CQUEnglish Language Centre

STUDENT HANDBOOK
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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
Vice Chancellor and President
CQUniversity Australia
Welcome from the Director of Studies CQU English Sydney

Welcome to CQU English, Sydney

Thank you for choosing our fabulous, world renowned city to start your new educational journey. Our team is looking forward to helping you every step of the way.

Studying at university is not only a great way to gain the knowledge and skills for your further career, but it is also a wonderful opportunity to make lifelong friendships and connections. Here at our campus we believe in creating a sense of community. I am extremely proud of our teaching faculty and I know they will guide and motivate you to ensure success in your learning. We want you to be the best you can be.

See you soon.

Best Regards

D. Seixas

Delwyn Seixas
Director of Studies
CQU English, Sydney 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
CQUEnglish Campus Information

Sydney

CQUEnglish is located on the 4th floor of the CQUniversity Sydney campus in the heart of the vibrant and culturally diverse Central Business District (CBD). The campus is conveniently located for easy travel on public transport in and around the city and to areas of natural beauty such as the Blue Mountains and Bondi Beach. Sydney is regularly ranked among the best in the world to live and study in.

CQUniversity Sydney

400 Kent Street, Sydney, NSW 2000
Phone: + 61 2 9324 5738
Email: CQUEnglishSydney@cqu.edu.au
Melbourne

CQUEnglish is located on the 5th floor of the CQUniversity Melbourne campus in the heart of the vibrant and culturally diverse Central Business District (CBD). The campus is conveniently located for easy travel on public transport in and around the city. Melbourne is regularly ranked among the best in the world to live and study in.

CQUniversity Melbourne

120 Spencer Street
Melbourne, VIC 3000
Phone: +61 3 9616 0673
Email: w.alderton@cqu.edu.au
**Brisbane**

CQUEnglish is located on the 5th floor of the CQUntiversity 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.

![Image of CQU University Brisbane campus](image_url)

**CQUntiversity Brisbane**

160 Ann Street  
Brisbane QLD 4000  
Phone: +61 7 3295 1142  
Email: g.keir@cqu.edu.au
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 for 22 years, making it one of the oldest language schools in Australia.

CQUniversity Rockhampton North

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

IELTS Administrator
Phone: +61 7 4930 9790
Email: 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, 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 (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**

**Sydney:** Any problems regarding your account and login can be resolved at any time by calling the IT Helpline located on Level 4.

**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 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.

Sydney
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. If you need any assistance, please visit your friendly librarians on level 3.

Requests for printer paper should be directed to the Help Desk staff on the Ground Floor via extension 55758. Always check the compartment below the printing tray for extra paper first.

Internet Access and your CQU Email

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 ‘sddmmyy#’.

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’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 behavior, 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:

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**

For definitions of the terms ‘cheating’ and ‘plagiarism’, please refer to the CQUniversity Handbook located at: [http://handbook.cqu.edu.au/](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 (form available from Student Services or online)
- 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/Policy/policy_file.do?policyid=746
## General Campus Information

**Sydney**

### Basement Floor
Student Common Room including a kitchen area with microwaves, lounges, food/drink vending machine and table tennis.

### Ground Floor
Security

### Level 1
Student Services
Admissions and Marketing

### Level 3
Library
Book Shop
Coffee Shop

### Level 4
CQUEnglish Language Centre Office and Teachers’ Room
Computer Labs

### Level 7
CQUEnglish Classroom
Prayer Room (Ladies Only)
Student Services

Advice & Counselling Services (all campuses)
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:
Allianz (24 hour emergency helpline number)
13 OSHC (13 6742) Member Services and General Enquiries
1800 651 349 Claims

BeyondBlue: 1300 22 46 36
Lifeline (24 hour emergency number): 13 11 14
Mensline Australia: 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 Sydney
Students who require assistance with temporary and permanent accommodation should see the Student Services Team.

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 http://www.tenants.org.au/tenants-rights-factsheets.

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 CQUEnglish 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.

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 Sydney campus include:
Sydney CBD Medical Centre (02) 9268 0133 242 Castlereagh Street
Square Medical Centre (02) 9777 0024 644 George Street
Newton’s Pharmacy (02) 9267 7889 119 York Street
Saul Pattinson Chemist (02) 9232 7464 Pitt Street Mall, 160 Pitt Street
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:

Sydney (02) 9324 5758
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/policy_file.do?policyid=1246.

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
Complaints & Appeals Procedure

**Stage 1:** Academic Problems/Other Concerns: First, try to resolve your concern with your teacher.
- Problem resolved—No further action taken

**Stage 2:** Problem not resolved at Stage 1. Speak with your Director of Studies who will try to resolve the situation.
- Problem resolved—No further action taken

**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.
- Problem resolved—No further action taken

**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.
- Problem resolved—No further action taken

**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](http://www.legalaid.qld.gov.au).

**Shopping**

**Sydney**

Woolworths Town Hall, Park & George Street  
Open 7:00am to 9:00 pm weekdays

The Myer Centre Sydney, 436 George Street  
Open 7:00am to 9:00 pm weekdays
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.
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.

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://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


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


http://www1.voanews.com/learningenglish/home Voice of America Special English
Speaking


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://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://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.

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.