in homestay accommodation approved by TGEI. This includes students staying in privately arranged homestay accommodation, as well as students staying with a homestay family chosen by TGEI.

- Students must remain in homestay placements that have been approved by TGEI.
- TGEI must be consulted on all matters relating to international student accommodation, before any changes are made.
- Students **must respect the rules and conventions of their host family** household.
- Students are required to give two weeks' written notice to TGEI and the homestay host if they wish to leave.
- Students, 18 years and over, who wish to move into independent accommodation (such as a share house or flat) must first apply to TGEI. TGEI will inform parents in writing and seek their support for such a request before any such moves will be supported. TGEI reserves the right to make the final decision on a case-by-case basis.
- Any changes to Homestay arrangements requested by the student and which TGEI deems to be unnecessary, may incur a fee of A$80. Applications to change homestay arrangements must be sent in writing to TGEI's Homestay Coordinators for review.
- If TGEI is unable to adequately support a student with a reasonable level of care, the student's parent / legal custodian may be required to take over welfare responsibilities, or the student may have to return home.

The following conditions apply to students in accommodation with a homestay family chosen by TGEI.

- Homestay fees are non-refundable where the student decides to return to their home country during the term or term-break.
- Homestay fees are subject to increases.

Residential Address

- Students who are over 18 years old and living independently, living in privately approved accommodation or living with a nominated guardian must inform TGEI of their address, including any changes to this address within 7 days of the change.

Travel Arrangements

Travel Arrangements for students in TGEI managed accommodation

The following conditions apply to students in TGEI managed accommodation. This includes students staying in privately arranged homestay accommodation, as well as students staying with a homestay family chosen by TGEI.

- **All students** regardless of age who wish to travel away from their approved homestay will need to inform TGEI **before** they leave.
- **All students** regardless of age must complete a 'Student Travel Request' form before departure; this form can be found on the TGEI website at https://study.tas.gov.au/resources/ under Students / parents -> Forms.
- Students are required to keep their Homestay informed of all travel arrangements, including departure and arrival dates and times.
- Students are required to inform TGEI of travel plans and seek approval at least 2 weeks prior to departure.

For all students regardless of age, approval will only be given where:

- parent / legal custodian has provided written approval (via email);
- the student will be staying with an eligible relative or approved carer over the age of 21 with a current Tasmanian RWVP;
    - If staying with an approved carer, all adults in the house who are not close relatives must hold a current Tasmanian RWVP;
- Approval for student's Travel Arrangements can take approximately 2 weeks;
- the name, address and contact details for the eligible relative or approved carer, who will be taking care of the student, have been provided.

The requirement to seek approval for Travel Arrangements will only be waived where the student is travelling intrastate with their Homestay Host or is taking part in a school excursion.

Travel Arrangements for Students Under 18 living with a Nominated Guardian

The following conditions apply to students under 18 years of age who are living with a nominated guardian acknowledged by TGEI:

Students must notify TGEI before undertaking any travel:

- without their nominated guardian;
- outside Tasmania, whether accompanied by their nominated guardian or not; or
- internationally, whether accompanied by their nominated guardian or not.

Students must submit a Student Travel Request via the online form available on the TGEI website before travel. The form can be accessed via the Students and Parents section of the Resources page: TGEI Resources.

Travel requests must be submitted as far in advance as reasonably practicable to allow TGEI sufficient time to review the proposed arrangements and, where required, seek additional information or approvals.

Students must not depart until any required consents, approvals and welfare arrangements have been confirmed.

Travel Arrangements for Students Over 18 living with a Nominated Guardian

Students aged 18 years and over are not required to seek approval for personal travel. However, TGEI must be notified of any travel that will occur during school term time to ensure the student's attendance and visa obligations can be appropriately managed.

If travelling during school term time:

- Students must submit a Student Travel Request via the online form available on the TGEI website before travel. The form can be found on the TGEI website at https://study.tas.gov.au/resources/ under Students / parents -> Forms.
- Travel requests must be submitted as far in advance as reasonably practicable to allow TGEI sufficient time to review the proposed arrangements and, where required, seek additional information or approvals.
- Students must not depart until TGEI has approved the travel request.

Driving a Motor Vehicle, Motorbike, Electric Scooter or E-Bike

Students must comply with the following requirements when operating the motorised transport listed above while enrolled at a Tasmanian government school.

- International students under the age of 18 cannot drive or own a motor vehicle.
- International students who are 18 years of age and wish to drive a motor vehicle must apply to TGEI for approval. This application must give compelling reasons for such approval being required while the student is studying.
- Where permission to drive a motor vehicle is granted, the applicant must then apply to gain a Tasmanian driver’s licence and abide by the relevant state road rules.
- Under no circumstances will an international student be allowed to own or ride a motorbike, electric scooter or e-bike

Transport - Consent and Insurance Acknowledgement

By signing this agreement, you acknowledge that you have read, understood and agree to the following:

- You consent to the student being transported by motor vehicle where reasonably required in connection with the student's enrolment, education, accommodation, welfare, health, safety or participation in approved school or international student program activities.
- Transport may include travel between airports, schools and colleges, approved homestay or temporary accommodation, medical or wellbeing appointments, activity venues, government offices and other locations reasonably connected with the student's enrolment or participation in the program. Transport may be planned or may arise because of welfare, safety, operational or emergency circumstances.

- Transport may be arranged or provided by DECYP or TGEI employees, approved homestay hosts or adult members of an approved homestay household, commercial transport providers, emergency services, or other persons or organisations approved by TGEI or DECYP in accordance with applicable Department policies and procedures.
- Where DECYP or TGEI arranges or authorises transport using a Departmental or private motor vehicle, reasonable steps will be taken to ensure that the vehicle is registered and appropriately insured and that the driver is properly licensed.
- You acknowledge that the Tasmanian Risk Management Fund Personal Accident arrangements do not provide personal accident cover for injuries arising from a motor vehicle accident. Depending on the circumstances, statutory compensation arrangements administered by the Motor Accidents Insurance Board and/or other insurance arrangements may apply. The student's separate and required health cover insurance remains subject to the conditions of the relevant policy.
- This consent does not replace any separate consent, approval or notification required under TGEI or DECYP policies or procedures for matters including excursions, leave, overnight travel, changes to accommodation or other activities requiring specific approval.
- This consent applies throughout the student's participation in the international student program, subject to any requirement under law or Department policy for specific consent or approval.

Student Visa Conditions

If the student fails to comply with the conditions attached to their Student Visa, DHA may cancel their visa, and they would then be required to return to their home country at their own expense. Schools and TGEI monitor the following visa conditions. TGEI is obliged to inform DHA if the student is found to be in breach of these conditions:

Contact details

Students must notify TGEI within seven (7) days of changes to their parent's or their own email, residential address, phone numbers or emergency contact details by emailing compliance@study.tas.gov.au.

Attendance

TGEI expects students to attend all of their classes, and their attendance will be regularly monitored. TGEI is required to advise the Department of Home Affairs **if their attendance falls below 80%**.

Course Progress

Students must maintain satisfactory course progress for their courses as required by TGEI and outlined in the Satisfactory course progress information sheet. This information sheet is available on the TGEI website at https://study.tas.gov.au/resources/ under Students / parents -> Enrolment guides.

TGEI's requirements to achieve satisfactory progress are summarised below:

- Prep to Year 10 – the student's school will provide a report twice a year (once in Prep) showing where their learning achievement is against the expected standard for their year level.
    - Students must achieve an assessment of "at the expected standard" for their year level for at least 50% of their courses.
- Years 11-12 – the student's reports will cover progress in courses against the Tasmanian Assessment Standards and Certification (TCE) course criteria.
    - Students must achieve an assessment of Satisfactory / C or higher in 75% of criteria for at least 50% of their courses.

The student's school will monitor their workload and their results to ensure they complete the course on time and to assist them if they are having difficulties. The school will implement suitable intervention strategies to identify if students are at risk of not meeting course progress requirements and assist them for them to achieve satisfactory course progress.

Maintaining satisfactory course progress is a condition of the student's student visa. If the student's course progress is not satisfactory, TGEI is required to advise DHA, and their student visa may be cancelled.

Financial Obligations

You must keep the payment of the student's tuition fees up to date. Failure to do so may have an impact on their student visa.

Permission to Work

A student visa with permission to work allows the student to do paid work for a maximum of 48 hours per fortnight during the term or semester; but students may work full time during holidays.

Reporting for Student Visa Non-Compliance

If students fail to meet their attendance, academic progress, financial or behavioural requirements, TGEI will write to inform them (or their parent / legal custodian) that it will be advising DHA. In such an event they (or their parent / legal custodian) will have 20 working days to access the Complaints and Appeals process if they (or their parent / legal custodian) wishes to contest TGEI's decision.

Australian Government protection for international students

At TGEI we want our students to have a safe, rewarding and enjoyable time in Tasmania. Students studying in Australia on student visas are protected by the *Education Services for Overseas Students (ESOS) Act* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018* (National Code 2018). The ESOS Act protects international students by setting consistent standards for education providers; and by providing consumer protection for students.

No matter where they are studying in Australia, international students are protected by the ESOS Act. You can find out more from the Australian Department of Education (https://www.education.gov.au/).

Use of Personal Information – obligations under the ESOS Act 2000 and the National Code 2018

Please note that:

- TGEI collects relevant student information during the enrolment process and throughout the student's program.
- Unless required by legislation, this information will not be shared without student consent.
- TGEI may be required to pass on personal information provided by you or the student to other Commonwealth and State agencies.
- TGEI is required to tell the Australian Department of Education (https://www.education.gov.au/) about certain changes to the student's enrolment and any breach by the student of a student visa condition including attendance and satisfactory course progress.
- Student information is made available to the nominated health insurance fund provider.

Please note that TGEI is also bound by the strict privacy rules of the Tasmanian Department for Education, Children and Young People's Personal Information Protection Policy under which the Department is responsible as custodian for the collection and handling of students' personal information as required by Tasmania's *Personal Information Protection Act 2004*.

Complaints and Appeals

Overview

The Complaints and Appeals Policy – International Students outlines the process for managing complaints and appeals relating to DECYP's international education program. It provides guidance to international students, parents, schools, school staff and education agents, and ensures that complaints and appeals are handled fairly, confidentially, transparently and in accordance with legislative and regulatory requirements.

Complainants are encouraged to seek an informal resolution wherever possible before lodging a formal complaint.

School-related complaints may include, but are not limited to:

- Academic results and assessment outcomes
- Course information and delivery
- Teaching practices
- Actions or decisions of school staff

TGEI-related complaints may include, but are not limited to:

- Tuition fees and charges
- Refund decisions
- Suspension, deferral or cancellation of enrolment
- Homestay accommodation arranged by TGEI

- Other matters relating to the administration of the international student program

DECYP does not charge a fee to lodge a complaint or appeal.

For TGEI matters, the complaints and appeals process will commence within 10 working days of receiving a formal complaint or appeal, and all reasonable measures will be taken to finalise the matter as soon as practicable.

Following completion of the process, DECYP will provide the complainant or appellant with a written outcome, including the reasons for the decision, within 10 working days.

Formal Complaints

For school-related matters, a formal complaint may be lodged by completing the Early Resolution Complaint Form.

For TGEI-related matters, a formal complaint may be lodged by completing the International Student Complaint Form.

Internal Appeals

If a complainant is dissatisfied with the outcome of a complaint or a decision made by a school or TGEI, they may lodge an internal appeal using the appropriate form:

- **Schools:** Internal Review Form
- **TGEI:** International Student Internal Appeal Form

External complaints and appeals

If you or the student are not satisfied with the outcome of TGEI's internal complaints and appeals process, you or the student may access an appropriate external appeals process through the Tasmanian Ombudsman at no cost. TGEI will provide information about this external body and how to access it.

TGEI will maintain the student's enrolment during the internal complaints and appeals process where required by the National Code. Once the internal complaints and appeals process has been completed, TGEI may implement its decision, including a decision to suspend or cancel enrolment, unless the National Code requires the enrolment to be maintained while an external complaints and appeals process is undertaken.

Accessing an external complaints and appeals process does not prevent TGEI from implementing a decision where this is permitted by the National Code. If an internal or external complaints and appeals process results in a decision or recommendation in favour of the student, TGEI will immediately implement that decision or recommendation and any required corrective action.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.