CQU English Language Centre

STUDENT HANDBOOK
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Welcome from CQUniversity Australia Vice-Chancellor

Welcome to CQUniversity, and congratulations on making this exciting step in your education journey. Studying at CQUniversity means joining our family – and it’s a family that is friendly, diverse and supportive.

CQUniversity has a strong reputation for international education, and we have developed that reputation due to our accessible and dedicated lecturers, our helpful support staff, and our commitment to English Language Intensive Courses for Overseas Students (ELICOS). This program has been vital for so many international students, and I hope you will participate fully in this initiative.

With campuses across Australia, CQUniversity is proud to be the nation’s most engaged university – partnering with industry, business and communities to ensure our students get the best educational and career experience possible. I hope you will take every opportunity to participate in initiatives at your campus that will grow your skills, abilities and networks.

I personally know the challenges of moving to a new country, and I’m sure that tertiary education in a foreign language is particularly challenging. But I am confident that, with the support of CQUniversity, you can excel in your studies. I hope that in overcoming these challenges, you will develop as a leader in your chosen career.

Thank you for choosing CQUniversity. I wish you every success with your studies, and with your time in our campus community. I look forward to hearing of your achievements in your degree, and in your career.

Professor Scott Bowman
Welcome from the Director of Studies, CQUEnglish Rockhampton

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

Robin Wells,
Director of Studies
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 you attain your goals. The many benefits of 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
**Rockhampton North**

The CQUEnglish 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.

**CQUniversity Rockhampton North**

Building 11, Bruce Highway, North Rockhampton QLD 4702  
Phone: + 61 74930 6422  
Fax: +61 7 4930 6321  
Email: [language-enquiries@cqu.edu.au](mailto:language-enquiries@cqu.edu.au)

IELTS Administrator  
Phone: +61 7 4930 9790  
Email: [ielts@cqu.edu.au](mailto:ielts@cqu.edu.au)  
Office hours: Tuesday to Friday 8.30am to 4.30pm
Our English 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, students 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 (EAP)
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.

Direct Entry
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.

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
All enquiries regarding your computer account and login should be directed to the Student Support Officer.
**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.

**Printing & Photocopying Facilities**

**General**

To prevent your work being copied, students are advised to immediately retrieve assignments from the printer and destroy 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.

Printers are available for students’ use in the computer laboratory. For photocopying, please ask the Student Support Officer to photocopy for you.

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.

**Internet Access and your CQU Email**

CQUniversity has free Wi-Fi across all campuses

**EDURoam Wi-Fi**

**Username:** Your studentnumber@cqu.edu.au so, for example, s012345@cqu.edu.au

**Password:** Your date of birth (DoB) ‘sddmmmyy#’ so, for example, if your DoB is 5 August 1995, your password will be ‘s050895#’

**Computer login**

**Username:** Your student number, for example, s012345

**Password:** Your date of birth sddmmmyy# so, for example, if your DoB is 5 August 1995, your password will be ‘s050895#’

**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’s Code of Conduct**

CQUEnglish students are expected to behave in a sensible and appropriate manner while on campus.

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.

For further information, please refer to the Student Charter located at:
http://policy.cqu.edu.au/

**Mobile Phones**

Mobile phones must usually be switched off during classes, unless the teacher approves the use of mobile phones for educational purposes. 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 all public buildings. Please dispose of your cigarette butts in the bins provided. Littering is an offence and fines may be imposed.

**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**

For definitions of the terms ‘cheating’ and ‘plagiarism’, please refer to the CQUniversity Handbook located at: http://handbook.cqu.edu.au/ or refer to the glossary at the end of the guide.

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.

**Student Visa Requirements**

**General Information**

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 ‘Attendance’ section below).

• Work no more than 40 hours per fortnight during term, providing a work permit has been granted.

• Advise DIBP (Department of Immigration and Border Protection) 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 (students with poor academic progress and attendance may have difficulty renewing their visas).

• Maintain OSHC (Overseas Student Health Cover). See the ‘OSHC’ section in this handbook.

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. Attendance is monitored each week.

Students should 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 Immigration & Border Protection (DIBP).

The English Language Centre—ELICOS Course Attendance Policy is located at: [http://policy.cqu.edu.au/](http://policy.cqu.edu.au/)
General Campus Information
Rockhampton North

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.
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
- Campus information and referrals
- Deferment of studies

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. In Rockhampton, the Student Support Officer can arrange an appointment.

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

Other useful phone numbers:

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<th>Member Services and General Enquiries</th>
<th>BeyondBlue</th>
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<tr>
<td>13 OSHC (13 6742)</td>
<td>1300 22 46 36</td>
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<tr>
<td>OSHC Claims</td>
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<td>1800 651 349</td>
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<tr>
<th>The Salvation Army Hope for Life Suicide Prevention &amp; Bereavement Support</th>
<th>Lifeline (24 hour emergency number)</th>
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<td>1300 36 36 22</td>
<td>13 11 14</td>
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<th>Wire—Women's Information</th>
<th>Mensline Australia</th>
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<td>1300 134 130</td>
<td>1300 78 99 78</td>
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Accommodation in Rockhampton North

- 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$300 per week (long term) or AUD$68 per day (short term). [https://www.cqu.edu.au/student-life/services-and-facilities/student-residences](https://www.cqu.edu.au/student-life/services-and-facilities/student-residences)

- 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.

Holidays

Refer to the link below to access CQUUniversity Academic calendars, which highlight course breaks as well as public holidays and University closures: [https://www.cqu.edu.au/student-life/new-students/academic-calendars](https://www.cqu.edu.au/student-life/new-students/academic-calendars)

Transferring to another CQUEnglish Language Centre

If you wish to change to another CQUUniversity 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.

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](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](http://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.

**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 the Student Support Officer.

**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.

**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 Police Link on 131 444

**In the event of an on-campus emergency call Security:**
**Rockhampton North** extension 1331 or 0418 792 982
Harassment
CQU English 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/](http://policy.cqu.edu.au/)

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.

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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
Complaints & Appeals Procedure

**Stage 1: Academic Problems/Other Concerns:** 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. Complete the Formal Student Complaint Appeals form—Internal Process and then give it to your Director of Studies. The Process to hear your appeal will then commence within 10 working days.

**Stage 4: Internal Complaints & Appeals Committee.** In response to your formal notice, the Internal Complaints & Appeals Committee will be convened. The committee will include yourself and your representative, your Director of Studies/Student Advisor, an independent member and will be chaired by the Principal Administrator. A document detailing the outcome will be provided.

**Stage 5:** External Complaints process if the problem is not resolved at Stage 4. You can lodge an appeal against the decision of the committee with the Queensland Ombudsman, an independent arbitration service which offers assistance and advice: ombudsman@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 Rockhampton North
Stockland Rockhampton is conveniently located in North Rockhampton, about 15 minutes by bus from CQU. Stockland has a wide range of shopping outlets.

East Street in central Rockhampton is a vibrant main street with shops, restaurants and bars.

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 from AUD$7.50-$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 practising 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.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.

http://www.edufind.com/english/grammar/grammar_topics.php Grammar topics: adverbs, verbs, adjectives, determiners, articles, conditionals, prepositions etc.

http://www.englishforum.com/00/interactive___Aardvark's interactive English language exercises.


Writing


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


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://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.englishlistening.com English Listening Lounge. Subscription access. Free guest area for different listening levels.
Speaking

American English pronunciation.


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


http://www.bbc.co.uk/schools/wordsandpictures/longvow/poems/fpoem.shtml BBC. Words and Pictures. 10 Poems with animation, audio and activities for Elementary Learners.


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-cn1qACFRM3bwod7lsbtA Skills for IELTS.

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

http://elc.polyu.edu.hk/ielts/default.htm IELTS Online practice materials, Listening, Reading (timed reading passages), and Speaking.


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

http://adw.hct.ac.ae/site_ilc/flat_test_prep_frame_ielts_reading_menu.htm IELTS Reading 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.

Reference

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