PRE-DEPARTURE BOOKLET/
STUDENT HANDBOOK
CAIRNS COLLEGE OF ENGLISH
CAIRNS COLLEGE OF BUSINESS
Welcome to Cairns College of English/
Cairns College of Business!

The college staff would like to welcome you to Cairns College of English/Cairns College of Business. 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, customs and lifestyle.

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

Cairns College of English/Cairns College of Business
Level 1, 67 Lake Street, Cairns, QLD, 4870
Tel: 61 7 4041 2322
Fax: 61 7 4041 2633
www.cce.qld.edu.au  www.ccb.qld.edu.au
marketing@cce.qld.edu.au  marketing@ccb.qld.edu.au

Tropical Cairns

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, by bike or by 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.

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 those weeks mentioned above.

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

From 26th April 2008, changes in immigration laws means students now pay only one charge for the combined visa application and permission to work. Students are allowed to work only once their course begins and can work up to 40 hours a fortnight while their course is in session.

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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/Cairns College of Business is on the list of registered institutions, which can be found at [http://cricos.deewr.gov.au](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.

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 who are 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 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 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 purpose alternative arrangements, but the College must approve them. 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 commencement unless a pre-test has been arranged. For example, a student overseas who is enrolled in a Cambridge FCE or PET course need to do a test through their agency prior to their arrival. Students wishing to enroll in one of the Cambridge Exam Preparation classes 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: PET – Pre-Intermediated/Intermediate FCE – Upper-Intermediate. Students wishing to enter IELTS or Business English courses must have attained a strong Intermediate Level.

- The student shall be allocated into a level from Beginner to Advanced. Should the student be a true beginner level and 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 a means of all of these skills. The main skill 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 successfully completed a Higher 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 prior to commencement of the Diploma course.

**English Language Entry Requirements:**

- To gain entry into a VET course at Cairns College of 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 at Cairns College of English. 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.

**Course content, modes of study, modules and duration**

**ELICOS**

The courses schedule at CCE 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 3 hours of study everyday while the students are alert and fresh. The fourth hour of study is dedicated to listening and speaking which keeps the students active during that wind-down time after lunch. The fifth hour of study is in our Guided Learning Centre. Here, students can choose what they want to do, for example, listening, grammar sheets, homework, English on the computer or just have a chat with the teacher who is there supervising and assisting students.
Our teachers are dedicated to helping every student to learn English as quickly and effectively as possible. The emphasis is on communication and a wide range of resources and the most up-to-date and appropriate methods are used to ensure that all learners achieve to their personal potential.

Teachers at Cairns College of English use a variety of teaching styles 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 the class. Please remember to tell a teacher or staff member about any individual difficulties you may have – they will always be happy to help you. 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 course are both delivered over 26 weeks, includes 2x1 week holiday breaks and a 2-week period for completion of assessments/projects. Expected to complete an average of 20 hours per week.

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

**Assessment Methods**

**ELICOS**

All students are given a first-day placement test on their day of arrival to Cairns College of English. The students will be given an end-of-week review test on a weekly basis for the duration of their course. This will cover some of the contents/skills used during that week. Different skills shall be assessed each week so as to show an even focus on all skills (not just on, say, grammar, for example). The materials used for these tests can be taken directly from the Teachers’ book, 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 are maintained.*

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

*The ways in which students are kept informed of their progress.*

Students will automatically be informed of their test progress when the tests are checked together in class, or results shall be given individually during academic counseling, which shall also be conducted on a weekly basis. Each student shall also be given a personal study diary/notebook which will be kept by the student. The notebook will have queries/diary entries made by the student. The teacher will regularly check these and make regular entries on the students’ progress, valuable encouragement and advice on areas to work on and how to do so.
**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 qualification 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).

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**Facilities, Equipment, Learning and Library resources**

- 15 classrooms
- School capacity of almost 200 students
- 18 computers with free internet access
- Free wireless internet
- English language software
- Library with grammar practice sheets for all levels, books, magazines and newspapers
- Listening room with resources for all levels and 10 stereos
- 1 large kitchen with 2 microwaves, 2 fridges, 2 sinks, 1 oven, cold and hot water machine
- 1 small kitchen with a sink, kettle and fridge
- 2 men and women bathrooms
- 1 large lunch room with activities and a variety of notice boards
- 1 large lounge area with a plasma TV and leather sofas and 1 small lounge area with comfortable sofas
- Counseling room

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**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 counseling, recreation, etc. Furthermore, the Student Counselor 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 counseling
- Welcome tea/coffee chat
- Assistance with visa info and job hunting
- Monthly newsletters
- Weekly and monthly activities
- Accommodation information

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Language Difficulties

Most of you may experience some difficulties speaking English. Don’t worry, this is natural! Conversational English – what you will be using – 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. 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 CCE 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).”

Cancellation and Refund Policy

- A course cancellation is not effective until it is received by Cairns College of English/ Cairns College of 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 refused if you are not granted a visa.
- If you cancel your course MORE than 28 days before your course commencement date all fees, all 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 and in case of under-18-year-old students, refunds will only be made to the student if directed to do so in writing by the legal guardian.
- CCE/CCB reserves the right to expel a student who 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 have an effect on the necessary refund within 4 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 CCE/CCB in writing, addressed to the Principal Administrator, PO Box 7506, Cairns 4870, manager@ccb.qld.edu.au.

• In an unlikely event that CCE/CCB is unable to deliver your course in full, CCE/CCB will offer you a place in an alternative course at no extra cost to you, or if you don't accept this offer, a refund of any unspent pre-paid tuition fees. CCE/CCB will arrange the alternative placement or the refund within 2 whether you would prefer a refund of any pre-paid tuition fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If CCE/CCB 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.

**Conditions of Enrolment**

• 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/ Cairns College of Business immediately if they change their address in Australia.

• Students cannot change schools during the course without a written letter of release from CCE/CCB.

• School aged dependents accompanying students will be required to pay full fees at a private school in Australia as per their fee schedule.

• CCE/CCB 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 canceling 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. CCE/CCB 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 circumstance as 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 will occur.

Deferral, suspension or cancellation requests

CCE/CCB 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
- Misbehavior 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.

The suspension or cancellation will be notified through PRISMS on completion of the 20 working days or at the end of the appeals process is the appeal is not upheld. Students may access the external appeals process.
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.

<table>
<thead>
<tr>
<th>Miscellaneous Items</th>
<th>Price Including 10% GST for 2010</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 (1 Litre)</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>Video tape rental</td>
<td>$6.00</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>$150 per month</td>
</tr>
<tr>
<td>Photo prints</td>
<td>$0.50-$1.50 per photo</td>
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</table>

<table>
<thead>
<tr>
<th>Toiletries</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>

<table>
<thead>
<tr>
<th>Food &amp; Drink</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>
Homestay

Living in a homestay is an ideal way of quickly becoming familiar with a new culture and environment, and there is a greater in English language skills. All hosts of Cairns College of English speak English as the first language in their homes, and are sometimes quite diverse in their ethnic origin, religion, age and family situation.

In a Cairns College of English homestay you will be provided with a furnished single 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.

While you cannot think of yourself as a guest in a hotel, you must also realize that you are not at home with your own family. 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 and this understanding is something that you are trying to gain.

If you become unhappy in your homestay situation, please speak to someone in the Student Services department. After discussing your situation if you would still like to move out, you must give two weeks’ notice to your homestay family.

Students under the age of 18 must either reside in Australia with a parent, or a person who has custody of them, or a relative aged at least 21 years of age that are nominated by either the parent or the person having custody of them or provide evidence that they will be going into care arrangements for their accommodation, support and general welfare approved by the College for the course in which they are enrolled.

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 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.

Student Obligations

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 assume welfare arrangements, which may be for the length of the eCoE 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 given. In addition staff will offer suggestions concerning strategies for successful achievement of expected outcomes. 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 failing 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 DIISRTE-DIAC 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 Business uses the DIISRTE-DIAC Course Progress Policy and Procedures for CRICOS Providers of Vocational Education and Training (VET) Courses.

Cairns College of 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 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.
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 CCE staff member.

Problem not yet

**Step 2**

Talk to the Director of Studies or the

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

Problem not yet

**Step 3**

If you are still unhappy with the decision that CCE has made then we will arrange for you Independent Mediation to resolve the dispute through the:

REGIONAL DISPUTE RESOLUTIONS CENTRE

NOTE:

You are always entitled to have a Support Person represent you throughout all steps of the complaints.

**EXTERNAL**

**STILL A PROBLEM?**

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

**Step 4**

You will need to send a formal letter of complaint or appeal in writing to the Principal Administrator.

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

**Step 5**

Not happy with

You should contact CRICOS the Overseas Student Ombudsman if you are unhappy with CCE’s decision:

PH: 1300 362 072* (within Australia) +61 2 6276 0111(outside Australia)

NOTE:

Keep attending class throughout.

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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 card in Cairns is 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 CCE and we will assist you during orientation with opening a bank account. We recommend Westpac, ANZ, NAB and the Commonwealth Bank, which are both located very close to the College.

Post

Australia Post is located right across the road from our College and operates from 9:30am to 5:00pm from Monday to Friday. A letterbox is located at the front of the Post Office. 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 Postal address and Fax number.

Postal Address: P.O. Box 7506
              Cairns Q 4870

Our Fax Number: +61 7 4041 2633

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.

**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.

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

**Do 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](http://www.aqis.gov.au)

**Health Cover**

Medical treatment in Australia can be very expensive, so everyone should have some form of health insurance. If you study at CCE 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 you studies. If you study at the Cairns College of English/Cairns College of Business on a Student Visa you will have ‘Overseas Student Health Cover’ which the student will pay for prior to their arrival.

**Time**

Queensland is on Eastern Standard Time (EST), which is 10 hours ahead of GMT. Queensland is 2 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 min-March, time differences in Victoria, New South Wales, ACT, Tasmania and South Australia increase by 1 hour due to ‘Daylight Saving’, this does not apply to Queensland.

Flying time to Cairns:
Dining Out and Nightlife

Cairns has a wide variety of eating establishments to cater for 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. We have very 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 Liquor). 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 a reasonable price.

The nightlife is great in Cairns, from karaoke bars, theatre restaurants, bars offering live bands and Latin music, dance music and top 40 music and even belly dancing. For the most up-to-date information about what is on, pick up local newspaper guide or magazines that are freely available all over Cairns. Every Tuesday and Thursday is cheap student nights with discounts at different 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 generally shops in the central business district will be open.

Woolworths and Coles Supermarket:

Monday to Friday: 8:00am – 9:00pm  
Saturday: 8:00am – 5:30pm  
Sunday: 10:30am – 4:30pm

Cairns Night Market:

Every night: 6:00pm – Late

Rusty’s Market: Where you can buy all your fresh fruits and veggies, coffee, snacks and treats.
Helpful Websites on Cairns

www.cairngreatbarrierreef.org.au
www.cairseguide.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

We trust your study experience will be a truly memorable one...