CQU English Language Centre

STUDENT HANDBOOK

Acknowledgement of Country

CQU English 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.
# Table of Contents

Welcome message from Vice Chancellor .................................................. 3
Welcome message from DOS ................................................................. 4
About your Campus ................................................................................ 5
   Class Timetable .................................................................................. Error! Bookmark not defined.
English Courses ..................................................................................... 5
   General English (GE) ....................................................................... 6
   English for Academic Purposes (EAP) ............................................. 6
Living and Studying in Australia ............................................................... 6
Our Expectations ..................................................................................... 7
Pathways into CQUniversity ................................................................. 8
CQUEnglish Mobile Phone Guidelines ................................................ 8
Smoking ................................................................................................. 9
Eating and Drinking ............................................................................... 10
Student Visa Requirements .................................................................. 10
Making Academic Progress ................................................................ 11
Student ID Card ................................................................................... 12
Technology and IT Access .................................................................... 12
Student Services ................................................................................... 13
   Advice & Counselling Services ...................................................... 13
   Other Useful Contacts ................................................................... 14
   Accommodation ............................................................................. 14
   Holidays ......................................................................................... 15
Campus Transfer Requests .................................................................. 15
Health and Safety ................................................................................ 15
Health and Travel Insurance ................................................................. 15
Closest Medical Centre to XXX campus (DOS to add details) .......... Error! Bookmark not defined.
   Doctors and Hospitals ................................................................... 15
   Direct Billing .................................................................................. 16
   Emergency Situations & Numbers ................................................. 16
   Evacuation Procedure .................................................................. 17
Non Academic Complaints & Appeals Procedure ............................. 18
Academic Complaints & Appeals Procedure ...................................... 19
Fair Work Ombudsman ...................................................................... 20
Fees and Refund Policy ....................................................................... 21
Welcome message from Vice Chancellor

Welcome from CQUniversity Australia Vice-Chancellor and President

Welcome to our CQUniversity community. Congratulations on beginning this exciting chapter in your education journey! CQUniversity 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. CQUniversity 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 CQUniversity. I wish you every success with your studies, and with your time in our campus community.

Professor Nick Klomp
Vice-Chancellor and President
CQUniversity Australia
Welcome message from the DOS

Thank you for choosing CQUEnglish, Rockhampton North.

We have the right English language program to suit your needs, whether for General English or Academic English. You'll love studying in our relaxed, friendly environment, and I'm sure you'll enjoy life here in Rockhampton. Our staff are here to help you settle in and embark on a successful Australian study journey.

Apart from learning and practising your English language skills, you'll meet new people and experience a unique and exciting way of life.

We look forward to welcoming you to CQUEnglish, Rockhampton North campus!

Best Regards

Peter Morcom,
Director of Studies
Rockhampton North Campus

The CQU English Language Centre on CQUniversity Rockhampton North campus is located in its own purpose-built buildings and is the only International English Language Testing System (IELTS) test centre in the region. The centre has been running since 1989, making it one of the oldest language schools in Australia.

Building 11, Bruce Highway,
North Rockhampton QLD 4702
Phone: + 61 7 4930 6422
Email: language-enquiries@cqu.edu.au

IELTS Administrator
Phone: +61 7 4930 9790
Email: ielts@cqu.edu.au

Campus Hours
Rockhampton North Student Reception
Monday to Friday: 9am – 4:30pm

Rockhampton North Campus Library
Ground Level: Monday to Sunday 5:00am to midnight*
Levels 1 and 2, and the library collection: Monday to Friday 8:30- 5:00 pm

* Please note: You need a swipe card to access the ground floor between 5am and 8:30am, and between 5pm and midnight. Please ask at the Library help desk during staffed opening hours.

Class Timetable

<table>
<thead>
<tr>
<th>Monday to Friday</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 – 10:30</td>
<td>English Class</td>
</tr>
<tr>
<td>10:30 – 10:45</td>
<td>Morning Tea Break</td>
</tr>
<tr>
<td>10:45 – 12:15</td>
<td>English Class</td>
</tr>
<tr>
<td>12:15 – 1:00</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:00 – 2:00</td>
<td>English Class</td>
</tr>
<tr>
<td>1:45 – 2:00</td>
<td>Assembly (Friday Only)</td>
</tr>
</tbody>
</table>

Bookshop
The Bookshop aims to provide students with all required texts and stationery needs. The bookshop is located at the Commercial Centre. The Student Support Officer will show you during your campus tour.
Students’ lunch room
A lunch room with microwaves, tables and chairs and lounges is located in Building 12.

Multi-faith Centre
A multi-faith centre, located opposite CQUEnglish is available to all CQUUniversity students and caters to all religions.

English Courses

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, you will develop your English skills in reading, writing, listening and speaking and confidence in using English for studying, working or living in an English speaking environment.

English for Academic Purposes (EAP)
CQUEnglish offers three levels of EAP classes depending on your study goals. These programs include intensive practice of reading, writing, listening and speaking tasks required for university study. The programs include discussions, information literacy and computer skills. In EAP2 and EAP3 you will develop your research skills, information literacy and critical thinking skills. You will achieve a greater level of English skills to prepare you for your main university program.

Living and Studying in Australia
Living and studying overseas is rewarding, but also very challenging. This is probably the first time you have lived independently, away from family and friends. You have probably thought about the educational challenges but here are some other things to think about:

- Where you live – how far is it from campus? How easy will it be to travel each day on public transport? How much will it cost?
- Budgeting - shopping for food, travel costs, and cooking for yourself
- Looking after your health and well-being – healthy eating, balancing studying, working, exercise and social life activities. Looking after your mental health as well as your physical health
- Time management – making sure you balance your time and meet important deadlines without feeling stressed or anxious

If you need help or advice with non-academic issues, please speak to your teacher or Director of Studies. They will be able to tell you about the help and support available at CQUUniversity.
Our Expectations

Student Code of Conduct
At CQUEnglish we are proud to be a culturally sensitive and safe place for all students to learn. To ensure everyone gets the most from our classes, we expect all students to follow our Code of Conduct. As a student, you are expected to:

- Take responsibility for your own learning and wellbeing
- Only speak English in the classroom
- Don’t worry about making mistakes. They are part of the learning process
- Participate fully in all class activities and complete all homework tasks – do your best
- Aim for 100% attendance and be on time for all classes
- Complete all work yourself
  - Do not copy other people’s work and say it is yours. This is called plagiarism and is a serious academic misconduct issue. Alleged plagiarism will be reported to the Director of Studies and dealt with according to the Student Misconduct Policy and Procedures found at https://www.cqu.edu.au/policy.
  - Do not hand in work that someone else has done for you. Contract cheating is taken very seriously at the University and the penalties can include: a fail result for one or more units of study, being suspended from your studies, or even losing your student visa
- Speak to a teacher when you have any problems. These can include academic or personal issues. We are here to help you be successful in your studies
- Respect different views on cultures, religion and gender and treat everyone equally
- Show respect and courtesy for your classmates and University staff
- Show respect for other people's ideas, opinions and personal choices
- Respect other people's privacy.
CQUEnglish Mobile Phone Guidelines

We understand mobile phones are important. We also know that in the modern classroom mobile phones are useful and can really add new opportunities to learn. We do not want to ban mobile phones in class, but we do need to set the right guidelines for using mobile phones in class.

1. Phone calls
   - Make sure all notification sounds and the vibration option on your phone are set to “OFF” during class time. Turn your phone to “Flight Mode” to make sure you will not be disturbed in class.
   - If you are expecting an important call, let your teacher know before class and leave your phone on vibrate. When the call comes: quietly leave the room, talk quietly outside and return to class as quickly as possible.
   - If possible, arrange for people to call you outside class times. If you need to make a call, please do it outside class time.

2. Texting (SMS)
   - In most cases, a text is not urgent. Try to only send texts/ sms messages outside class time
   - Remember to set all notification sounds and the vibration option to ‘OFF’ during class times.

* Melbourne and Rockhampton only
3. **Social Media (WeChat, Facebook, Line, Twitter etc.)**

Please only use social media outside class time.

4. **Photos and Videos**

- **Do not** take videos and photos in class unless you have permission from your teacher and **ALL** your classmates.
- Never post videos or photos online (on social media, YouTube, in emails etc.) unless you have permission from **ALL** the people in the photo or video. This is very important, especially if anyone is under 18 years old. **Remember:** Once a photo or video is online – it is there forever.
- Some students like to take a photo of board writing to remember the lesson. This is a good idea, but some students take photos instead of taking notes. Taking notes is a really useful way to remember important information. Only take a photo of the board writing at the end of a class…. not during the lesson.

5. **Using apps for developing vocabulary**

Using a phone for **translating or checking understanding** of a word should be your last option. Try these other ideas first:

- check if there is a glossary or mini dictionary as part of the text;
- work out meaning from context;
- ask your classmate or teacher to help;
- use an English-English dictionary or a good dictionary app like [www.Dictionary.com](http://www.Dictionary.com)

6. **At break time**

You have classmates from all over the world and talking with them at break is a good way to develop your English. The more you use English, the faster you will improve.

7. **Who decides if mobile phones can be used in class?**

Your teacher does. Please follow their instructions. If phones are not allowed, you **MUST** leave your phone in your bag or pocket with the sound/vibration off. If you use a phone in class at this time, it will be considered very disrespectful of the teacher’s authority.

_**Please speak to your teacher or the Director of Studies if you would like to discuss these guidelines further.**_

**Smoking**

All CQUniversity campuses are smoke-free environments. Smoking is not permitted anywhere in campus buildings. Smoking is not permitted anywhere on the Rockhampton campus grounds. At Brisbane, Melbourne and Sydney campuses you cannot smoke on 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

Only bottled water is allowed in classrooms. Food and other drinks are not allowed in any of the classrooms or computer rooms.

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.

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 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.

The ELICOS Course Attendance Policy and Procedure and Monitoring ELICOS Course Progress – Unsatisfactory Academic Progress Policy and Procedure can be found at https://www.cqu.edu.au/policy.

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.

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.

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. You need your ID card to enter the campus and sit examinations, and to access computing and library facilities.

Replacement student cards are available from Student Experience at a cost of $10 AUD.

**Technology and IT Access**

**Printing & Photocopying Facilities**

To prevent your work being copied, you are advised to immediately collect 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.

A printer/ photocopier is available for students’ use in the computer laboratory.

If you need to print or photocopy in areas of the University other than the CQUEnglish Language Centre, please ask the Student Support Officer for details.
IT Access

At orientation, we will show you the computers and where to print. The rules for using the computers are displayed in each room. Please read them carefully. If you break the rules you may lose your access.

To access your computer account for the first time, use your student number as your username and the password that was allocated to you.

Your teachers will be happy to help you with this – just ask.

Logging on to all CQUniversity systems
Username: student number
Default Password: sDDMMYY# (use your date of birth)

WIFI
Network: eduroam
Username: studentnumber@cqu.edu.au
Password: sDDMMYY# (use your date of birth)

CQU Email Address
As an enrolled student you will be given a CQU Email account. It is important that you check this email regularly (using your computer login details). You can access your email at https://sportal.cqu.edu.au.

The Student Drive
This is located at O:\
Here you can find a soft copy of this handbook, calendar, timetable, and other important information.

TASAC (To help with IT problems)
All enquiries regarding your computer account and login should be directed to the Student Support Officer.

Student Services

Advice & Counselling Services
Counselling services are available to students to help them 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
The Student Experience team on your campus can arrange for students to speak to a counsellor to address more urgent personal matters. This service is confidential and no issue is too great or too small. Contact counselling by:

- Email: counselling@cqu.edu.au
- Phone: 07 4930 9456
- Web: https://www.cqu.edu.au/counselling

Other Useful Contacts

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>24 hour emergency helpline number:</td>
<td>1800 814 781</td>
</tr>
<tr>
<td>Member Services and General Enquiries:</td>
<td>13 OSHC (13 6742)</td>
</tr>
<tr>
<td>Claims:</td>
<td>1800 651 349</td>
</tr>
<tr>
<td>BeyondBlue:</td>
<td><a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a> (1300 22 46 36)</td>
</tr>
<tr>
<td>Headspace (youth mental health):</td>
<td><a href="https://www.headspace.com">https://www.headspace.com</a></td>
</tr>
<tr>
<td>Mensline Australia:</td>
<td><a href="https://www.mensline.org.au">https://www.mensline.org.au</a> (1300 78 99 78)</td>
</tr>
</tbody>
</table>

Accommodation

- Capricornia College – CQUUniversity’s residential college. Students have their own room, shared bathroom facilities and three meals provided each day. The cost for Capricornia College is approximately AUD$290 per week or AUD$88 per day. https://www.cqu.edu.au/student-life/services-and-facilities/student-accommodation/rockhampton-residence

- Share Accommodation – Students can share a house or unit with other university students. You are responsible for providing your own food, sharing all expenses (electricity, phone, gas) and taking care of the home. A room in share accommodation costs AUD$70 – AUD$110 per week. Before you move into share accommodation, we recommend that you talk to the Student Support Officer about lease agreements.

- Homestay – This type of accommodation is chosen by most English Language Centre students. It is an excellent way of improving your English and making friends in Australia. Homestay families provide food for breakfast and lunch (you may have to make your own) and a cooked evening meal. The cost for homestay is approximately $220 per week. Transport to and from university is your responsibility.

The following websites may assist you in locating permanent accommodation:

- www.bedssi.com
- www.realestate.com.au

For more information on renting rights and responsibilities, please visit https://www.qld.gov.au/housing/renting
Holidays
Access CQU University Academic calendars at the link below. These show course breaks as well as public holidays and University closure days: https://www.cqu.edu.au/student-life/new-students/academic-calendars.

Campus Transfer Requests
If you wish to move to another CQU University campus, first speak to the Director of Studies regarding your request. You will also need to complete a ‘Campus Transfer’ form and return it to the Student Support Officer in Rockhampton or Student Experience team on other campuses.

Health and Safety
Health and Travel Insurance
Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care you may need while in Australia. It 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.

Medical services close to Rockhampton North campus:
The Student Support Officer can help students make an appointment to see a doctor, and can arrange for a staff member to accompany the student if required.

Doctors and Hospitals
For a detailed list of medical centres and pharmacies, please www.yellowpages.com.au or look for ‘General Practitioners (GPs)’. Your OSHC provider will also have a website which you can use to find a medical centre close to you.

If you need help to make an appointment please see the student support officer or Director of Studies at CQUEnglish in Rockhampton as we are happy to assist.
If you are staying in homestay, your homestay family will be happy to help you.
If you are staying at Capricornia College, please get help from your RA or the Capricornia College administration team.
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.

**Remember: you must get a medical certificate if you are sick and miss class.**

**Direct Billing**
There are many medical centres which 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. XXX). 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.

**Emergency Situations & Numbers**
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:

CQU Central: 0418 792 982

All new students should sign up to the Safe Zone app:
Evacuation Procedure
It is important to know what to do in an emergency. Fire Safety Information and Evacuation Procedures can be found next to the elevator on each level in the building. These procedures are also explained during orientation.

IF YOU HEAR THE FOLLOWING ALARMS:

**ALERT ALARM**
Action: All wardens to respond. Staff to check immediate area for signs of danger and stand by. (Outside normal working hours immediately evacuate on sounding of the Alert Alarm)

**EVACUATION ALARM**
Action: All staff evacuate via the nearest exit and proceed to the assembly area.

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

<table>
<thead>
<tr>
<th>Stage 1: First, try to resolve your concern with your teacher.</th>
<th>Problem resolved—No further action taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 2: Problem not resolved at Stage 1. Speak with your Director of Studies who will try to resolve the situation.</td>
<td>Problem resolved—No further action taken</td>
</tr>
<tr>
<td>Stage 3: Problem not resolved at Stage 2. Contact the Director-CQUEnglish (<a href="mailto:director-cquenglish@cqu.edu.au">director-cquenglish@cqu.edu.au</a>) who will try to resolve the situation.</td>
<td>Problem resolved—No further action taken</td>
</tr>
<tr>
<td><strong>Stage 4:</strong> <strong>External Complaints process if the problem is not resolved at Stage 3.</strong> You can lodge an appeal against the internal decision with the Queensland Ombudsman, an independent arbitration service which offers assistance and advice: <a href="http://www.ombudsman.qld.gov.au">www.ombudsman.qld.gov.au</a></td>
<td></td>
</tr>
</tbody>
</table>
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

Problem resolved—No further action taken

Problem resolved—No further action taken

Problem resolved—No further action taken

Problem resolved—No further action taken
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/inlanguageanonymouseport.

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
Finance

Fees
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 Experience team on your campus who will help direct your enquiry.

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 attached to your letter of offer 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 – Independent Learning Resources

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.

There are also many online resources which can be used for independent study. Here are a few to help you develop your English autonomously.

**Grammar and Vocabulary**

http://www.better-english.com/grammar.htm Better English. Interactive grammar exercises including conditionals
https://learnenglish.britishcouncil.org/en/category/1-article/grammar-exercises Grammar points explained. Check your understanding of the point in a grammar game. Links to other sites explaining the same grammar point.

**Writing**

http://owl.english.purdue.edu/owl Purdue University Online Writing Lab. Writing resources.
http://esl.about.com/od/writinginenglish/English_Writing_Skills_Letters_Resume s_and_Writing_Style.htm About.com:English as 2nd Language. English writing skills at Beginning, Intermediate and Advanced writing levels.

**Reading**

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


Speaking


http://www.elfs.com Adam Rado’s English Learning Fun Site. Integrates speech production and content.


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-cnI_gACFRM3bwod7lsbtA Skills for IELTS.
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.

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

Reference
http://dictionary.cambridge.org Cambridge Dictionaries Online.
http://www.onlinenewspapers.com Lots of world newspapers online.