Acknowledgement of Country

CQUEnglish respectfully acknowledges the Traditional Owners of the land on which we work and learn and pay respect to the First Nations Peoples and their elders, past, present and future.
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Welcome to our CQUntiversity community. Congratulations on beginning this exciting chapter in your education journey!

CQUntiversity has a reputation for excellence in international education because of our accessible and dedicated academics and staff, our supportive and inclusive student service offering, and our commitment to English Language Intensive Courses for Overseas Students (ELICOS).

The ELICOS program has been an integral part of the student experience for many of our international students, helping them to achieve their personal, study and career goals.

CQUntiversity is Australia’s most engaged university with over 26 campuses and delivery sites across the nation. We are committed to making an impact to each of the communities we serve, and our partnership with community, industry and business ensures our students receive the most fulfilling and beneficial educational experience possible.

I hope you will take every opportunity to establish your skills, abilities and networks by participating in initiatives both at your campus and in your communities, as this will ultimately set you up for success in your professional career.

Thank you for choosing CQUntiversity. I wish you every success with your studies, and with your time in our campus community.

Professor Nick Klomp
Vice-Chancellor and President
CQUntiversity Australia
Welcome to CQUEnglish, Brisbane campus.

If you are a new student to our University, you may still be settling into your new surroundings and adjusting to using the English language everywhere you go. It can be both exciting and stressful. Our very experienced and knowledgeable English language teachers are here to help you, and you will learn a lot from them.

I hope that you can also learn a lot from your fellow classmates – as they come from many different countries and cultures. They have different ways of thinking and can offer different viewpoints, which is a very important part of self-development and learning at university.

Welcome again to our Brisbane campus, and I hope you have a pleasant time with us!

Gavin Keir
Director of Studies (ELICOS)
CQUEnglish Brisbane campus
About CQUEnglish

CQUEnglish is CQUniversity Australia’s English Language Centre, which has delivery sites on our campuses in Brisbane, Melbourne, Rockhampton North and Sydney. The first CQUEnglish delivery site was opened in 1989. CQUEnglish is accredited by the National ELT Accreditation Scheme (NEAS) and is a member of English Australia.

CQUEnglish is an integral part of CQUniversity Australia. The English Language Centres provide excellent courses from elementary to advanced level in a friendly and relaxed atmosphere. No matter what your English needs, CQUEnglish can help attain your goals. The many benefits to studying with us include:

- high quality courses
- small, friendly centre
- individual attention
- well-qualified, experienced and caring teachers
- state of the art lecture rooms featuring the latest presentation, audio-visual and video conference equipment
- free Wi-Fi
- photocopying, scanning and printing facilities
- CQUniversity library and bookshop
- student lounge area with refrigerator, microwave and recreational equipment, such as table tennis
- prayer facilities/quiet room
Brisbane

CQUEnglish is located on the 5th floor of the CQUniversity Brisbane campus in the heart of the vibrant and culturally diverse Central Business District (CBD). The campus is conveniently placed for easy travel on public transport in and around the city and to other popular tourist destinations, such as the Sunshine Coast and the Gold Coast. Brisbane, the capital of Queensland, is one of Australia’s fastest developing and progressive cities.

CQUniversity Brisbane
160 Ann Street
Brisbane QLD 4000
Phone: +61 7 3295 1142
Email: g.keir@cqu.edu.au
Our English Language Courses

At orientation, you will sit a placement test. This will help us put you into the right class and level for you. We will also tell you the time and location of your class.

General English (GE)

CQUEnglish offers four levels of General English classes from elementary to upper intermediate levels. This program is designed to improve English for everyday communication. In these classes, student develop English skills in reading, writing, listening and speaking and their confidence in using English for studying, working or living in an English speaking environment.

English for Academic Purposes 1 (EAP 1)

This 10 week program includes intensive practice of reading, writing, listening and speaking tasks required for university study. The program includes research, information literacy and computer skills. You will achieve a greater level of English skills to prepare you for the Direct Entry course.

English for Academic Purposes 2 (EAP 2)

This 10 week program includes intensive practice of reading, writing, listening and speaking tasks required for university study. The program includes research, information literacy and critical thinking tasks. You will achieve a greater level of English skills to prepare you for your main University program.

Class times

<table>
<thead>
<tr>
<th>Class Name</th>
<th>Session 1</th>
<th>Break Time</th>
<th>Session 2</th>
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</thead>
<tbody>
<tr>
<td>General English Elementary (GE1)</td>
<td>1:00pm – 3:00pm</td>
<td>3:00pm – 3:15pm</td>
<td>3:15pm – 5:15pm</td>
</tr>
<tr>
<td>General English Pre-Intermediate (GE2)</td>
<td>1:00pm – 3:00pm</td>
<td>3:00pm – 3:15pm</td>
<td>3:15pm – 5:15pm</td>
</tr>
<tr>
<td>General English Intermediate (GE3)</td>
<td>8:30am – 10:30am</td>
<td>10:30am – 10:45am</td>
<td>10:45am – 12:45pm</td>
</tr>
<tr>
<td>English for Academic Purposes 1 (EAP1)</td>
<td>8:30am – 10:30am</td>
<td>10:30am – 10:45am</td>
<td>10:45am – 12:45pm</td>
</tr>
<tr>
<td>English for Academic Purposes 2 (EAP2)</td>
<td>8:30am – 10:30am</td>
<td>10:30am – 10:45am</td>
<td>10:45am – 12:45pm</td>
</tr>
<tr>
<td>English for Academic Purposes 2 (EAP2) (*afternoon class)</td>
<td>1:00pm – 3:00pm</td>
<td>3:00pm – 3:15pm</td>
<td>3:15pm – 5:15pm</td>
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*EAP2 afternoon class - only opens for new students when the morning class already contains existing continuing students and/or becomes full or unavailable.
## General Campus Information

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<tr>
<th>Ground Floor</th>
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<tr>
<td>Reception</td>
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<td>Security</td>
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<tr>
<th>Level 1</th>
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<tr>
<td>Computer labs</td>
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<tr>
<td>Library</td>
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<tr>
<td>Group study rooms</td>
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<tr>
<th>Level 4</th>
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<tr>
<td>Boardroom</td>
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<tr>
<td>Campus administration</td>
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<tr>
<td>Classrooms</td>
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<tr>
<td>Health Collaborative Research Network</td>
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<tr>
<td>ISL theatre</td>
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<tr>
<td>Prayer room</td>
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<table>
<thead>
<tr>
<th>Level 5</th>
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<tbody>
<tr>
<td>Classrooms English Language Centre: Room 5.07 (EAP2), 5.08 (GE classes) &amp; Lab 5.10 (EAP1)</td>
<td></td>
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<tr>
<td>Computer labs</td>
<td></td>
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<tr>
<td>Classrooms</td>
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<tr>
<th>Level 6</th>
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<tbody>
<tr>
<td>English Language Centre administration</td>
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<tr>
<td>Classrooms</td>
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<tr>
<td>Prayer room</td>
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<tr>
<th>Level 7</th>
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<tr>
<td>Student Services</td>
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<tr>
<td>Academic Learning Centre</td>
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<tr>
<td>Classrooms</td>
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Student kitchen and lounge including microwave ovens, refrigerator, lounges and food/drink vending machines. A general study room, table-tennis table and foosball table are also available.

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<tr>
<th>Level 8</th>
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<tbody>
<tr>
<td>Chancellery</td>
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<tr>
<td>Classrooms</td>
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<tr>
<td>Computer lab</td>
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<td>Distance Education Study Centre</td>
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<tr>
<td>Research Higher Degree room</td>
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<tr>
<td>Student kitchen</td>
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<th>Level 20</th>
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<tbody>
<tr>
<td>Academic administration</td>
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<tr>
<td>Classrooms</td>
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<th>Level 21</th>
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<tr>
<td>International Recruitment</td>
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<tr>
<td>Marketing</td>
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</table>
Student Visa Requirements

Student Visa Requirements – please read carefully

In accordance with student visa regulations, international students are required to:

- Have a study load which allows program completion by the end date of their COE
- Attend at least 80% of classes for each course (see ‘Satisfactory Attendance’ section below)
- Advise the Department of Home Affairs of any change of program/enrolment or provider
- Advise CQUniversity of any change of address, telephone number or other details within 7 days of the change
- Renew their student visa before the expiry date
- Make successful progress in their academic studies (see ‘Academic Progress’ section below)
- Maintain OSHC (Overseas Student Health Cover). See the ‘OSHC’ section in this handbook.

International students can also work up to 40 hours per fortnight during term providing a work permit has been granted.

Students who do not comply with these regulations may have their enrolment and student visa cancelled.

Satisfactory Attendance

To comply with Australian Government regulations relating to student visas, international students are required to attend at least 80% of each course. To be successful in your English course and to reach your full potential, we recommend you aim for 100% attendance.

91%-100% attendance

Well done! This is exactly the level of attendance you need to maintain to reach your full potential. Keep up the good work!

86%-90% attendance

We will send you a letter asking about your attendance. This is an opportunity to talk to the Director of Studies if you have any problems or concerns. We are here to help you keep on track with your attendance. At this level your attendance is still okay, but you must maintain it.

80%-85% attendance

We will send you a second letter asking about your attendance. This is your second opportunity to talk to us about any issues or problems.

If your attendance drops below 80%

You will be sent a Notice of Intent to Report letter. You now have time to write an appeal letter telling the University why you have attended 80% of the course. You will also need to attach
medical certificates or any other documentation for missing class. It is important that you give a full, detailed account about why your attendance is low.

If you are sick, you should always see a doctor and get a medical certificate to cover any absences. These are required by CQUEnglish and may be requested by the Department of Home Affairs. Many medical centres bill your OSHC provider directly. This is called ‘direct billing’ and means that you don’t have to pay any money to the medical centre (they get their payment from the OSHC provider). Not all centres do this, but many do (e.g. DOS – include details for one local to your campus). You can use your OSHC provider website to find a medical centre near you who does Direct Billing. If you need assistance with this, please contact Student Services.

If your appeal against a Notification of Intent to Report is unsuccessful your visa could be cancelled and you will have to return to your home country.

The ELICOS Course Attendance Policy and Procedure can be found at [https://www.cqu.edu.au/policy](https://www.cqu.edu.au/policy)

Making Academic Progress – please read carefully

CQUEnglish is committed to monitoring academic progress to ensure student success and to comply with Australian Government regulations relating to international student visas. It is important that you talk to us if you are having any academic problems so we can help. We have check points to talk to you about your progress, results and action plan for the future:

**Stage 1:** Week 5: you will talk to your teacher and Director of Studies about your progress and results to date. If you are at risk of failing the course, you will talk to your teacher and DOS about an action plan for success. This will detail things you must do to improve your chances of passing the course. There is still time to do this, but you must work hard.

**Stage 2:** in Week 10: if you fail the course you will be counselled by the DOS and given another opportunity to retake the course. You must pass the second attempt.

If you fail a second time, you will be sent a Notice of Intent to Report (NITR) letter. You now have time to write an appeal letter telling the University why you have failed to make progress and pass the course. You will also need to attach medical certificates or any other documentation for lack of performance. It is important that you give a full, detailed account about why you have not made progress to date.

If your appeal against a Notification of Intent to Report is unsuccessful your visa could be cancelled and you will have to return to your home country.

The ELICOS Course Attendance Policy and Procedure can be found at [https://www.cqu.edu.au/policy](https://www.cqu.edu.au/policy)
Remember, if you are having problems, you can talk to your teachers or Director of Studies at any time for help and support.

**Student ID card**

As part of enrolment, students are issued with a Student Identification (ID) card. New students must have their ID card validated by IT.

Students must carry their ID cards on campus at all times. Students are required to produce their ID card upon request by a staff member or security. Student ID cards provide access to services such as computing and library facilities. You also need your ID card to enter the campus and sit examinations.

Replacement student cards are available from Student Services at a cost of $10.00.

**Computer Access**

**General information**

Computer accounts are accessed for the first time by entering your student number in the computer logon username box, and then entering your allocated password. Your teachers will be happy to help you with this – just ask.

All campuses have many computers which are configured with software for all courses. Internet access, scanning and printing facilities are also available. At orientation, we will show you where the computers and photocopiers are located.

Rules for using the computers are displayed in each room. Please read them carefully. Any breach of the rules will result in loss of privileges for a set period and or cancellation of access.

**IT Help**

Any problems regarding your account and login can be resolved at any time by calling the IT Help Line (ext. 9233) – a self-help telephone is located in every computer lab.
Printing & Photocopying Facilities

General
To prevent your work being copied, students are advised to immediately retrieve assignments from the printer and shred unwanted assignment print-outs.

Australian copyright laws must be observed when photocopying. Your teacher will explain these to you and the friendly library staff can also answer questions.

Printing costs 5c per side of A4 and photocopying is 10c per side of A4.

You are able to print from any photocopier in the building. You must, however, add credit to your account. You can do this using a credit card when you log onto a computer.

Additional printing is available for purchase by using your Student Lab computer to login to the Papercut User Interface at [http://TOSHPRNAPP01:9191/app](http://TOSHPRNAPP01:9191/app).

Detailed instructions are posted on the wall in the main student Computer Lab area on level 1. Your printer and photocopier balance is combined onto your student card. Make sure your card is encoded by first going to the Help Desk on level 1.

Requests for printer paper should be directed by email to TASAC ([tasac@cqu.edu.au](mailto:tasac@cqu.edu.au)), or after hours to the Security Desk on the Ground Floor (ext. 4106). Please state the Lab/Level and campus location. As a reminder, please check the compartment below the printing tray for extra paper first.

All printers on campus are able to make photocopies. Color copies are available from the printer located in the Library on level 1. A3 printing and stapling functions are available at the printed located in Lab 1.03 on level 1.

Internet Access and your CQU Email

Free Wi-Fi across all campuses (EDURoam Wi-Fi)

Username: Your [studentnumber@cqu.edu.au](mailto:studentnumber@cqu.edu.au) so, for example, [s012345@cqu.edu.au](mailto:s012345@cqu.edu.au)

Password: Your date of birth 'sddmmyy#'.

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Computer login

Username: Your student number so, for example, s012345
Password: Your date of birth sddmmyy#

CQU Email address
Each enrolled CQUEnglish student is allocated a CQU Email account. It is important that you check
this email regularly (using your computer login details).

Expected behaviour on campus and in class

Student Conduct
The use of abusive language or threatening behaviour, or the misuse of campus property will be
treated in a serious manner and may result in suspension.

According to the Student Charter, located at: https://www.cqu.edu.au/policy/

CQUEnglish students are also expected:
• To take personal responsibility for all aspects of their learning journey and enrolment.
• To treat all University staff and peers with courtesy and respect.
• To respect the intellectual property of others and refrain from any forms of academic misconduct.
• To make themselves aware of the professional and ethical standards of their intended profession.
• To avoid conduct which disrupts the teaching, learning or research activities and safety of others.
• To alert the relevant University authority to any actions impeding effective study.

Mobile Phones
Mobile phones must be switched off during classes. Students will be asked to leave the class if
mobile phones are not switched off. Please note it is against CQUEnglish policy for students to record
classes.

Smoking
Smoking is not permitted anywhere within the campus or within 4 metres of the entrance of the
buildings. Please dispose of your cigarette butts in the bins provided. Littering is an offence and fines
may be issued by the Council.
Eating and Drinking
Food and drinks are not allowed in any of the classrooms or computer labs, apart from bottled water which is permitted in classrooms only.

Cheating/Plagiarism
What is ‘plagiarism’?
Plagiarism is the copying of information or ideas from other works to your own work, and then showing the information as your own information or idea, without acknowledging the person as the original source of the information or idea.

More information about plagiarism is located at:

All forms of cheating, plagiarism, copying, collusion or interference with another student's academic work and performance will be treated as a serious offence.

Any incidences will be reported to the Director of Studies (DOS) who will take appropriate action.

Dress Code
Please wear casual clothing that is comfortable and appropriate for the weather. Remember the following key points:

- Wear appropriate footwear at all times. It is not permitted for anyone to enter CQUniversity grounds or buildings with bare feet. Enclosed footwear is recommended.
- Do not wear clothing that is likely to offend others in terms of its lack of decency, modesty, or cleanliness, or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn, or ridicule others.
- Do not wear motorcycle helmets in CQUniversity buildings.

Harassment
CQUEnglish is committed to providing a learning environment that is free from sexual harassment and other forms of discrimination. Sexual harassment is any unwelcome, inappropriate and uninvited behaviour. A person sexually harasses another person if they make an unwelcome sexual
advance, an unwelcome request for sexual favours, unwelcome touching, remarks, language or display of sexual material. It is also against the law to commit any act of sexual harassment.

Pathways into CQUniversity Undergraduate and Postgraduate programs from CQUEnglish

![Pathway Diagram]

* Melbourne and Rockhampton only

Student Services

Advice & Counselling Services

Counselling services are available to help students to deal with a range of issues, including (but not limited to):

- Personal and emotional matters
- Homesickness and difficulties adjusting to university life or to life in Australia
- Managing with a disability
- Emergency and health services
- Accommodation
- Referral to appropriate legal advice services
- Visa issues
- Campus information and referrals
- Deferment of studies

Information on counselling can be found in the link below:

https://www.cqu.edu.au/counselling

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Student Services can arrange for students to speak to a counsellor to address more urgent personal matters. Students are assured that this is a confidential service and no issue is too great or too small. To make an appointment in Brisbane, email counselling@cqu.edu.au or call 07 49 30 9456, or see the Ground floor staff. In the case of a telephone appointment, a Counsellor will contact you on your preferred number—this way you will not have to pay for the call.
If you prefer Jabber (or Skype), please let your teacher know and we will try to arrange a meeting room on campus for you. Brisbane campus have face to face counselling sessions (limited number) available and can be booked through counselling centre.

In the event of a critical matter, call 1800 814 781 (24 hour emergency helpline number).

Other useful phone numbers:
Allianz (24 hour emergency helpline number)
13 OSHC (13 6742) Member Services and General Enquiries
1800 651 349 Claims
BeyondBlue: https://www.beyondblue.org.au/  1300 22 46 36
Lifeline (24 hour emergency number): 13 11 14
Mensline Australia: https://mensline.org.au/  1300 78 99 78
The Salvation Army Hope for Life Suicide Prevention & Bereavement Support: 1300 36 36 22
Wire—Women’s Information: 1300 134 130

Accommodation in Brisbane
Students who require assistance with temporary and permanent accommodation should see Student Services located on Level 7.

The following websites may assist you in locating permanent accommodation:
www.realestate.com.au
www.domain.com.au
www.justlisted.com.au

For more information on renting rights and responsibilities, please visit www.rta.qld.gov.au.
Holidays
Refer to the link below to access CQUniversity Academic calendars which highlights course breaks as well as public holidays and University closures: https://www.cqu.edu.au/student-life/new-students/academic-calendars

Transferring to another CQEnglish Language Centre
If you wish to change to another CQUniversity campus, speak to the DOS first regarding your request to change. You will then need to complete a 'Campus transfer' form and return it to the Student Support Officer or Student Services.

Health and Travel Insurance
Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. Students travelling on a student visa must have Overseas Student Health Cover (OSHC). Students on Travel Visas and Working Holiday Visas are advised to have medical insurance and can apply for OSHC.

It is your responsibility to ensure that your OSHC is current. If you choose to extend your study you must also extend your OSHC. If you have arranged your OSHC through the University you are covered by Allianz: https://www.oshcallianzassistance.com.au/member_student/login.aspx

Doctors and Hospitals
For a detailed list of medical centres and pharmacies, please refer to www.yellowpages.com.au or look for ‘Medical Practitioners’ in the Yellow Pages:

Your OSHC provider will also have a website which you can use to find a medical centre close to you.

Allianz Global Assistance has a new feature called Doctors on Demand. Doctors on Demand provides members with a quick and easy platform to consult a doctor via telephone or video-conferencing appointments and to have their scripts sent to their local pharmacy. Online questionnaires are available to have their repeat prescription issued. If their regular GP already
participates in Doctors on Demand they can choose to speak with them. However, if a member's regular GP is not participating they have the option to forward their consult details to their regular GP.

All current Allianz Global Assistance (AGA) OSHC members will have access to the Doctors on Demand web and app platforms. All consultations will be direct billed back to AGA. To access the service, members simply need to:

1. Visit www.doctorsondemand.com.au or download the Doctors on Demand app from the Google Play™ or Apple Store®
2. Click "Redeem a benefit"
3. Enter the OSHC or OVHC Visitors Plus policy number
4. Speak with an available doctor, or book a consultation time in advance

Hospitals

All public hospitals have a 24 hour Casualty and Emergency department where you can go after hours or on weekends. Expect long waits unless it is a true emergency.

Direct Billing

There are many medical centres which bill your OSHC provider directly. This means that you don’t have to pay any money to the medical centre (they get their payment from the OSHC provider). Not all centres do this, but many do. You can use your OSHC provider website to find a medical centre near you who does Direct Billing. If you need assistance with this, contact Student Services.

Medical services close to Brisbane campus include:

CBD 7 Day Medical Centre   (07) 3211 3611   Level 1, 245 Albert Street

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What to do in an emergency situation?

Ring 000 for Fire, Police or Ambulance (from a mobile, ring 112)
For property damage or theft, ring 13 1444

In the event of an on-campus emergency call Security:
Brisbane (07) 3295 1188
Harassment

CQUEnglish is committed to providing a learning environment that is free from sexual harassment and other forms of discrimination. Sexual harassment is any unwelcome, inappropriate and uninvited behaviour. A person sexually harasses another person if they make an unwelcome sexual advance, an unwelcome request for sexual favours, unwelcome touching, remarks, language or display of sexual material. It is also against the law to commit any act of sexual harassment. Please refer to the policy for further details: http://policy.cqu.edu.au/Policy/
Emergency Procedures

Evacuation Procedures

It is important to know what to do in an emergency. Fire Safety Information and Evacuation Procedures are shown in Appendix C at the back of this guide.

In the case of an alarm, follow the directions of your floor wardens. They can be identified by their red and yellow helmets.

- Make sure you proceed to the assembly area calmly and carefully but do not run.
- Await further instructions
Non Academic Complaints & Appeals Procedure

**Stage 1:** First, try to resolve your concern with your teacher.

**Stage 2:** Problem not resolved at Stage 1. Speak with your Director of Studies who will try to resolve the situation.

**Stage 3:** Problem not resolved at Stage 2. Contact the Director-CQUIEnglish (director-cquenglish@cqu.edu.au) who will try to resolve the situation.

**Stage 4:** External Complaints process if the problem is not resolved at Stage 3. You can lodge an appeal against the internal decision with the Queensland Ombudsman, an independent arbitration service which offers assistance and advice: [www.ombudsman.qld.gov.au/](http://www.ombudsman.qld.gov.au/)

Problem resolved—No further action taken

Problem resolved—No further action taken

Problem resolved—No further action taken
Academic Complaints & Appeals Procedure

**Stage 1:** First, try to resolve your concern with your teacher.

**Stage 2:** Problem not resolved at Stage 1. Speak with your Director of Studies who will try to resolve the situation.

**Stage 3:** Problem not resolved at Stage 2. Contact the Director-CQUEnglish (director-cquenglish@cqu.edu.au) who will try to resolve the situation.

**Stage 4:** Academic Appeals Committee. Lodge an application for an academic appeal by completing an Academic Appeals Application Form, attach copies of all relevant supporting documentation and email it to appeals@cqu.edu.au. Please read the Academic Appeals Procedure before completing this form. Both Academic Appeals Policy & Procedure and the Academic Appeals Application Form can be found at: https://www.cqu.edu.au/policy/all-policies

**Stage 5:** External Complaints process if the problem is not resolved at Stage 4. You can lodge an appeal against the internal decision with the Queensland Ombudsman, an independent arbitration service which offers assistance and advice: www.ombudsman.qld.gov.au

Problem resolved—No further action taken
Cheating / Plagiarism
All forms of cheating, plagiarism, copying, collusion or interference with other students’ academic work and performance will be treated as a serious offence. Any incidences will be reported to the Director of Studies (DOS) who will take appropriate action.

Legal Services in Australia
Free legal advice can be obtained from the Legal Aid Telephone service on 1300 65 11 88 (available 8.30am to 5pm Monday to Friday) or visit a Legal Aid Office. For further information please go to http://www.legalaid.qld.gov.au.

Shopping

Brisbane
Woolworths Macarthur Chambers, MacArthur Central Shopping Centre · 259 Queen St
Open 7:00am to 9:00 pm weekdays

The Myer Centre Brisbane, 91 Queen Street
9:00am to 5:30 pm (Mon-Thu), 9:00am to 9:00 pm (Friday)
Open letter to international students

From Natalie James, the Fair Work Ombudsman

Do you know that international students have the same workplace rights as all other workers in Australia?

My name is Natalie James, and I am the Fair Work Ombudsman. The Office of the Fair Work Ombudsman is a government agency that can provide free help to international students working in Australia.

You may have a part-time or casual job while you study in Australia. Depending on the job, most people should be paid at least $18.29/hour; and over $22.86/hour if you are a casual employee. You may be entitled to even more than this depending on the industry you work in, or if penalty rates apply to your shifts. If you need help checking your pay rates, or if you have concerns with your hours of work, please contact us or use our pay calculator at www.fairwork.gov.au/PACT.

I encourage you to visit our website www.fairwork.gov.au to get informed and, if you are unsure, seek our help. We have information about work entitlements in multiple languages. We also have an App called ‘Record My Hours’ for your smartphone that records your hours of work for you. It’s available for both Apple and Android phones.

If there’s a problem with your pay or if other issues arise at your work, I encourage you to speak to us. Under an arrangement with the Department of Immigration and Border Protection and my agency, we can offer you some protections even if you’re in breach of your visa conditions.

“International students have the same rights as all workers in Australia.”

We help international students like you every day. So call our Infoline on 13 13 94 or call 13 14 50 for our Translating and Interpreting Service. If you have an issue at work but don’t want to tell us who you are, you can tell us anonymously through our website in English or in one of 16 other languages at www.fairwork.gov.au/inlanguageanonymousreport.

Protections exist for all workers and you can’t be paid below the minimum pay rates.

Please seek our help if you think something doesn’t seem right.

Natalie James
The Fair Work Ombudsman

Language help

The Fair Work Ombudsman is on social media, please follow us on:

Facebook: facebook.com/fairwork.gov.au
Twitter: twitter.com/fairwork_gov_au
Instagram: @FairWorkGovAU

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Finance

Fees

For your personal safety tuition fees are **not** to be paid with cash.

Preferred methods of payment are by;

**Bank Cheque/draft** – made payable to CQUniversity

**Credit Card/s** – MasterCard, Visa, American Express. Credit cards can also be used to make online payments through My CQU Central using your student login.

**EFTPOS** – Bankcards (maximum up to $1000 unless prior arrangements have been made with your bank.

**BPay** - continuing students only.

**Direct Deposit** – The University’s bank details can be obtained from the Student Finance department. Please ensure that your bank includes your student name and number on the Telegraphic Transfer. The receiving bank in Australia may deduct a processing charge – these can be anything between AUD$7.5-$25.00.

If you are unsure of the amount payable for your Tuition fees, or wish to discuss an alternative payment method, please contact the Student Finance staff.

**Note:** All courses listed on a student’s enrolment record at census date will incur financial liability for that term.
Refund Policy

Please refer to the Refund Policy, Principles and Process which is available at http://policy.cqu.edu.au/Policy/policy_list.do to check your eligibility.

Essential documents linked to this policy

A Refund Request form must be completed and signed by the applicant (Student)

A Refund Request – International currency form must be completed and signed by the applicant (student). The funds will be returned via Overseas Draft and it is essential to provide a telephone number as the courier will make contact prior to delivery.

The Refund Request-alternative payee form should be completed and signed by the applicant (student) if someone other than the student is to receive the refund. The person named should correspond with the person named on the Refund Request-International Currency form. If the refund will be sent to another institution this form also needs to be completed. No international currency form is required if the institution is located in Australia.
Appendix

Student Guide to Independent Learning Resources

Dear Student,

Welcome to CQUEnglish! We hope you enjoy your period of study here and that your program of study is beneficial to you.

In addition to the English you learn in class, you can also learn a lot of English by yourself through independent study. You can practice and improve your English using sources such as:

- the internet - to access websites for English language learning
- the library - to borrow books, audio-visual material and read newspapers
- your local library - to borrow books, audio-visual material, read newspapers, take short leisure courses and participate in community activities.

This Guide provides a list of resources which can be used for independent study. You will, no doubt, be able to find many more resources yourself to keep practicing your English.

We hope this guide will help you to access some of the independent study resources available to you.
INTERNET WEB SITES

Grammar and Vocabulary

http://a4esl.org/q/f/ Internet TESL Journal. Lots of interactive quizzes including grammar and vocabulary at different levels.

http://www.better-english.com/grammar.htm Better English. Interactive grammar exercises including conditionals

http://www.britishcouncil.org/learnenglish-central-grammar-archive.htm Grammar points explained. Check your understanding of the point in a grammar game. Links to other sites explaining same grammar point.


https://www.englishgrammar.org/exercises/ English Grammar online grammar exercises


Writing


http://owl.english.purdue.edu/owl Purdue University Online Writing Lab. Writing resources.


http://esl.about.com/od/writinginenglish/English_Writing_Skills_Letters_Resumes_and_Writing_Style.htm About.com: English as 2nd Language. English writing skills at Beginning, Intermediate and Advanced writing levels.

**Reading**

http://iteslj.org/Lessons/ The Internet TESL Journal’s Resources. Please go to the “Reading” sub-heading in the list.


http://news.bbc.co.uk BBC Online Homepage

http://www.abc.net.au ABC Online. Transcripts and stories on a range of current topics.


http://www.topics-mag.com Topics. Online magazine for English language learners with range of topics and section on globalization.


**Listening**

http://abcnews.go.com ABC News

http://news.bbc.co.uk BBC Online Homepage

http://www.abc.net.au ABC News Online

http://www.abc.net.au/triplej/hack ABC. Current Affairs for younger people.

http://www.bbc.co.uk/radio BBC Online – Radio


https://www.talkenglish.com/listening/listen.aspx English Listening Lessons. A large range of listening lessons for different listening levels.

Exercise lists for listening and note taking. 

Using English for Academic Purposes. 

Using English for Academic Purposes. Listening comprehension and note taking. 

Voice of America Special English

Using English for Academic Purposes. 

Listening Comprehension and Note taking. 

Voice of America Special English

Speaking


Free online talking Dictionary of English Pronunciation. 

Phoneme Chart. English Vowel and Consonant sounds. 

Adam Rado’s English Learning Fun Site. Integrates speech production and content. 

BBC Learning English. Pronunciation tips. 


Rong Chang Lee, Pasadena City College. Conversations on different topics for ESL Beginners. 

English Daily. Learn phrases from daily conversations.
Test Practice

http://www.writefix.com/argument How to write argument and opinion essays for IELTS & TOEFL.

http://www.examenglish.com/IELTS/index.php?gclid=CLell-cn1_qACFRM3bwod7lsbtA Skills for IELTS.

http://australianetwork.com/studyenglish IELTS Preparation for intermediate to advanced learners.

https://elic.polyu.edu.hk/ielts/ IELTS Online practice materials, Listening, Reading (timed reading passages), and Speaking.

http://www.writefix.com/ieltsspkg/index.htm IELTS Speaking

http://writefix.com/graphs How to write about graphs, charts and tables with links to other sites on graphs.

https://www.ielts-exam.net/ielts_reading/ IELTS Reading sample practice tests.

Fun Stuff

http://a4esl.org/q/h/holidays.html The Internet TESL Journal. Self-Study Holiday and other Quizzes (Graded- Easy to difficult).


http://www.manythings.org Fun English Study. Interesting things for ESL students especially beginners.

Other Reference Materials


http://dictionary.cambridge.org Cambridge Dictionaries Online.

http://www.onlinenewspapers.com Lots of world newspapers online.