Study in paradise

Pre-Departure Booklet
Student Handbook

CRICOS Provider Code: 03251A | RTO Provider Number: 40520
Welcome to:

Cairns College of English & Business

The college staff would like to welcome you to Cairns College of English & Business (CCEB). We look forward to helping you make your stay enjoyable and successful.

To help you prepare for your trip we have compiled the following information which, we believe, will help you adapt more quickly to a new country, climate, culture and lifestyle.

If you have any further questions please contact us at the college...

- Cairns College of English & Business
- 67 Lake Street, Cairns, QLD, 4870
- Tel: 61 7 4041 2322
- Fax: 61 7 4041 2633
- www.cce.qld.edu.au
- reception@cce.qld.edu.au

Where to find help:
If you need assistance you should first ask the Reception staff. They will be able to help you with most of your general enquires. More specifically, here is what each staff member can help you with:
CCEB Staff Members:

- **Ueli** (Principal Administrator / Director): Our college Principal Director can help you with any problems, questions or grievances you may have.

- **Akiko** (Accounts Officer): Our accounts manager can help you with financial changes to your course, paying fees, book deposit refunds, processing new enrolments, and updating course extensions/changes.

- **Ben** (Academic Coordinator): Our academic coordinator can help you with level checks, class information and changes, study plans/goals, as well as academic questions and advice.

- **Ian** (Director of Studies): Our academic manager can help you with English level checks, class information, study plans and goals, academic questions and advice.

- **Chris** (Administration Assistant): Our administration assistant can help you with general school information and student cards, and certificates.

- **Nami** (Marketing Director): Our marketing director can help you with general information and act as a liaison between our school and your agents.

- **Audrey** (Study Tour Coordinator / Student Services): Our student services officer can help you with general school information, student cards, and certificates.

- **Nyna** (Homestay Coordinator): Our homestay coordinator can help you with booking, moving out, or changing your homestay or Sharehouse, and dealing with any problems or questions about your family or accommodation.

- **Tim** (Assistant DOS): Our Teacher Tim can help you with level checks, class information and changes, study plans/goals, as well as academic questions and advice.

- **Monica** (Receptionist): Our receptionist can help you with general school information, course holidays, extensions and changes, and is happy to help you with general enquiries or direct you to the right person to address your questions.

- **Carolina** (Travel Agency Manager): Our travel agent can help you with booking student activities, trips and tours around Cairns, Australia, New Zealand, Thailand and Fiji.

- **Simona** (Coffee Shop Manager): Our barista can provide you with delicious coffee and advice about what to do in Cairns.

- **Vicky** (Travel Agent): Our tour specialist can provide you with information about exciting activities in Cairns.

- **Bella** (Travel Agent): Our tour specialist can provide you with information about exciting activities in Cairns.

- **Caro** (Graphic Designer): Our graphic designer creates beautiful promotional materials and can help you with any questions.
FACILITIES, EQUIPMENT, LEARNING, AND LIBRARY RESOURCES

- 15 classrooms
- School capacity of up to 200 students
- 50 computers with free internet access
- Free wireless internet
- English language software
- Self-access room with grammar worksheets, reading exercises, and listening activities
- 1 large kitchen with 5 microwaves, 2 fridges, 2 sinks, 1 oven, and cold and hot water machines
- 1 small kitchen with a sink, kettle and fridge (2nd floor)
- 1 large lunch room with activities, accommodation, local events and for sale notice boards
- 1 large lounge area with a plasma TV and leather sofas and 1 small lounge area with comfortable sofas on the 2nd floor
- Counselling room
- Lake 67 Travel Agency - Cafe
- Nintendo wii
- Table tennis

LANGUAGE DIFFICULTIES

Initially, most of you may experience some difficulties speaking English. Don’t worry, this is normal! Conversational English – what you will be using everyday – is probably different from what you were taught in high school. It will take time to become more proficient in your speech. When you talk with your host family, teachers or friends, ask them to speak clearly, slow down or repeat themselves.

Speaking to these people are excellent sources of new words and phrases. Ask them for assistance with your pronunciation and vocabulary. They will be happy to help. If you become tired and frustrated when you do not learn as quickly as you would like, just relax and slow down. Be patient, it takes time.

Asking for help...

If there is something you don’t understand, or something you are not sure how to deal with, ask someone like a CCEB staff member for help or advice. If you do not ask, we cannot help you.

- “I don’t understand / Can you explain this to me? / Can you help me please?”
- “I am (sad, confused, and homesick). Can I talk with you about it?”
- “I would like some help with (homework, English, new friends).”
FOR STUDENTS UNDER 18 YEARS OF AGE:

Under Standard 8 of the National Code, the College has very strict rules for those students who are under 18 years of age. They are required to have a guardian. For students in a College homestay the host parents will be the guardians. Otherwise they need to live with an immediate relative over the age of 21 who will act as their guardian. The College will advise under aged students of the periods for which the College will supervise welfare arrangements, which may be for the length of the CoE plus 7 days.

Where a student does not have a parent or suitable relative in Australia, the College is responsible for approving the accommodation, the support and general welfare arrangements using the CAAW letter. The student may propose alternative arrangements, but the College must approve them.

Under aged students may not stay with any person under the age of 21 years of age.

MONITORING PROGRESS AND ATTENDANCE (ELICOS):

Mastering anything requires effort, dedication and commitment. Learning English, or any language, is no exception. Cairns College of English has a range of General English classes, from Beginner to Advanced. Students progress from one level to another when they meet accepted course outcomes for each level in all macro skills of reading, writing, listening and speaking. Students are regularly assessed and complete feedback on progress is given. In addition staff will offer suggestions concerning strategies for successful achievement of expected outcomes. In accordance with Standard 11 of the National Code a student’s attendance shall be regularly monitored.

Students who are at risk of failing to meet attendance will be notified that they are at risk of falling below 80% and that should attendance continue to fall they shall be reported under Section 19 of the ESOS Act. Students whose attendance falls below 80% shall be reported unless the student can demonstrate compelling evidence why non attendance should not be reported and attendance is not below 70%. Where the College notifies the student of its intention to report the student, the student shall have 20 days to access the College’s appeals procedure. The college has elected to implement the DIISRTEDIAC Course Progress Policy and Procedures for vocational courses. Therefore, for vocational courses only, attendance is not recorded or monitored for visa compliance purposes.

COURSE PROGRESS POLICY (VET):

During the induction and orientation, students are informed of the student visa conditions relating to course progress. They are also informed that the Cairns College of English and Business uses the DIISRTEDIAC Course Progress Policy and Procedures for CRICOS Providers of Vocational Education and Training (VET) Courses. Cairns College of English and Business will monitor, record and assess the course progress of each student for the vocational course in which they are currently enrolled. Each student’s progress will be assessed at the end of each compulsory study period.

- A study period shall be defined as 20 weeks of study
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50 percent of the course requirements in that study period.

Course requirements for each compulsory training period shall be defined and made clear to the student at the start of each compulsory training period, on the individual student Training and Assessment Plan. Both parties shall be able to identify when a student has not passed or demonstrated competency in 50 percent or more of the course requirements.
Course Content:

MODES OF STUDY, MODULES AND DURATION

ELICOS
The course schedule at CCEB allows students to practice grammar and learn new vocabulary using an ESL textbook of the teacher’s choice and is supplemented by interesting and realistic materials. This is done in the first three hours of study everyday while the students are alert and fresh-minded.

The fourth hour of study is dedicated to listening and speaking which keeps the students active during the wind-down time after lunch. The fifth hour of study is in our self-guided learning centre. Here, students can choose what they would like to work on. Options include listening tasks, grammar exercises, class homework, or quiet reading. There is a maximum of 16 students in each of our courses with the exception of the Cambridge course which has a maximum of 12 students.

VET
Certificate IV in Business and the Diploma of Management courses are both delivered over 23 weeks, includes two, one week holiday breaks and a two-week period for completion of assessments/projects. Students are expected to complete an average of 20 hours of study per week.

The courses are delivered in a mix of face-to-face workshops and online learning options. Learning is also supported by independent research and a range of practical activities.

ASSESSMENT METHODS

ELICOS
All students, with the exception of the Cambridge and VET course students whom are required to complete a pre-test prior to enrolment, are given a placement test on their first day of arrival at Cairns College of English and Business. The students will be given an end-of-week review test on the Friday of each week for the duration of their course. This will cover some of the contents/skills used in class during that week. Different skills shall be assessed each week so as to show a balanced focus on all skills (not just on grammar, for example).

The materials used for these tests can be taken directly from the Teachers’ books, accessed online through the textbook’s site, or personally created by the teacher. All tests are checked in class as a whole except for the writing and speaking assessment, which will be checked by the class teacher.

Methods by which a record of individual students progress is maintained:

A record of all the students’ results will be filed at the end of each week so as to assist in academic counselling. The students’ tests will be kept for at least 2 years before being discarded/recycled.

The ways in which students are kept informed of their progress:

Students will immediately be informed of their test progress after they have been checked altogether in class, or results may be given individually during academic counselling, which is also conducted on a weekly basis. Each student shall be given a personal study diary/notebook which will be for them to keep. The diary/notebook will have queries/diary entries written in by the student. The teacher will regularly check these and also make regular entries on the students’ progress, provide valuable encouragement and advice on areas requiring improvement.
VET
A range of assessments are employed for this training program and the choice of assessment is dependent on the nature of the unit of competency. Assessments include demonstrations, observation, projects, presentations, knowledge tests, reports, and interviews.

The qualifications are taken from the Business Services Training package and are placed at level 4 for Certificate IV in Business, and level 5 for the Diploma of Management course, on the Australian Qualifications Framework (AQF).

SAMPLE TIMETABLE:

<table>
<thead>
<tr>
<th>TIME</th>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>THU</th>
<th>FRI</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 / 10:30</td>
<td>Intensive English</td>
<td>Text book units are supplemented with interesting and realistic materials</td>
<td>Review testing &amp; counselling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:30 / 11:00</td>
<td>MORNING BREAK</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:00 / 12:30</td>
<td>Intensive English</td>
<td>Text book units are supplemented with interesting and realistic materials</td>
<td>Student speaking presentation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:30 / 13:15</td>
<td>LUNCH BREAK</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:15 / 14:15</td>
<td>Skills Practice</td>
<td>Concentrates on the 4 skills: reading, writing, listening &amp; speaking</td>
<td>Functional English, job hunting skills, telephone language, etc</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:30 / 15:30</td>
<td>Self Study or Activities / Job hunting club (Every Wednesday)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Afternoon Activities</td>
<td>Yoga / Table tennis / BBQ / Conversation club / Zumba / Cooking / Singlish..</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TEACHING METHODS

Our teachers are dedicated to helping every student to learn English as quickly and effectively as possible. We emphasise communication and use a wide range of resources, and up-to-date and appropriate methods of teaching to ensure that all learners reach their personal potential.

Teachers at Cairns College of English and Business use a variety of teaching methods to meet a range of learning styles and cultural backgrounds. You may be a little surprised by the new style of lessons in your first week but will soon find that you are able to communicate with others in the class and become independent outside of class. Please remember to tell a teacher or staff member about any individual difficulties you may be having - they will always be happy to help you.

Mastering anything requires effort, dedication, and commitment, learning English, or any language, is no exception to this. Cairns College of English and Business has a range of General English classes, from Beginner to Advanced. Students progress from one level to another after they meet accepted course outcomes for each level in all areas of reading, writing, listening, and speaking. Students are regularly assess and given complete feedback on their progress. In additions to this, staff will offer suggestions concerning strategies for successful achievement of each individual student’s goals.
Visa Requirements...

It is essential that you have the correct visa enabling you to study at the college. If you are in Australia and you have a visitor’s visa, you are permitted to study 12 weeks, or if you are on a working holiday visa, you are permitted to study for 17 weeks. It is very important that you tell us if you have already been studying at any other institution as you cannot study beyond the amount of weeks mentioned above.

It is very important that you adhere to the conditions on your visa.

If you hold an Australian Student Visa, you must study with an education provider that is listed in the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Register). Cairns College of English & Business is on the list of registered institutions, which can be found at http://cricos.deewr.gov.au. CRICOS registration guarantees that the course and the education provider meet the high standards necessary for Australia’s overseas students’ program. Please check carefully that the details of your course match the information shown on the CRICOS site.

The Australian Government wants Australia to be safe, enjoyable, and a rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS (Education Services for Overseas Students) framework and they include the (ESOS) Act 2000 and the National Code of Practice.

ENTRY REQUIREMENTS FOR ACCEPTANCE INTO A COURSE:

ENTRY REQUIREMENTS (ELICOS)

• Students for English for general purposes shall be no younger than 16 years old and the students whom are aged between 16 and 18 years old need to have constant care by a guardian.

• Under Standard 8 of the National Code, the college has very strict rules for students who are under 18 years of age. They are required to have a guardian. For students in a college homestay the host parents will be the guardians. Otherwise they need to live with an immediate relative over the age of 21. The college is responsible for approving the accommodation, support and general welfare arrangements using the CAAW letter. The student may propose alternative arrangements, but they must be approved by the college. Under aged students may not stay with any person under the age of 21.

• Students shall sit for an entry placement test on the first day of commencing their enrolment, unless a pre-test has already been taken/arranged. For example, a student overseas who is enrolled in a Cambridge FCE or CAE course needs to do a test through their agency prior to their arrival. Students wishing to enrol in one of the Cambridge Exam Preparation classes, IELTS, and Customer Service or VET courses are required to complete a pre-test in order to ascertain their English level. Students are also required to sit another test upon arrival. The test can be taken at an overseas representative office or at the college for students already in Australia. The purpose of this pre-test is to ensure the provision of the best advice concerning course options and student placements. The standard admission levels for the Cambridge Course are as follows: FCE; Upper-Intermediate, CAE; Advanced. Students wishing to enter IELTS or VET courses must have attained a strong Intermediate level, and those wishing to join the Customer Service course must have a minimum English level of Pre-Intermediate.

• The student shall be allocated into a level from Beginner to Advanced. Should the student be a true beginner level and there are no other students at this level we will recommend one-to-one lessons to bring them up to Elementary level and we will recommend that the student start at week 1 of the block of the Elementary level.
The students shall be tested on a range of skills and placed in the appropriate level based on an average of all of these skills. The main skills shall be reading, writing, listening and speaking, and also included are skills such as fluency, pronunciation and vocabulary.

Students should have the appropriate visa to allow them to study at a college for the appropriate number of weeks, that is, a maximum of 12 weeks for a tourist visa and 17 weeks for a Working Holiday visa.

Students are required to have their tuition fees paid prior to their arrival.

ENTRY REQUIREMENTS (VET)

Academic Entry Requirements:
- Certificate IV in Business: Students must have a High School certificate or vocational qualification at a Certificate III level or equivalent.
- Diploma of Management: Students are expected to have completed Certificate IV in Business or its equivalent core skills prior to commencement of the Diploma course.

English Language Entry Requirements:
- To gain entry into a VET course at Cairns College of English and Business, you will need to demonstrate that you have met the required English language proficiency. Entry into the program requires an English level equivalent to IELTS 5.5 or Upper-Intermediate level at Cairns College of English and Business.
- Those who do not meet the English requirements can be referred to our English language department to complete intensive courses in English prior to commencing their award course.

RPL:
- All participants shall have access to and can apply for Recognition of Prior Learning (RPL) by gaining competency on the basis of your existing skills and knowledge in any or all of the units in this qualification. You may have gained this knowledge through formal courses, or perhaps through work and life experiences. These are measured against your chosen course of study and you may be granted credits or exemptions from some parts of your studies. RPL is an evidentiary process and you will be required to submit a portfolio of evidence.

STUDENT VISA CONDITIONS:

You need to understand your visa conditions. Please ask us if you have any questions. There are special rules that apply to Student Visa holders:

- You must average 80% attendance at all times during your course
- You must tell Cairns College of English and Business about any change of address within 7 days
- You must have Overseas Student Health Cover until the end of your visa
- You must not let your visa expire
- You can take a maximum holiday of 8 weeks only, if arranged before you make your visa application
- If you want to apply for a second visa when you are in Australia, CCEB staff can assist you, but recommend that you start the application at least four weeks before your current visa expiration date
Health Cover...

Medical treatment in Australia can be very expensive, so everyone should have some form of health insurance. If you study at CCEB on a Working Holiday Visa or a Tourist/Visitor Visa, you are not covered by OSHC and should make your own health insurance arrangements (e.g. Travel insurance) before you begin your studies. If you study at the Cairns College of English & Business on a Student Visa you will have ‘Overseas Student Health Cover’ (you must pay for this prior to arrival).

HEALTH INSURANCE:

If studying on a Student Visa, the school will arrange your overseas health cover and you will receive your card in the mail two weeks after your starting date. We recommend arranging health and travel insurance before you arrive in Australia if you have a Working Holiday, Tourist, or other visa.

Overseas Health Cover (OHSC) for students on a Student visa:

- 85% of the Medicare Benefits Schedule fee at the doctor
- 100% of the Medicare Benefits Schedule fee in hospital
- Part of the costs for some prescription medicines
- Doctors/medical practitioners to treat you
- Pathology services, such as blood tests
- Eye tests with an optometrist
- X-rays
- For a complete list visit www.medibank.com.au

DOCTOR:

The nearest doctors are:

- Tourist and Local Medical Services
  Ground Floor
  Cairns Corporate Tower
  15 Lake Street
  Ph: 4041 1699

- 24 Hour Medical Centre
  Corner of Florence and Grafton Streets
  Ph: 4052 1119

DENTIST:

The Nearest dentist is:

- Family Dental Practice
  First Floor Main Street Arcade
  85 Lake Street
  Ph: 4051 2142
Living in a homestay is an ideal way of quickly becoming familiar with a new culture and environment, and there is a greater progress in English language skills. All homestay families with the Cairns College of English and Business speak English as their first language at home, and are sometimes quite diverse in their ethnic origin, religion, age and family situation.

In a Cairns College of English and Business homestay you will be provided with a furnished room, breakfast and dinner on weekdays and three meals on weekends (if you are at home). Once you have completed your homestay questionnaire, we will do our best to find you a homestay situation that matches your interests and preferences. Please realise that you are in the home of another family and that you are not a guest in a hotel. Expect things to be done very differently. Meals, chores, rules, and responsibilities will differ. Family structures also vary because of the many races, cultures, and ethnic origins that exist in Australia. Every family has a different way of doing things, different values, and different expectations of each family member. Learning to fit into the family will require an understanding of the background culture and values of the family, this is something that will take time for you to gain. If you become unhappy in your homestay situation, please speak to the Homestay Coordinator or a member of staff at the college. If after discussing your situation you would still like to change your host family you must give the family two weeks’ notice by either staying for another two weeks or continuing to pay for those two weeks. Extreme circumstances may warrant immediate removal of a student from a homestay family, in these situations two weeks’ notice is not required.

Students under the age of 18 must either reside in Australia with a parent or legal guardian, or a relative of at least 21 years of age who has been nominated by the student’s parent or legal guardian. Evidence of their care arrangements for accommodation, support, and general welfare, must be provided and must also be approved by the Cairns College of English and Business prior to enrolment of the student.

- Your homestay is not a hotel so please offer to help with cleaning or washing of the dishes
- Always talk to your family… don’t be shy! If you have any problems of concerns, they are there to help you!
- Take good care of your house key, your family will show you how to use it
- Make sure you know your home address and memorise it!
- Australians conserve their water and electricity so keep your showers short and don’t forget to turn off the lights
- Homestay meals: Monday-Friday: Breakfast and Dinner; Saturday and Sunday: Breakfast, Lunch and Dinner
- Call/text your family if you are late or not coming home for dinner
- Please use your own toiletries (ie – soap, shampoo and toothpaste)

**SHARE ACCOMMODATION:**

From $180 per week

- Variety of apartment styles and services to meet the needs of students on any budget
- Great nationality mix!

* TO CHANGE OR CANCEL HOMESTAY, YOU MUST TELL RECEPTION TWO WEEKS BEFORE THE CHANGE DATE *
**Student Services**

The Student Services department assists with finding suitable accommodation and can help you with a wide range of issues including hiring a bicycle, legal and financial problems, academic counselling, recreation, etc. Furthermore, the Student Counsellor is available to discuss, in strict confidence, any difficulties and personal problems (e.g. homesickness or health issues) that you may have from time to time.

- Detailed orientation session/transport and safety information
- Academic and first week counselling
- Assistance with visa info and job hunting
- Monthly newsletters
- Weekly and monthly activities
- Accommodation information

**ORIENTATION AND TESTING:**

Your First Day:

On the Monday in which your course begins you must arrive at the college by 8:15am for testing and orientation.

On this day you will complete an English test to assess your level and follow a special orientation program for new students. Please bring your passport, a small photo, a notepad and a pen.

Here is the schedule for your first day:

<table>
<thead>
<tr>
<th>TIME</th>
<th>FIRST DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>08.00 - 08:30</td>
<td>Arrival and check-in at reception</td>
</tr>
<tr>
<td>08:30 - 10:00</td>
<td>Testing</td>
</tr>
<tr>
<td>10:00 - 10:30</td>
<td>General Orientation</td>
</tr>
<tr>
<td>10:30 - 10:50</td>
<td>Break</td>
</tr>
<tr>
<td>10:50 - 11:00</td>
<td>Class allocation</td>
</tr>
<tr>
<td>11:00 - 12:30</td>
<td>Class 1</td>
</tr>
<tr>
<td>12:30 - 01:15</td>
<td>Lunch</td>
</tr>
<tr>
<td>01:15 - 02:15</td>
<td>Class 2</td>
</tr>
<tr>
<td>02:30 - 03:00</td>
<td>Homestay Orientation</td>
</tr>
</tbody>
</table>

**ATTENDANCE:**

In terms of Standard 11 of the National Code a student’s attendance shall be regularly monitored. Students who are at risk of failing to meet attendance will be notified that they are at risk of falling below 80% and that should attendance continue to fall they shall be reported under Section 19 of the ESOS Act. Students whose attendance falls below 80% shall be reported unless the student can demonstrate compelling evidence why non-attendance should not be reported and attendance is not below 70%. Where the College notifies the student of its intention to report the student, the student shall have 20 days to access the college’s appeals procedure.

**HOMEWORK:**

- You need to practice outside the school to improve your English
- Ask your teacher for extra homework if you want to study more

**TEXT BOOK:**

- Your teacher will give you your textbook on your first day at school. (Please return the textbook together with your receipt at the end of your course to receive your $100 deposit refund)
- DO NOT WRITE in the textbook

**CERTIFICATE:**

- Student Visa students will get a Statement of Attendance. You will be given a certificate from the school when you finish your course
- Your certificate will state: your name, final level, final grades, and length of your course/s

**INTERNET AND EMAIL:**

- The computer room is closed during class times
- You can use the computers on the first floor for internet access for FREE!
- NO food or drink in the computer room
- Computer room is only available on break times and before and after class
- “Students on Holiday” must not use the computers
- Students who have graduated are not allowed to use the computers
CHANGE OF ADDRESS:
Immigration requires that Cairns College of English and Business must know your address and telephone number at all times. When you change your address you must tell the school within 7 days. Please do so at reception.

LOST PROPERTY:
If you have lost something inside the college, ask at reception. If you find something inside the college please take it to reception.

VALUABLES:
Do not bring valuables or large amounts of money to the school. Also do not leave your bags in the classrooms. Cairns College of English and Business cannot take responsibility for any items that are lost or stolen at the college.

SMOKING:
Australia, especially Queensland, has strict laws regarding smoking in public places. There is no smoking in the school or on the fire stairs. You must not smoke within 4 metres of any building entrance.

STUDENT ID CARD:
Student cards are FREE! Please bring a passport-sized photograph to the reception desk if you are studying for longer than two weeks. The cards will be ready for collection from reception on Wednesday afternoon.

LETTER:
- You can get your mail sent to our college: PO Box 7506, Cairns, QLD, 4870
- Mail sent to the college address is kept at the reception desk
- Please check for your mail at reception every week

PUBLIC HOLIDAYS:
Cairns College of English & Business will be CLOSED on these days:
- New Year’s Day
- Labour Day
- Australia Day
- Queen’s Birthday
- Good Friday
- Cairns Show Holiday
- Easter Monday
- Christmas Day
- ENZAC Day
- Boxing Day
- Good Friday
- Easter Monday
- ENZAC Day
- Boxing Day

BANKING:
The Australian dollar (AUD) is the basic unit of currency and 100 cents is equal to one dollar. Notes come in denominations of $100, $50, $20, $10 and $5, while coins are produced in $2, $1, 50c, 20c, 10c and 5c. Shops will round their bills up or down to the nearest 5c on cash sales, but credit/debit card sales are charged at the exact amount of the sale. The most commonly accepted credit cards in Cairns are Visa, Mastercard and Bankcard. American Express and Diners Club are also widely accepted. If you are staying in Australia for more than six weeks you should open a bank account.

Most savings accounts come with a plastic “cash card” which you can use to access automatic teller machines (ATM) 24 hours a day to withdraw and deposit money. Most major banks are located close to CCEB and we will assist you during orientation with opening a bank account. We recommend Westpac, ANZ, NAB and the Commonwealth Bank, which are located very close to the college.

IF YOU WANT TO TAKE A HOLIDAY:
You must submit a holiday request form two weeks before you want to start your holiday. Holidays can only be started on a Monday and end on a Friday of the respective weeks you would like to take off.

LAKE 67: TRAVEL AGENCY - CAFE
Home to the Great Barrier Reef and timeless tropical rainforests, the Tropical North is a frontier land with golden beaches, exotic islands, majestic mountains and breathtaking landscapes.

As one of the fastest growing international tourist destinations, Cairns is a place of adventure, fun and excitement. Above all it is a safe place where genuinely hospitable people share their lifestyle with overseas visitors.

Cairns has an extensive network of international flights from all over the world arriving at its doorstep every week. With a population of 140,000 people, it is an ideal location for people who want to feel welcomed into a friendly community but at the same time enjoy a city atmosphere.

Due to its size, it’s very easy to travel in and around Cairns. Most residents live in the surrounding suburbs and travel by car, bike or bus to work in the city. We have a safe and efficient public transport system; however, many of our students ride bicycles, or even walk to school from their accommodation.

**WEATHER:**

Cairns has a warm tropical climate all year round. Ranging from 23°C to 32°C, there is a short wet season from January to March where there is some heavy rain mostly at night and in the mornings. From April to December there is dry weather with clear blue skies.

We have 10 months of sunshine every year. So day after day you can enjoy warm weather and fresh, clean air. You'll never need a winter coat in Cairns!

**Dry Season:** April – December
- Average day temperature 25°C
- Average night temperature 17°C

**Wet Season:** January – March
- Average day temperature 32°C
- Average night temperature 25°C
WHAT TO BRING:

CLOTHING:
• Very light, breathable (cotton) clothing and swimwear which is available to buy in many places in Cairns.
• Hat and sunglasses
• An umbrella for the wet season
• Long sleeved shirts/sweatshirts for some evenings from June to September.
• Sun block/Sun cream - available everywhere in Cairns. All types of clothing can be purchased in Cairns.

ELECTRICAL APPLIANCES:

These are available in Australia and operate on 230 - 250 volts using the standard three-pin plug, which are fitted to domestic appliances. Fit your appliances with Australian style plugs, which you can buy in Cairns. 110-volt appliances such as hairdryers and electrical shavers cannot be used without a transformer.

TIME:

Queensland is on Eastern Standard Time (EST), which is 10 hours ahead of GMT. Queensland is two hours ahead of Western Australia, 30 minutes ahead of South Australia and the Northern Territory and the same time as all other states. From October to mid-March, time difference in Victoria, New South Wales, ACT, Tasmania and South Australia increase by 10 hour due to ‘Daylight Savings’. This does not apply to Queensland.

FLYING TIMES TO CAIRNS:

AUSTRALIA
• Sydney 3 hours
• Brisbane 2 hours
• Melbourne 3 hours
• Adelaide 4 hours
• Perth 5 hours

INTERNATIONAL
• Tokyo 7 hours
• Hong Kong 7 hours
• Seoul 8 - 10 hours
• Sao Paulo 19 hours
• Thailand 9.5 hours
• Taipei 8 - 10 hours
• Zurich 20 hours
QUARANTINE:

Most European foods and Asian products are readily available in Cairns and you do not need to bring these with you. As Australia has been an isolated continent for many years and is relatively free from pests and harmful insects there are very strict quarantine laws controlling the importation of food and plants.

Travellers coming into Australia’s international airports will have their luggage screened – either by detector dogs, x-ray machines or manual inspection. International students must declare food, wooden items or items of plant and animal origin that they are carrying with them.

You should not bring any plant or animal material into the country (e.g. mushrooms, fruit, Chinese herbs, pork, noodles, spices, etc.). However, if you must bring any of these please remember, ALL FOOD AND PLANTS YOU BRING INTO AUSTRALIA MUST BE DECLARED in your Customs, Quarantine and Wildlife Statement. There are on the spot fines of up to $220 when you fail to do this.

This could happen as a result of failing to declare something as small as a piece of fruit! For more important information visit: www.aqis.gov.au

DINING OUT AND NIGHTLIFE:

Cairns has a wide variety of eating establishments to cater to all tastes, including Chinese, Japanese, Australian, Italian, Greek, Korean and Thai just to name a few. Whatever your preference is, you will find it in Cairns. There are also many large 5-star hotels in Cairns that offer fine dining and views of the Pacific Ocean.

You will discover that some of these restaurants will serve liquor and are licensed. Others are unlicensed and will mention that they are BYO (Bring Your Own alcohol). Either way, be sure to compliment your meal with the excellent range of Australian beer and wine. The legal drinking age in Australia is 18 years.

In the city there are many cafes and fast food restaurants where students can buy their lunch at reasonable prices. The nightlife is great in Cairns, from karaoke bars, theatre restaurants, bars offering live bands, Latin music, dance and radio chart music and even belly dancing.

For the most up-to-date information about local events, pick up a local newspaper guide or one of the magazines that are available for free in Cairns. Every Tuesday and Thursday is cheap student nights with discounts at various venues.

SHOPPING:

General Shopping Hours are...

- Monday to Wednesday: 8:30am - 5:00pm
- Thursday: 8:30am - 9:00pm
- Friday: 8:30am - 5:00pm
- Saturday: 8:30am - 5:00pm
- Sunday: 10:30am - 4:30pm

Some city shops will be closed on Sundays but many shops in the central business district will be open.

Rusty’s Market
Where you can buy all your fresh fruits and veggies, coffee, snacks and treats.
- Friday & Saturday: 5:00am - 6:00pm
- Sunday: 5:00am - 3:00pm

Cairns Night Market
Open every night with local stalls, food court and massage parlours
- Stalls: 5:00pm - 11:00pm
- Food: 10:00am - 11:00pm
- Massage: 12:00pm - 11:00pm

Woolworths and Coles Supermarket

CITY:
- Monday to Saturday: 8:00am - 9:00pm
- Sunday: 9:00am - 9:00pm

SUBURBS:
- Monday to Friday: 8:00am - 9:00pm
- Saturday: 8:00am - 5:30pm
- Sunday: 9:00am - 6:00pm

PUBLIC HOLIDAYS: 8:30am - 5:30pm
CAIRNS AIRPORT:
Cairns’ International and Domestic Airports are located in the same area, about 10km from the centre of the city (and our college).

Hire cars and taxis operate regularly from the airports, to Cairns City centre and outlying regions.

For those students who are not staying in a homestay, or would prefer not to have airport pick-up, we advise that public transport is not available from the airport so it is best to take a taxi - Black & White Taxis Ph. 131008.

Transfer time from the airport to the city is about 10 minutes and will cost about $20.00.

Currency exchange facilities are available at the International Airport and in many locations in the city centre.

POST:
Australia Post is located a few streets away from the college on Sheridan St (opposite the Cairns Courthouse) and operates from 9:30am to 5:00pm from Monday to Friday. A letterbox is located at the front of the Post Office or through the Main Street Arcade on Grafton St. There are also suburban branches and letterboxes near your accommodation family that can be used.

You can also receive mail and parcels using Cairns College of English and Business postal address and fax number.
Postal Address: P.O. Box 7506
Cairns Q 4870
Our Fax Number: +61 7 4041 2633

HELPFUL WEBSITES:
• www.cairnsgreatbarrierreef.org.au
• www.cairnseguide.com
• www.cairns.aust.com
• www.cairns.com.au
• www.barrierreefaustralia.com

For more information about ESOS framework, please contact the Department of Education and Science and training website: www.dest.gov.au

USEFUL CONTACT INFORMATION:
Making phone calls
If calling from interstate dial 07 before the number
If calling from overseas dial 617 before the number

Emergency Numbers
Police, fire brigade & ambulance 000
Cairns Police 4030 7000
Tourist and Local Medical Service 4041 1699
Dentist 4051 2142
24 hours Medical Centre 4052 1119
RACQ breakdown service 131 111

Public Transport
Taxi 131 008
Sun Bus 4057 7411
Australia Coach (Airport bus) 4048 8355
Sun Palm Express (Cairns to Port Douglas/Daintree) 4099 4992
Whitecar Coaches (Cairns to Tablelands) 4091 1855
Country Road Coaches (Cairns to Cooktown) 4050 0599
Greyhound Australia 1300 473 946
Premier Motor Service 133 410
Queensland Rail 131 617 / 4036 9250

Airlines
Air New Zealand 132 476
Air Niugini 1300 361 380
Cathay Pacific 131 747
United Airlines 131 777
Qantas Domestic & International 131 313
Virgin Blue 136 789
Skytrans Airlines 1300 759 872

Hospital
Cairns Hospital 4226 0000
Cairns Private hospital 4052 5200

Road Conditions (for driving)
RACQ road condition reports 131 940
COST OF LIVING:

If you are planning to live independently, you can find share accommodation from $70-$180 per week, or rent a one-bedroom flat from $120-$250 per week. You should budget approximately $150-$200 per week for costs such as electricity, food, transport, telephone, entertainment and other miscellaneous expenses.

### Miscellaneous Items

<table>
<thead>
<tr>
<th>Item</th>
<th>Price Including 10% GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local phone call from phone box</td>
<td>$0.50</td>
</tr>
<tr>
<td>Local daily newspaper</td>
<td>$1.20</td>
</tr>
<tr>
<td>Local postage stamp</td>
<td>$.60</td>
</tr>
<tr>
<td>Overseas postage stamp</td>
<td>$1.50</td>
</tr>
<tr>
<td>Milk (1Litre)</td>
<td>$3.50</td>
</tr>
<tr>
<td>Ladies’ haircut</td>
<td>$30.00+</td>
</tr>
<tr>
<td>Men’s haircut</td>
<td>$20.00+</td>
</tr>
<tr>
<td>Cigarettes (packet of 20)</td>
<td>$15.00-$25.00</td>
</tr>
<tr>
<td>Compact disk (CD)</td>
<td>$15.00-$30.00</td>
</tr>
<tr>
<td>Movies / Cinema</td>
<td>$15.00</td>
</tr>
<tr>
<td>Bicycle - New</td>
<td>$250.00-$400.00</td>
</tr>
<tr>
<td>Bicycle - Second hand</td>
<td>$100.00-$150.00</td>
</tr>
<tr>
<td>Doctor consultation</td>
<td>$70.00</td>
</tr>
<tr>
<td>Dentist consultation</td>
<td>$70.00</td>
</tr>
<tr>
<td>Bus fare (one-way to the city)</td>
<td>$2.50-$3.50</td>
</tr>
<tr>
<td>Taxi fare (city to airport)</td>
<td>$25.00</td>
</tr>
<tr>
<td>Gym membership</td>
<td>$50-$100 per month</td>
</tr>
<tr>
<td>Photo prints</td>
<td>$0.50-$1.50 per photo</td>
</tr>
</tbody>
</table>

### Toiletries

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soap (2 bars of 125g)</td>
<td>$1.75+</td>
</tr>
<tr>
<td>Shampoo</td>
<td>$3.50+</td>
</tr>
<tr>
<td>Toothpaste</td>
<td>$3.50</td>
</tr>
<tr>
<td>Shaving cream</td>
<td>$3.50</td>
</tr>
<tr>
<td>Facial tissues (box of 200)</td>
<td>$2.50</td>
</tr>
</tbody>
</table>

### Food & Drink

<table>
<thead>
<tr>
<th>Item</th>
<th>Price Including 10% GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast food meal (burger, softdrink and chips)</td>
<td>$5.95+</td>
</tr>
<tr>
<td>Bowl of pasta</td>
<td>$10.00+</td>
</tr>
<tr>
<td>Ice cream</td>
<td>$1.50-$3.50</td>
</tr>
<tr>
<td>Coke (600ml)</td>
<td>$3.50</td>
</tr>
<tr>
<td>Coffee/Tea</td>
<td>$3.50+</td>
</tr>
<tr>
<td>A glass of beer in a pub/restaurant</td>
<td>$4.50+</td>
</tr>
<tr>
<td>Case of 30 beers</td>
<td>$35.00+</td>
</tr>
<tr>
<td>A glass of wine</td>
<td>$5.00+</td>
</tr>
<tr>
<td>Bottle of wine</td>
<td>$8.99-$20.00</td>
</tr>
<tr>
<td>A glass of spirits (whiskey, gin, rum)</td>
<td>$7.00</td>
</tr>
</tbody>
</table>
COMPLAINTS AND APPEALS PROCESS

INTERNAL

PROBLEM?

If you are unhappy about anything such as courses, teachers, facilities, student services, or if you feel you have not been treated fairly….

STEP 1

Talk to your teacher or a CCEB staff member → Problem solved

Problem not solved yet

STEP 2

Talk to the Director of Studies or Principal Administrator → Problem solved

You will then be given a written statement of the decision made, including details of the reasons for the outcome → Problem solved

Problem not solved yet

STEP 3

If you are still unhappy with the decision that CCEB has made we will arrange Independent Mediation to resolve the dispute through the: REGIONAL DISPUTE RESOLUTIONS CENTRE Ph: 07 4039 8742 or 1800 671 680 (Toll free outside of Cairns) → Problem solved

EXTERNAL

STILL A PROBLEM?

If you are still unhappy about the decision that Cairns College of English and Business has made...

STEP 4

You will need to send a formal letter of complaint or appeal in writing to the Principal Administrator. → Not happy with the outcome?

The process commences WITHIN 10 WORKING DAYS of when you lodge (hand in) the written complaint or appeal.

NOTE: Keep attending class throughout this process!

NOTE:
You are always entitled to have a Support Person represent you throughout all the steps of the complaints and appeals processes.

STEP 5

You should contact CRICOS the Overseas Student Ombudsman if you are unhappy with CCEB’s decision: PH: 1300 362 072* (within Australia) +61 2 6276 0111 (outside Australia)
Conditions of Enrolments

• Some courses require a prerequisite level of English language proficiency for entry.
• Students will be tested on or before the commencement of the course, and placed in an appropriate English language level.
• Students must complete all class work, assignments, activities and assessments in order to maintain satisfactory progress.
• Students must inform Cairns College of English & Business immediately if they change their address in Australia.
• Students cannot change schools during the course without a written letter of release from CCEB.
• School aged dependents accompanying students will be required to pay full fees at a private school in Australia as per their fee schedule.
• CCEB has the right to change its fees and conditions, cancel or defer courses, and to alter course timetables and class locations at any time without notice.
• Students understand that all courses consist of 20 hours per week face-to-face tuition, plus 5 hours per week of self access. Safari courses consist of 15 hours per week face-to-face tuition and activities.

DEFERRING, SUSPENDING OR CANCELLING A STUDENT ENROLMENT

Deferral of studies or suspension of an enrolment by students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other serious reason. Students will be required to provide evidence.

Regardless of whether the student or college defers, suspends or cancels enrolment, such action may affect the student’s visa. CCEB will report any deferral, suspension or cancellation on PRISMS and supporting documentation will be recorded in the student file. Students may request a deferral prior to course commencement. Requests must be in writing and addressed to our Registrar/Student Services Manager. The student will receive a new CoE if required. Students wanting to suspend their enrolment must complete the “Request to defer, suspend or cancel a course” form with supporting documentation attached. All applications should be submitted 4 weeks prior to the suspension date. If approved, a student may defer their studies for up to 6 months. Approval will only be given in limited circumstances as previously described.

Students wanting to cancel their enrolment must complete the “Request to defer, suspend or cancel a course” form with supporting documentation attached. Students under the age of 18 wanting to defer, suspend or cancel their course must in addition to the above requirements supply a written request from their parent or legal guardian. Adequate welfare and accommodation arrangements must be in place before any modification of their enrolment can occur.

DEFERRAL, SUSPENSION OR CANCELLATION REQUESTS

CCEB may only consider requests from students for deferral, suspension or cancellation of an enrolment on the grounds of:

• Compassionate or compelling circumstances e.g. illness where a medical certificate states that the student is unable to attend class, or
• Misbehaviour by the student. This includes serious breach of conduct, or for not meeting visa requirements such as attendance and performance.

Where suspension or cancellation initiated by the college, students will be notified in writing. The notice will clearly identify that the student will be given 20 working days to access the college's internal complaints and appeals process. When the appeals process is initiated, the suspension or cancellation of the enrolment cannot take effect until the internal process is completed, unless exceptional circumstances relating to welfare of the student applies.

Notifications of suspension or cancellation will be made through PRISMS on completion of the 20 working days, or at the end of the appeals process if the appeal is not upheld. Students may access the external appeals process if the appeal is not upheld. Students may access the external appeals process.
Cancellation and Refund Policy...

- A course cancellation is not effective until it is received by Cairns College of English & Business in writing.
- The enrolment fee and homestay placement fee are not refundable.
- All fees except the enrolment fee and homestay placement fee will be refunded if you are not granted a visa.
- If you cancel your course MORE than 28 days before your course commencement date all fees, except the enrolment fee and homestay placement fee, will be refunded.
- If you cancel your course LESS than 28 days before your course commencement date a cancellation fee of 25% of tuition fees will apply.
- No tuition fees will be refunded if you advise cancellation on or after your course commencement date.
- If you cancel your homestay less than 14 days prior to your arrival date, then two weeks fees are to be paid.
- If written cancellation is more than 14 days prior to your homestay arrival date, a full refund of homestay fees is available, except the homestay placement fee.
- Refunds will be made to the student unless directed otherwise; if the student is under 18 years old, refunds will only be made to the student if directed to do so in writing by the parent or legal guardian.
- CCEB reserves the right to expel a student whom does not adhere to the discipline code of the college. In such cases no refund will be made.
- Study days lost due to late commencement on courses are not recoverable. There are no refunds for public holidays or absences occurring during your course.
- Should the student cancel their enrolment, the college shall effect the necessary refund within four weeks. The refund will be paid directly, unless the person gives written direction to pay someone else. The refund will be paid in the same currency in which the fees were paid unless this is impractical. Applications for refunds must be received by CCEB in writing, addressed to the Principal Administrator, PO Box 7506, Cairns 4870, manager@ccb.qld.edu.au.
- In the unlikely event that CCEB is unable to deliver your course in full, CCEB will offer you a place in an alternative course at no extra cost to you; if you don’t accept this offer, a refund of any unspent pre-paid tuition fees will be paid. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If CCEB is unable to provide a refund or place you in an alternative course, the Tuition Protection Scheme (TPS) will seek to place you in a suitable alternative course. In the event the new course is of a higher cost, you will have to pay the difference. Finally, if TPS cannot place you in a suitable alternative course, you will be eligible for a refund of any unspent pre-paid tuition fees.
- No refund for school closure due to dangerous situations (e.g. fire, cyclone, flooding). The school may decide to close for the safety of the students and staff.
- Unused fees cannot be transferred to another student.
- In the case of provider default, refunds are calculated in accordance with the requirements of the ESOS Act 2000 and supporting legislative instruments.
- This agreement does not remove the right to take further action under Australia’s consumer protection laws.
- The registered provider’s dispute resolution process does not circumscribe the student’s right to pursue other legal remedies.
Cairns City
Study in paradise...

Cairns Hospital
Cairns Private Hospital
Cairns State High School

Cairns Sharehouses
(Office: 17 Scott St.)

Civic Theatre
Cairns Regional Art Gallery

Reef Hotel Casino
Cairns 24 Hour Medical Centre
Pharmacy
Woolworths Supermarket
Night Markets
Orchid Plaza
Post Office
Reef Fleet Terminal
Pier Shopping Centre
Jute Theatre
Cairns Central Shopping Centre
Cairns Hospital
Cairns Private Hospital
Cairns State High School

BBQ
3 Beach Volleyball Courts

ABBOTT ST
GRAFTON ST
LAKE ST
GROVE ST
UPWARD ST
SHERIDAN ST
MCLEOD ST
MARTYN ST
DRAPER ST
SEVERIN ST

ESPLANADE

Library
Hotel
Reference Point
Public Toilets
Restaurants area
Bar, Night club
Cinema

Study in paradise...
CAIRNS COLLEGE OF ENGLISH & BUSINESS

study in paradise

67 Lake Street, Cairns QLD 4870 Australia
P +61 7 4041 2322   F +61 7 4041 2633
marketing@cce.qld.edu.au
www.cce.qld.edu.au

Follow us on:
facebook  www.facebook.com/CairnsCollegeofEnglish
YouTube  www.youtube.com/watch?v=EJR7GBbkSXI

CRICOS Provider Code: 03251A | RTO Provider Number: 40520