



**CCEB**  
*study in paradise*

**CAIRNS COLLEGE OF  
ENGLISH & BUSINESS**



# *Pre-Departure Booklet Student Handbook*





*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.

### **Where to find help:**

If you need assistance you should first ask at Reception. They will be able to help you with most of your enquires.

### **If you have any further questions please contact us at the college:**

Cairns College of English & Business, 27 Aplin Street, Cairns, QLD, 4870

Tel: (+61) 07 4041 2322 Fax: (+61) 07 4041 2633

Website: [www.cceb.qld.edu.au](http://www.cceb.qld.edu.au)

Email: [marketing@cceb.qld.edu.au](mailto:marketing@cceb.qld.edu.au)

**SCHOOL IS OPEN MONDAY – FRIDAY**

**8:00AM UNTIL 4:30PM**

Phone: 07 4041 2322

Emergency number: 0478 130 294



# CCEB Staff Members:



**Ueli**

Our college **Principal Director** can help you with any problems, questions or grievances you may have.



**Nami**

Our **Marketing Director** can help you with general information and act as a liaison between our school and your agents.



**Ben**

Our **Director of Studies** can help you with level checks, class information and changes, study plans/goals, as well as academic questions and advice.



**Sandy**

Our **VET Training Manager** can help you with class information and study assistance for our vocational courses.



**Tim**

Our **Assistant Director of Studies** and can help you with level checks, class information and changes, study plans/goals, as well as academic questions and advice.



**Akiko**

Our **Accounts Manager** can help you with financial changes to your course, paying fees and updating course extensions/changes.



**Nyna**

Our **Homestay Coordinator** can help you with booking, changing or leaving your homestay or Sharehouse and any other problems or questions about your homestay family or accommodation.



**Helen**

Our **Enrolments Officer** can help you with general school information, course holidays, extensions and is happy to help you with general enquiries or direct you to the right person to address your questions.



**Jihye**

Our **Study Tour Coordinator and Korean Marketing Coordinator** can help you with Study Tour organisation and is happy to help you with general enquiries or direct you to the right person to address your questions.



**Carolina**

Our **Travel Agent Manager and Latin American Marketing Coordinator** can help you with booking trips and tours and is happy to help you with general enquiries or direct you to the right person to address your questions.



**Bella**

Our **Travel Agent and Taiwanese Marketing Coordinator** can help you with booking trips and tours and is happy to help you with general enquiries or direct you to the right person to address your questions.



## FACILITIES, EQUIPMENT AND LEARNING RESOURCES

- 18 classrooms each with smart board
- School capacity of up to 225 students
- Computer room
- Lunch room and common area
- Student kitchen with fridges and microwaves
- Café
- Travel Agent
- Free wireless internet
- English language software
- 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.

Some questions you could ask:

- "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)."

# Conditions of Enrolments:

## 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

Students must complete all class work, assignments, activities and assessments in order to maintain satisfactory progress.

### ELICOS

Mastering anything requires effort, dedication and commitment. Learning English, or any language, is no exception. CCEB 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.

### VET

The college has elected to implement the Department of Education-DIBP Course Progress Policy and Procedures for vocational courses. Therefore, for vocational courses only, attendance is not recorded or monitored for visa compliance purposes. During the induction and orientation, students are informed of the student visa conditions relating to course progress. They are also informed that the CCEB uses the Department of Education-DIBP Course Progress Policy and Procedures for CRICOS Providers of Vocational Education and Training (VET) Courses. CCEB 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 (term) shall be defined as 10 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.

## CODE OF CONDUCT

### Students should:

1. Speak English at all times while in the College
2. Arrive in class on time
3. Show respect to other students
4. Show respect to CCEB staff
5. Participate actively in the learning process
6. Use all College equipment safely and responsibly
7. Clean up after yourself when you've finished eating
8. Always wear shoes in the school
9. Give 2 weeks' notice before taking a holiday
10. Let us know if your contact details change

### Students should not:

1. Leave valuable items in the classroom
2. Smoke anywhere inside the College
3. Write in textbooks
4. Possess/supply/consume alcohol/illegal drugs at CCEB
5. Do anything that would endanger other students/staff

# Course Content:

## MODES OF STUDY AND DURATION

### ELICOS

Full-time ELICOS courses consist of 20 hours per week face-to-face tuition, plus 5 hours per week of self access or after class activities. Part-time courses consist of 15 hours per week face-to-face tuition and activities. 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.

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.

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 CCEB 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.

ELICOS SAMPLE TIMETABLE:					
TIME	MON	TUE	WED	THU	FRI
09:00 - 10:30	Intensive English				Review testing & counselling
10:30 - 11:00	MORNING BREAK				
11:00 - 12:30	Intensive English				Student speaking presentation
12:30 - 13:30	LUNCH BREAK				
13:30 - 14:30	Skill Practice				Functional English
14:45 - 15:45	Self Study or Afternoon Activities				

### VET

VET courses consist of 20 hours of study per week. Vocational courses are delivered over 20, 40 or 60 weeks (excluding holiday breaks) depending on which course you are enrolled in.

These courses are a blended delivery combining face to face sessions, group activities, practical demonstrations and independent learning with trainer support available. (Course timetables are subject to change).

VET SAMPLE TIMETABLE:					
TIME	Cert III / IV		All	Diploma/Adv	
	MON	TUE	WED	THU	FRI
08:00 - 11:00	Blended Learning (Face to Face Lesson/Project Work)				
11:00 - 11:15	MORNING BREAK				
11:15 - 12:30	Blended Learning (Face to Face Lesson/Project Work)				
12:30 - 13:00	LUNCH BREAK				
13:00 - 14:30	Blended Learning (Self study/one on one assistance/Project Work)				
14:30 - 14:45	AFTERNOON BREAK				
14:45 - 16:30	Blended Learning (Self study/one on one assistance/Project Work)				

## ASSESSMENT METHODS

### ELICOS

All students are given a placement test on their first day of arrival at CCEB. The students will be given an end-of-week review test 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.

Students will be informed of their test progress after they have been checked altogether in class, or results may be given individually during academic counseling, 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.

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 before being destroyed.

#### **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, Community Services Training Package and Tourism, Travel and Hospitality Training Package and are placed at level 3 for Certificate III courses, level 4 for Certificate IV courses, level 5 for the Diploma courses and level 6 for the Advanced Diploma course on the Australian Qualifications Framework (AQF).

#### **RPL**

All VET 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.

### **REQUIREMENTS FOR ACCEPTANCE INTO A COURSE**

#### **ELICOS ENTRY REQUIREMENTS**

- 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 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.
- 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 will be placed in an appropriate English language level.
- Students wishing to enrol in one of the Cambridge Exam Preparation classes, IELTS or Job Ready Program are required to complete a pre-test in order to ascertain their English level before enrolment. 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 must have a minimum English level of Upper-Intermediate and those wishing to join the Job Ready Program 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.

#### **VET ENTRY REQUIREMENTS**

Academic Entry Requirements:

- Please consult with individual course flyers for academic entry requirements.

English Language Entry Requirements:

- VET course students are required to complete a pre-test prior to enrolment or provide evidence of the relevant required IELTS score.
- Please consult with individual course flyers for English language entry requirements.
- 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.

## 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. Students wanting to defer their enrolment must complete the 'Course Variation' form. The student will receive a new CoE if required. Students wanting to suspend their enrolment must complete the 'Course Variation' form with supporting documentation attached. 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 'Course Variation' 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.

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 the welfare of the student. 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.

## 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.

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. More information about ESOS framework, can be found at [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au).

## STUDENT VISA CONDITIONS

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). CCEB is on the list of registered institutions, which can be found at [www.cricos.education.gov.au](http://www.cricos.education.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.

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 have a minimum 80% attendance at all times during your course
- You must provide details of your Australian residential address and contact details to CCEB within 7 days of arrival or within 7 days of any changes to these details whilst you are enrolled in the course(s)
- 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 break of 8 weeks, only if arranged before you make your visa application
- Students cannot change schools during the course without a written letter of release from CCEB
- School aged dependents accompanying students will be required to have adequate schooling arrangements in Australia





## 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 should make your own health insurance arrangements (e.g. Travel Insurance) before you begin your studies. If you study at CCEB on a Student Visa you must have 'Overseas Student Health Cover' (OSHC). You must pay for this prior to arrival.

### HEALTH INSURANCE

If studying on a Student Visa, the school can arrange your OSHC and you will receive your card in the mail approximately two weeks after your starting date. CCEB's preferred OSHC provider is BUPA. However, this arrangement does not restrict you from obtaining OSHC from a provider of your choice. A list of approved providers can be found on the Department of Health website.

We recommend arranging health and travel insurance before you arrive in Australia if you have a Working Holiday, Tourist, or other visa.

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

- Up to 100% 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
- Emergency ambulance transportation
- For a complete list visit [www.bupa.com.au/health-insurance/oshc/get-bupa/oshc-cover](http://www.bupa.com.au/health-insurance/oshc/get-bupa/oshc-cover)

### 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 & Grafton Streets  
Ph: 4052 1119

### HOSPITAL

#### The nearest hospitals are:

Cairns Hospital  
165 The Esplanade  
Ph: 4226 000

Cairns Private Hospital  
1 Upward Street  
Ph: 4052 5200

### DENTIST

#### The nearest dentist is:

Family Dental Practice  
First Floor, Main Street Arcade  
85 Lake Street  
Ph: 4051 2142

# 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
- Weekly and monthly activities
- Accommodation information

## INDUCTION AND ORIENTATION

### ELICOS

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 notepad and a pen.

Here is the schedule for your first day:

TIME	MON/ FIRST DAY
08:00 - 08:15	Arrival and check in at reception
08:30 - 10:00	English Testing
10:00 - 10:30	Induction & Orientation
10:30 - 10:50	MORNING BREAK
10:50 - 11:00	Class Allocation
11:00 - 12:30	Class 1
12:30 - 13:30	LUNCH BREAK
13:30 - 14:30	Class 2 (if full-time)
14:30 - 14:40	Homestay Orientation (if required)
14:45 - 15:45	Self Study or Afternoon Activities

### VET

All students must attend an induction on their first day. The induction will include WHS, computer log-in, resources etc. You will also get your timetable. The induction will last around 1 hour and you will then start your studies.

Cert III and Cert IV courses: On the first Monday of your course you must be at the college at 8:30am for an induction.

Diploma and Advanced Diploma course: On the first Wednesday of your course you must be at the college at 8:30am for an induction.

## TEXT BOOK

Your teacher may give you your textbook in class. DO NOT WRITE in the textbook. (Please return the textbook together with your receipt at the end of your ELICOS course to receive your \$50 deposit refund)

## STUDENT ID CARD

Student cards are FREE! Please go to reception for all student card enquiries.

## 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.

If you are more than 10 minutes late to a session (class), you will be marked as absent for the entirety of the session and may be refused entry to that session.

## CERTIFICATE

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. You will also get a Statement of Attendance if your attendance is above 80%.

## IF YOU WANT TO TAKE A HOLIDAY

You must submit a holiday request form at least 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.

## CHANGE OF ADDRESS

Immigration requires that CCEB must know your address and telephone number at all times. When you change your address you must tell the school within 7 days. Please speak to reception.

## HOMEWORK

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

## INTERNET AND EMAIL

You can use the computers for internet access for FREE! The computer room is only available at break times and before and after class. NO food or drink in the computer room. Students who are on holiday/ leave or have graduated are not allowed to use the computers.

## LETTERS

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.

## 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. CCEB 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. You must not smoke within 5 metres of any building entrance.

## PUBLIC HOLIDAYS

CCEB will be CLOSED on these days:

- New Year's Day
- Australia Day
- Good Friday
- Easter Monday
- ANZAC Day
- Labour Day
- Queen's Birthday
- Cairns Show Holiday
- Christmas Day
- Boxing Day

## CCEB CAFÉ / CCEB TRAVEL



## USEFUL CONTACT INFORMATION

### Making phone calls

If calling from interstate dial 07 before the number. If calling from overseas dial 617 before the number.

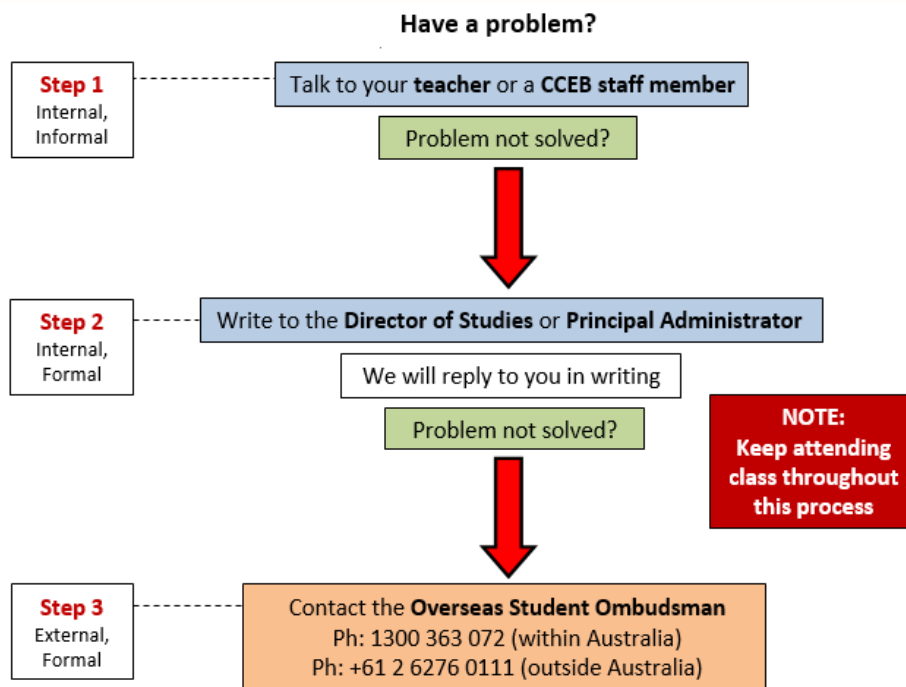
### Emergency Numbers

Police, fire brigade & ambulance: 000  
Cairns Police: 4030 7000

### Public Transport

Taxi: 131 008  
Sun Bus: 4057 7411

## Complaints and Appeals Process:



You are entitled to have a support person with you during all stages of the complaints and appeals process



## Homestay:

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 CCEB speak English as their first language at home and are sometimes quite diverse in their ethnic origin, religion, age and family situation.

In a CCEB 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. 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.

- 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 or 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)
- Do not stream or download or stream anything when using internet at your homestay

**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 CCEB prior to enrolment of the student.

### 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 AT LEAST TWO WEEKS BEFORE THE CHANGE DATE \***



## 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, 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

### 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 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
Zurich	20 hours



### WHAT TO BRING

- Very light, breathable (cotton) clothing and swimwear. All types of clothing are available to buy in Cairns.
- Long sleeved shirts/ sweatshirts for some evenings from June to September
- Hat and sunglasses
- An umbrella for the wet season
- Sun block/Sun cream (available everywhere 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.



### 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.

### 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 Passenger Card. There are on the spot fines of up to \$340 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.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine](http://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine).

### POST

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

## 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 money. Most major banks are located close to CCEB and we can 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.

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

## SHOPPING

### General Shopping Hours are:

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

Some city shops will be closed on Sundays but many shops in the Central Business District will be open.

### Woolworths and Coles Supermarket

City:

Monday to Friday: 6:00am – 10:00pm  
Saturday: 7:00am – 10:00pm  
Sunday: 7:00am – 9:00pm

Suburbs:

Monday to Friday: 8:00am – 9:00pm  
Saturday: 8:00am – 6:00pm  
Sunday: 9:00am – 6:00pm

Public holidays:

Check websites

### 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 and food court

Stalls: 5:00pm – 11:00pm  
Food: 10:00am – 11:00pm  
Massage: 12:00pm – 11:00pm



## 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.

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.

## COST OF LIVING

If you are planning to live independently, you can find share accommodation from \$120-\$180 per week, or rent a one-bedroom flat from \$180-\$280 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

Miscellaneous Items	Price (Inc.10% GST)
Local daily newspaper	\$1.20
Local postage stamp	\$0.60
Overseas postage stamp	\$1.50
Ladies' / Men's haircut	\$30.00+ / \$20.00+
Movies / Cinema	\$18.00
Bicycle – New / Second hand	\$250.00+ / \$80.00+
Doctor consultation	\$60.00
Dentist consultation	\$70.00
Bus fare (one-way to the city)	\$2.50-\$3.50
Taxi fare (city to airport)	\$25.00
Gym membership	\$50-\$100 a month

### Toiletries

Toiletries	Price
Soap (2 bars of 125g)	\$1.75+
Shampoo	\$3.50+
Toothpaste	\$3.50

### Food & Drink

Food & Drink	Price (Inc.10% GST)
Milk (1Litre)	\$2.00
Fast food meal	\$5.95+
Bowl of pasta	\$10.00+
Ice cream	\$1.50-\$3.50
Coke (600ml)	\$3.50
Coffee/Tea	\$4.00+
A glass of beer in a pub/restaurant	\$8.00
Case of 30 beers	\$35.00+
A glass of wine	\$5.00+
Bottle of wine	\$10.00-\$20.00
A glass of spirits (vodka, rum etc)	\$8.00

# Cancellation and Refund Policy:

1. Cairns College of English & Business (hereafter referred to as CCEB) under the ESOS Act 2000 and the National Code 2007 must have in place a Cancellation and Refund Policy which is to be provided to international students studying in Australia on a student visa, before formalization of their enrolment.
2. The College's offer of a place is contingent upon payment of the Enrolment Fee.
3. Tuition Fees must be paid by the due date specified in the letter of Offer otherwise an administration fee of \$100 will be charged.
4. Notification of cancellation / withdrawal from unit(s) or course(s) of study must be made in writing to CCEB. The cancellation /refund fee will be calculated as shown in the table at the end of this section.
5. If an applicant accepts a place offered by CCEB and pays the fees, it means a binding contract is created between the student and CCEB.
6. All fees paid including any course fees collected by education agents on behalf of CCEB, except the non-refundable enrolment fee, are subject to this Cancellation and Refund Policy.
7. All fees except the Enrolment Fee and Accommodation Placement Fee will be refunded if you are not granted a visa.
8. Where a visa application is rejected due to a breach in visa conditions, a student must withdraw from CCEB and the cancellation fee will be calculated as shown in the table on this page.
9. CCEB reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enrol a similar course at CCEB and the enrolment is cancelled then all fees paid will be refunded.
10. Once a student has started their course (or a series of courses) there is no refund for students who wish to cancel or shorten their course structure. Students may be granted a refund after they have commenced their course on the ground of exceptional circumstances which provide compassionate and compelling reasons for withdrawal of the course. Such applications will be considered on a case by case basis and determined at the discretion of the Principal Executive Officer.
11. Should the student cancel their enrolment, CCEB shall effect the necessary refund within 4 weeks (apart from provider default) after receiving a written claim and full supporting documentation from the student. The refund will be paid directly to the student who enrolled in the course, unless the student 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. For students under 18 years old, the refund may be paid to the student under 18, but only with the authority or consent of a parent or legal guardian.
12. In the unlikely event that CCEB is unable to deliver your course in full (provider defaults), you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by CCEB at no extra cost to you. You have the right to choose whether you would prefer a full refund of course 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 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 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.
13. If a student is not satisfied with the outcome of an application for a refund of fees, the student may appeal within 20 working days (four weeks) by submitting a completed Student Appeal Form with full supporting documentation to the Student Services Officer.
14. If a student is not satisfied with the outcome of an Internal Appeal relating to a request for a refund of fees, the student may submit an External Appeal to the Overseas Student Ombudsman.
15. All Applications for a Refund, and all Internal Appeals relating to the refund of fees, will normally be processed within twenty working days (four weeks) of the Application/Appeal being made. Where this is not possible the student will be informed.
16. Agency fees, if applicable, will not be refunded.
17. Agents will forfeit all rights to Agent Commission payment for courses students fail to commence.
18. Students will not be eligible for any refund of fees and charges in any of the following circumstances which result in the cancellation of their eCoE:
  - submitting fraudulent, forged or deliberately misleading documentation in any circumstances relating a student's status as an international student;
  - failure to enrol by the required date without approved deferment, suspension or cancellation of studies;
  - discontinuation of studies without approved deferment, suspension or cancellation of studies;
  - failure to maintain satisfactory attendance;
  - failure to maintain satisfactory academic progress;
  - failure to maintain scheduled fee payments; and/or
  - serious misbehaviour and breach of the Student Code of Conduct.
19. Unused fees cannot be transferred to another student.
20. Study days lost due to late commencement on courses are not recoverable. There are no refunds for Public Holidays or absences occurring during the course.
21. No refunds for school closure due to dangerous situations (e.g. fire, cyclone, flooding). CCEB may decide to close for the safety of the students and staff.
22. CCEB reserves the right to expel a student who does not adhere to the Code of Conduct of CCEB. In such cases no refund will be made.
23. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.
24. Details of specific refunds available under different circumstances and provided in Schedules A, B and C below.



**Schedule A: Visa and/or Course Cancellation**

Notification Period	Refund
If a student's visa application is rejected. (We will need to sight a verified letter from the Australian Embassy/ Consulate rejecting the application)	100% Refund of tuition fee and accommodations, airport transfer, material fees and Overseas Student Health Cover fees. No refund on Enrolment Fee and Accommodation Placement Fee.
If a student's visa application is rejected on grounds of submitting false documents	No Refund
If CCEB cancels a course (provider default)	100% of prescribed semester tuition fees, materials fees and Overseas Student Health Cover fees

**Schedule B: Visitor (Tourist), Working Holiday and Student Visa Course eCoEs**

Notification Period	Refund
Cancellation more than 4 weeks (20 working days) before the course commencement date	100% of Tuition, Material and Overseas Student Health Cover fees. No refund on Enrolment Fee and Accommodation Placement Fee
Cancellation more than 1 day but less than 20 working days (4 weeks) before the course commencement date	50% of Tuition Fees. 100% of Material and Overseas Student Health Cover fees. No refund on Enrolment Fee and Accommodation Placement Fee
If a student defers their course start date before the initial course start date	No Refund
Cancellation on or after the initial course start date	No Refund
If the student breaches their visa conditions resulting in their studies being cancelled	No Refund

**Schedule C: Accommodation**

Notification Period	Refund
Accommodation Placement Fee (Booking Fee)	No Refund
Cancellation more than 4 weeks (20 working days) before student's accommodation commencement date.	Full refund of pre-paid rent for Homestay and Shared Accommodation
Cancellation from 1 day to 20 working days (4 weeks) before student's accommodation commencement date	A charge equal to 2 week's accommodation for Homestay and 4 week's accommodation for Shared Accommodation
Cancellation after student's accommodation commencement date	A charge equal to 2 week's accommodation for Homestay and 4 week's accommodation for Shared Accommodation

# Cairns City Map

*Study in paradise...*



- Reference Point
- Hotel
- Police Station
- Hospital
- Bar, Night club
- Bus Terminal
- Public Toilets
- BBQ area
- Supermarket
- Restaurants area
- Cinema