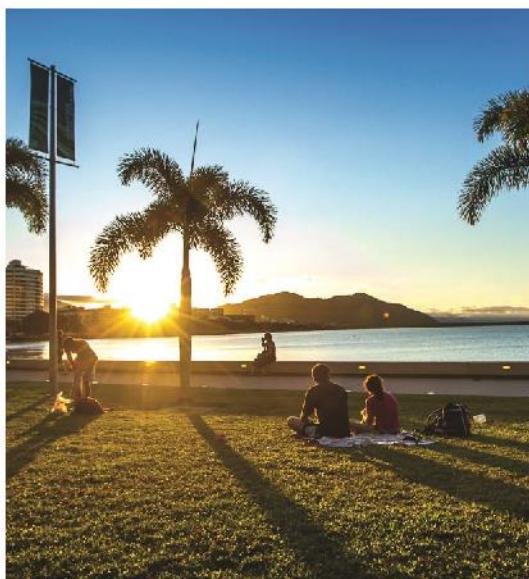




Pre-Departure Booklet

Student Handbook





Welcome to CCEB

The college staff would like to welcome you to CCEB (Cairns College of English & Business) . We look forward to helping you make your stay enjoyable and successful.

To help you prepare for your trip we have compiled the following information which, we believe, will help you adapt more quickly to a new country, climate, culture and lifestyle.

Where to find help:

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

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

CCEB, 27 Aplin Street, Cairns, QLD, 4870

Tel: (+61) 07 4041 2322

Website: www.cceb.qld.edu.au

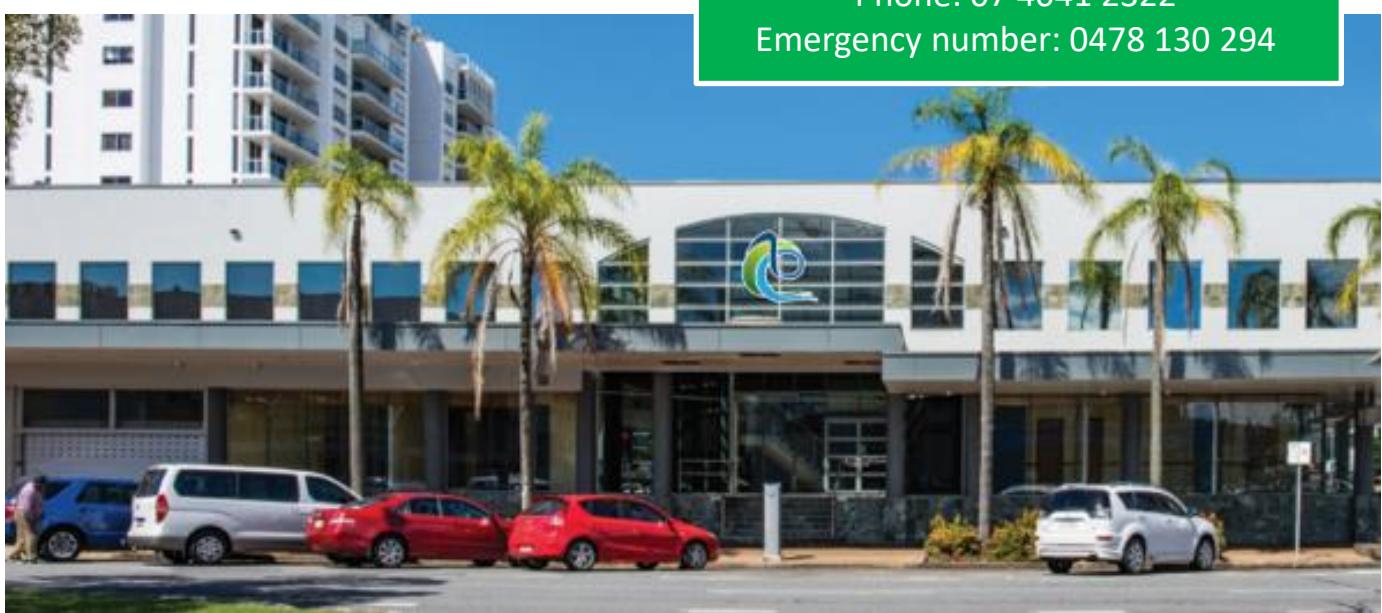
Email: marketing@cceb.qld.edu.au

SCHOOL IS OPEN MONDAY – FRIDAY

8:00 AM UNTIL 4:30 PM

Phone: 07 4041 2322

Emergency number: 0478 130 294



Location, Facilities and Resources

CCEB is situated in the heart of Cairns city in beautiful Tropical North Queensland.

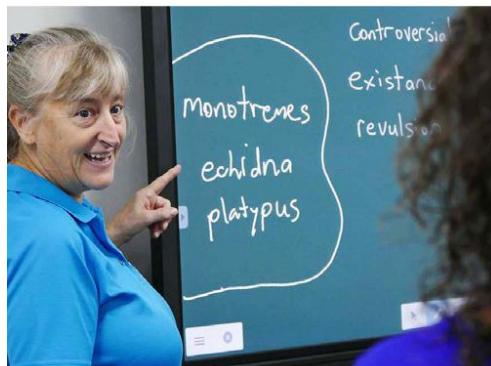
CCEB is located at 27 Aplin Street, Cairns. We are the building on the corner of Aplin Street and Sheridan Street.

The college is only 1 block away from the shopping centre and 2 blocks away from the city's bus terminal. The airport is about 10 minutes drive away.

There is a map on the back of this handbook to show you our great location in the city.



There is a wide range of cafes, restaurants and shops all within short walking distance of CCEB. Also, within a few minutes walk of CCEB is Cairns Esplanade. The Esplanade has a tropical relaxed environment and stretches for 2.5km along the Cairns foreshore. On the Esplanade you can find The Lagoon, which includes a huge public outdoor swimming pool, parklands, playgrounds, recreational and BBQ areas all free for use. There is also a wide variety of accommodation along the Esplanade as well as throughout the city, ranging from world class hotels to backpacker hostels.



- School capacity of up to 225 students
- 18 classrooms
- Smart boards in each classroom
- Computer room
- Lunchroom and common area
- Student kitchen with fridges and microwaves

- CCEB Café
- Free wireless internet
- English language software
- Table tennis and other sporting equipment to use
- Great staff!



Course Content

ELICOS

MODES OF STUDY, DURATION AND ASSESSMENT METHODS

Full-time ELICOS courses consist of 20 hours per week face-to-face tuition, plus 5 hours per week of self access or after class activities. Part-time courses consist of 15 hours per week face-to-face tuition. There is a maximum of 16 students in each of our classes.

The course schedule at CCEB allows students to learn new vocabulary, practice grammar, listening skill and, of course, speaking. During the self access time students can choose what they would like to work on. Options include listening tasks, grammar exercises, class homework, or quiet reading.

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

Teachers at CCEB use a variety of teaching methods to meet a range of learning styles and cultural backgrounds. You may be a little surprised by the new style of lessons in your first week but will soon find that you are able to communicate with others in the class and become independent outside of class. Please remember to tell a teacher or staff member about any individual difficulties you may be having – they will always be happy to help you.

Our teachers are dedicated to helping every student to learn English as quickly and effectively as possible. We emphasise communication and use a wide range of resources, and up-to-date and appropriate methods of teaching to ensure that all learners reach their personal potential.

All students are given a placement test on their first day of arrival at CCEB. The students shall be tested on a range of skills and placed in the appropriate English class level based on an average of all of these skills. The main skills shall be reading, writing, listening and speaking, and also included are skills such as fluency, pronunciation and vocabulary.

The students will be given an end-of-week review test each week for the duration of their course. This will cover some of the contents/skills used in class during that week. Different skills shall be assessed each week so as to show a balanced focus on all skills (not just on grammar, for example). Students will be informed of their test progress after they have been checked altogether in class, or results may be given individually during academic counseling, which is also conducted on a weekly basis.

Each student shall be given a personal study diary/notebook which will be for them to keep. The diary/notebook will have queries/diary entries written in by the student. The teacher will regularly check these and also make regular entries on the students' progress, provide valuable encouragement and advice on areas requiring improvement.

You will be given a Certificate from the school when you finish your course. Your Certificate will state your name, the length of your course, final level, final grades and overall attendance percentage. You will also get a Statement of Attendance if your attendance is above 80%.

COURSE ENTRY REQUIREMENTS

Students for General English Full-time, Cambridge Exam Preparation and IELTS Preparation must be 16 years old or older. Students for General English Part-time and Job Ready Program must be 18 years old or older.

English Language Entry Requirements:

- Please check the CCEB website for English language entry requirements for each course.
- Students wishing to enrol in one of the Cambridge Exam Preparation classes, IELTS Preparation or Job Ready Program are required to complete a pre-test in order to ascertain their English level before enrolment. Students may also be required to sit another test upon arrival. The test can be taken at an overseas representative office or at the college for students already in Cairns.

INDUCTION/ ORIENTATION

On the Monday in which your course begins you must arrive at the college by 8:15am for testing and orientation. On this day you will complete an English test to assess your level and follow a special orientation program for new students. Please bring your passport and a pen.

Here is the schedule for your first day:

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

VET

MODES OF STUDY, DURATION AND ASSESSMENT METHODS

VET courses consist of 20 hours of study per week. Vocational courses are delivered over 20 or 40 weeks (excluding holiday breaks) depending on which course you are enrolled in. The courses are split into 10 week term blocks.

These courses are a blended delivery combining interactive/face-to-face classes, guided research, class group activities, theory research tutorial, project work & research, and independent learning with academic support resources tutorial available.

| VET SAMPLE TIMETABLE: | | |
|-----------------------|-------|---|
| TIME | Day 1 | Day 2 |
| 08:00 - 09:00 | | Guided Research |
| 09:00 - 11:00 | | Blended Learning (Face to Face Lesson/Project Work) |
| 11:00 - 11:15 | | MORNING BREAK |
| 11:15 - 12:30 | | Blended Learning (Face to Face Lesson/Project Work) |
| 12:30 - 13:00 | | LUNCH BREAK |
| 13:00 - 16:00 | | Academic Support Resources Tutorial |

A range of assessments are employed, and the choice of assessment is dependent on the nature of the unit of competency. Assessments include demonstrations, observation, projects, presentations, knowledge tests, reports and interviews.

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

VET students can apply for Recognition of Prior Learning (RPL) by gaining competency on the basis of your existing skills and knowledge in any or all of the units in the qualification. RPL is an evidentiary process and you will be required to submit a portfolio of evidence.

If you complete all requirements of your course, you will receive a Certificate. If you only complete some of the requirements, you will receive a Statement of Attainment.

COURSE ENTRY REQUIREMENTS

Student are to be over the age of 18 and should have reasonable computer skills including the ability to use and access to the internet.

English Language Entry Requirements:

- VET course students are required to complete a pre-test prior to enrolment or provide evidence of the relevant required English proficiency. Please check the CCEB website for English language entry requirements for each course.
- Those who do not meet the English requirements can be referred to our English language department to complete intensive courses in English prior to commencing their VET course.

Academic Entry Requirements:

- Please check the CCEB website for academic entry requirements for each course.

INDUCTION/ ORIENTATION

All students must attend an induction for each course. Induction is normally held on the first day of your course at 8:30am. You will be sent an email before your course commencement with details of your induction and course start information.

The induction will include WHS, computer log-in, resources etc. You will also get your timetable. The induction will last around 1 hour, and you will then start your studies.

Conditions of Enrolments

All students are required to comply with the requirements set out in this Conditions of Enrolment.

Copies of Documents

It is the student's responsibility to keep a copy of the written agreement and receipts of any payments. It is also the student's responsibility to keep a copy of any other documents they are issued with by CCEB, such as certificates, graduation letters, work placement logbooks etc.

Should a student require additional copies of documents to be issued, an administration fee will be charged.

Visas

International students must have the appropriate visa and study rights to allow them to study at CCEB.

Course Entry Requirements

All students must meet the entry requirements for each course in which they are enrolled. This includes English language level requirements and previous qualifications or experience prerequisites. If a student fails to meet these requirements, CCEB can refuse entry and cancel the enrolment or defer the course(s) until the entry requirements are met. Students who are not deemed to have a sufficient level of English for a course will be required to enrol in a General English course until such time as their English meets the required level for the course they wish to study.

Entry requirements for each course can be found on the CCEB website.

Code of Conduct

Students are required to comply with CCEB's *Code of Conduct*.

USI

Any student undertaking a VET course or module in Australia needs to have a USI (Unique Student Identifier). Students must provide CCEB with their USI. A student may not be issued with a nationally recognised VET Qualification (Certificate) or Statement of Attainment if they have not provided their USI to CCEB.

More information regarding USI and how to apply for one can be found online at www.usi.gov.au

Younger Students (Under 18)

Student under the age of 18 must have all forms countersigned by their parent/ guardian.

Younger students on a student visa are required to maintain adequate welfare and accommodation requirements as a condition of their student visa. They are required to live with a parent, suitable relative or legal guardian. Details of the parent/ relative must be provided to CCEB. Where a student does not have a parent or suitable relative in Australia, the student will be required to stay with a CCEB approved host family. The homestay parent(s) will become their guardian.

Accommodation arrangements for younger students on a student visa must not be changed without prior approval by CCEB.

For more information refer to CCEB's *Younger Students Policy and Procedure*.

Fees

The college's offer of a place is contingent upon payment of the Enrolment Fee.

Fees must be paid by the due date specified in the written agreement otherwise a late payment fee will be charged. Your enrolment could be cancelled for non-payment.

Students may incur additional fees and charges such as VET unit late submission and resubmission fees and knives for cookery course students.

Fees are subject to change at any time and the most current fees can be found in the *Price List* on CCEB's website.

Contact Details

Students must, while in Australia and studying with CCEB, notify CCEB of their contact details including:

- current residential address, mobile number (if any) and email address (if any); and
- who to contact in an emergency; and
- any changes to those details.

These details must be provided within 7 days of arriving in Australia and within 7 days of any changes.

Course Commencement and Course Inductions

Students are required to start their course on the course commencement date as per their written agreement/ CoE. Students who do not commence their course or make arrangements for an alternative start date within 2 weeks of their start date will be cancelled for non-commencement.

All students are expected to attend an induction/ orientation for each course they are enrolled in.

Course Attendance

Students must achieve satisfactory course attendance for each course they are enrolled in at CCEB.

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

For ELICOS students, the minimum requirement for attendance is 80% of the scheduled contact hours for each ELICOS course in which a student is enrolled. Where a student has more than 1 ELICOS enrolment, they must have an attendance of 80% or more in each enrolment.

ELICOS student may have their enrolment cancelled and, if on a student visa, may be reported to the Department of Home Affairs – Immigration and Citizenship if they do not satisfactory course attendance.

More information regarding attendance can be found in CCEB's *Student Attendance Policy and Procedure*.

Course Progress

Students must maintain satisfactory course progress whilst enrolled at CCEB. Students are required to complete and submit, on time, all class work, assignments, activities and assessments in order to maintain satisfactory progress.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50 percent of the course requirements in that study period.

VET students are monitored and assessed throughout each study period. A study period is defined as 1 term (10 weeks) of study. A VET student may have their enrolment cancelled and, if on a student visa, may be reported to the Department of Home Affairs – Immigration and Citizenship if they do not maintain satisfactory progress.

More information regarding VET progress can be found in CCEB's *VET Course Progress Policy and Procedure*.

Work Placements

Some VET courses include a work placement requirement. Students enrolled in those courses must complete the required hours of work in order to achieve the qualification.

Vocational placement requirements for each course can be found on the CCEB website.

If a student has completed all other requirements of the course but not the full required hours of work, they can only be issued with a Statement of Attainment (not the VET Qualification Certificate).

Plagiarism

CCEB does not tolerate plagiarism or cheating in any way. VET students who are found to be submitting plagiarised work, assessments that they did not write or claiming vocational placement hours that are untrue may be marked as non competent for those units and therefore would need to pay to reenrol in those units. Students who continue to cheat in some way may have their enrolment cancelled.

CCEB's *Plagiarism Policy and Procedure* should be referred to for more information.

Credit Transfers and Recognition of Prior Learning

VET Students who have previously studied and successfully completed one or more subjects containing the same competencies as those offered by CCEB can apply for a Credit Transfer (CT). Copies of Certificates, Statements of Attainment or Academic Transcripts must be provided to CCEB by the student.

All VET students shall have access to, and can apply for, Recognition of Prior Learning (RPL) by gaining competency based on their existing skills and knowledge in any or all of the units in the qualification. RPL is an evidentiary process and students will be required to submit a portfolio of evidence.

More information regarding CTs and RPL can be found in CCEB's *Credit Transfer and Recognition of Prior Learning Progress Policy and Procedure*.

Cancellations and Refunds

Students wishing to cancel their course(s) should refer to CCEB's *Cancellation and Refund Policy* and the *Deferment, Suspension and Cancellation Policy and Procedure*. For VET Student Loans Students, the *VSL Cancellation, Refund and Re-credit Policy and Procedure* should be referred to.

In all circumstances, the Enrolment Fee is non-refundable.

Transfer Requests

There are restrictions on transfers for students on a student visa who have not yet completed 6 months of their principal course of study. Students who wish to transfer to another provider and cancel their enrolment at CCEB or transfer from another provider to CCEB must follow the *Student Transfer Policy and Procedure*.

Course Change

Students wishing to change their course(s) must follow CCEB's *Student Course Change Policy and Procedure*.

Deferment or Suspension of Studies

In compassionate, compelling or special circumstances, students may request to defer (postpone the start of a course where the course has not yet started) or suspend (temporarily put a course that has started on hold) their studies. Requests must be made in writing with supporting evidence.

CCEB's *Deferment, Suspension and Cancellation Policy and Procedure* should be referred to for more information. For VET Student Loans Students, the *VSL Cancellation, Refund and Re-credit Policy and Procedure* should be referred to.

Holiday Requests

For ELICOS student wishing to take a holiday, a *Student Leave Request Form* must be completed and submitted at least 2 weeks before for approval. Leave (holiday) can only be requested for full study weeks. It must start on a Monday and end on a Friday. VET students are not granted leave during the timetabled term. Any VET student wishing to have leave during the term must follow the policy and procedure for the suspension of studies.

Complaints and Appeals

Students are encouraged to attempt informal resolution for any issue they may have by talking with the person to whom the complaint relates. If the issue is not resolved in the informal internal stage, students are able to access the formal internal stage by lodging a complaint in writing using the *Student Complaints/ Appeals Form*. Students not satisfied with the outcome of an internal complaints and appeals process may access an external and independent body.

For more information, refer to CCEB's *Student Complaints and Appeals Policy and Procedure* and the *Complaints and Appeals Process*.

Privacy

CCEB collects and holds personal information that is reasonably necessary to carry out the services provided. Personal information will not be used or disclosed for any secondary purpose, unless related to the main purpose for which it was collected, unless consent is given.

CCEB is required to release some personal information for government auditing purposes and, if relevant, to the Commonwealth and the VSL Tuition Protection Director.

For more information on Privacy, refer to CCEB's *Privacy Policy*.

Visa Requirements

It is essential that you have the correct visa enabling you to study at the college. If you are in Australia and you have a visitor's visa, you are permitted to study 12 weeks, or if you are on a working holiday visa, you are permitted to study for 17 weeks.

It is very important that you tell us if you have already been studying at any other institution as you cannot study beyond the amount of weeks mentioned above. It is very important that you adhere to the conditions on your visa.

The Australian Government wants Australia to be safe, enjoyable, and a rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS (Education Services for Overseas Students) framework and they include the (ESOS) Act 2000 and the National Code of Practice. More information about ESOS framework, can be found at www.internationaleducation.gov.au.



Health Cover

Medical treatment in Australia can be very expensive, so everyone should have some form of health insurance. We recommend arranging health and travel insurance before you arrive in Australia.

If you study at CCEB on a Working Holiday Visa or a Tourist/Visitor Visa, you should make your own health insurance arrangements (e.g. Travel Insurance) before you begin your studies.

If you study at CCEB on a Student Visa you must have 'Overseas Student Health Cover' (OSHC). You must pay for this prior to arrival.

OSHC

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

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

- Up to 100% of the Medicare Benefits Schedule fee at the doctor
- 100% of the Medicare Benefits Schedule fee in hospital
- Part of the costs for some prescription medicines
- Doctors/medical practitioners to treat you
- Emergency ambulance transportation
- For a complete list visit www.bupa.com.au/health-insurance/oshc/get-bupa/oshc-cover

DOCTOR

The nearest doctors are:

Tourist and Local Medical Services
Ground Floor, Cairns Corporate Tower
15 Lake Street
Ph: 4041 1699

24 Hour Medical Centre
Corner of Florence & Grafton Street
Ph: 4052 1119

HOSPITAL

The nearest hospitals are:

Cairns Hospital
165 The Esplanade
Ph: 4226 000

Cairns Private Hospital
1 Upward Street
Ph: 4052 5200

DENTIST

The nearest dentist is:

1300SMILES
Cairns Central Shopping Centre
1-21 McLeod Street
Ph: 4031 1166

Student Services

The Student Services department assists with finding suitable accommodation and can help you with a wide range of issues including hiring a bicycle, mobile phone SIM cards, academic counseling, activities, etc.

- Detailed orientation session
- Transport and safety information
- Academic and first week counseling
- Weekly and monthly activities
- Accommodation information

The Student Counselor is available to discuss, in strict confidence, any difficulties and personal problems (e.g. homesickness or health issues) that you may have from time to time.

CCEB staff speak a wide range of languages so if you need help in your own language, just ask at Reception.

LANGUAGE DIFFICULTIES

Initially, most of you may experience some difficulties speaking English. Don't worry, this is normal! Conversational English – what you will be using everyday – is probably different from what you were taught in high school. It will take time to become more proficient in your speech. When you talk with your host family, teachers or friends, ask them to speak clearly, slow down or repeat themselves. Speaking to these people are excellent sources of new words and phrases. Ask them for assistance with your pronunciation and vocabulary. They will be happy to help. If you become tired and frustrated when you do not learn as quickly as you would like, just relax and slow down. Be patient, it takes time.

Asking for help...

If there is something you don't understand, or something you are not sure how to deal with, ask someone like a CCEB staff member for help or advice. If you do not ask, we cannot help you.

Some questions you could ask:

- "I don't understand / Can you explain this to me? / Can you help me please?"
- "I am (sad, confused, and homesick). Can I talk with you about it?"
- "I would like some help with (homework, English, new friends)."

ENGLISH PRACTICE

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

Joining after school activities will help you practice your English.

ENGLISH ONLY POLICY

CCEB has an English only policy in the college.

If you speak another language inside of the school, you will need to wear the "I broke the English only policy" orange T-shirt!

If you need to speak in another language to a friend or on the phone you must go outside.

STUDENT ID CARD

We can issue you a student ID card for FREE! You just need to email us a photo with your name and student number.



LETTERS

You can get your mail sent to our college:

PO Box 7506, Cairns, QLD, 4870

Mail sent to the college address is kept at the reception desk. Please check for your mail at reception every week.

COMPUTERS AND WIFI

You can use the computers for internet access for FREE! The computer room is only available at break times and before and after class.

Students who are on holiday/ term break or have graduated are not allowed to use the computers.

Do not download any files to any CCEB computer. Do not eat or drink in the computer room.

Free Wi-Fi is available to all CCEB students.

PRINTING AND PHOTOCOPYING

If you need to print or photocopy anything, please see staff at Reception who can help you. There is a fee per page for printing.

CHANGE OF CONTACT DETAILS

If you change any of your contact details, you must inform reception.

IF YOU WANT TO TAKE A HOLIDAY

You must submit a leave request form to reception at least two weeks before you want to start your holiday. Holidays can only be started on a Monday and end on a Friday of the respective weeks you would like to take off.

TEXTBOOKS

Your teacher may give you your textbook in class. DO NOT WRITE in the textbook. Please return the textbook to your teacher if you change class or when your course finishes

VALUABLES

Do not bring valuables or large amounts of money to the school. Also do not leave your bags in the classrooms. CCEB cannot take responsibility for any items that are lost or stolen at the college.

LOST PROPERTY

If you have lost something inside the college, ask at reception. If you find lost property in the college, please take it to reception.

SMOKING

There is no smoking in the school or within 5 metres of any building entrance.

FIRST AID

If you injure yourself while in the college, you must let your teacher/ trainer know. There is a basic first aid kit for emergencies.

ACTIVITIES

CCEB organise a variety of activities for student after school. Look out for the activity calendar to see what's on.

CCEB CAFÉ

We have our own café serving hot and cold drinks and food at great prices.

CCEB students can apply for an internship at the café to get experience in making coffee and serving customers (conditions apply – see the Café Manager for more information).

PUBLIC HOLIDAYS

CCEB will be CLOSED on public holidays. Public holidays are on these days:

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

CCEB may also be closed over the whole Christmas and New Year period.

USEFUL CONTACT INFORMATION

CCEB

www.cceb.qld.edu.au

Phone: 07 4041 2322

Emergency number: 0478 130 294

Making phone calls

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

Emergency Numbers

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

Public Transport

| | |
|----------|-----------|
| Taxi: | 131 008 |
| Sun Bus: | 4057 7411 |





Homestay

Living in a homestay is an ideal way of quickly becoming familiar with a new culture and environment and there is a greater progress in English language skills. All homestay families with CCEB speak English as their first language at home and are sometimes quite diverse in their ethnic origin, religion, age and family situation.

In a CCEB homestay you will be provided with a furnished room, breakfast and dinner on weekdays and three meals on weekends (if you are at home). We will do our best to find you a homestay situation that matches your interests and preferences.

Please realise that you are in the home of another family and that you are not a guest in a hotel. Expect things to be done very differently. Meals, chores, rules and responsibilities will differ. Family structures also vary because of the many races, cultures, and ethnic origins that exist in Australia. Every family has a different way of doing things, different values, and different expectations of each family member. Learning to fit into the family will require an understanding of the background culture and values of the family, this is something that will take time for you to gain.

- Your homestay is not a hotel so please offer to help with cleaning or washing of the dishes
- Always talk to your family... don't be shy! If you have any problems or concerns, they are there to help you!
- Take good care of your house key, your family will show you how to use it
- Make sure you know your home address and memorise it!
- Australians conserve their water and electricity so keep your showers short and don't forget to turn off the lights
- Homestay meals: Monday-Friday: breakfast and dinner; Saturday and Sunday: breakfast, lunch and dinner
- Call/text your family if you are late or not coming home for dinner
- Please use your own toiletries (i.e. – soap, shampoo and toothpaste)
- Do not stream or download anything when using internet at your homestay

If you become unhappy in your homestay situation, please speak to the Homestay Coordinator. If after discussing your situation you would still like to change your host family you must give the family two weeks' notice by either staying for another two weeks or continuing to pay for those two weeks. Extreme circumstances may warrant immediate removal of a student from a homestay family, in these situations two weeks' notice is not required.

Students under the age of 18 must either reside in Australia with a parent or legal guardian, or a relative of at least 21 years of age who has been nominated by the student's parent or legal guardian. Evidence of their care arrangements for accommodation, support, and general welfare, must be provided and must also be approved by CCEB prior to enrolment of the student.

SHARE ACCOMMODATION

- Variety of apartment styles and services to meet the needs of students on any budget
- Great nationality mix
- Must be over 18

*** TO CHANGE OR CANCEL HOMESTAY, YOU MUST TELL RECEPTION AT LEAST TWO WEEKS BEFORE THE CHANGE DATE ***



Tropical Cairns

Home to the Great Barrier Reef and timeless tropical rainforests, the Tropical North is a frontier land with golden beaches, exotic islands, majestic mountains and breathtaking landscapes.

As one of the fastest growing international tourist destinations, Cairns is a place of adventure, fun and excitement. Above all it is a safe place where genuinely hospitable people share their lifestyle with overseas visitors.

Cairns has an extensive network of international flights from all over the world arriving at its doorstep every week. With a population of 150,000 people, it is an ideal location for people who want to feel welcomed into a friendly community but at the same time enjoy a city atmosphere.

Due to its size, it's very easy to travel in and around Cairns. Most residents live in the surrounding suburbs and travel by car, bike or bus to work in the city. We have a safe and efficient public transport system; however, many of our students ride bicycles, or even walk to school from their accommodation.

WEATHER

Cairns has a warm tropical climate all year round with the average annual maximum temperature of 29°C. Day after day you can enjoy warm weather and fresh, clean air. You'll never need a winter coat in Cairns!

There is a short wet season from December to March where there is some heavy rain mostly at night and in the mornings. The dry season is generally dry weather with clear blue skies.

Dry Season: April – November

Average day temperature 29°C
Average night temperature 17°C

Wet Season: December – March

Average day temperature 32°C
Average night temperature 24°C

TIME

Queensland (QLD) is on Eastern Standard Time (EST), which is 10 hours ahead of GMT.

QLD is the same time as ACT (Australian Capital Territory), NSW (New South Wales), VIC (Victoria), and Tasmania. QLD is 30 minutes ahead of the NT (Northern Territory) and SA (South Australia) and 2 hours ahead of WA (Western Australia). From October to April the time difference in VIC, NSW, ACT, Tasmania and SA increase by 1 hour due to 'Daylight Savings'. This does not apply to Queensland.

WHAT TO BRING

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

QUARANTINE

Travellers coming into Australia's international airports will have their luggage screened – either by detector dogs, x-ray or manual inspection. Anyone coming into Australia must declare any food, wooden items or items of plant and animal origin that they are carrying with them. Most European foods and Asian products are readily available in Cairns and you do not need to bring these with you.

As Australia is an isolated continent and is relatively free from pests and harmful insects there are very strict quarantine laws controlling the importation of food and plants. You should not bring any plant or animal material into the country (e.g. mushrooms, fruit, Chinese herbs, pork, noodles, spices, etc.). If you do bring any of these please remember, **ALL FOOD AND PLANTS YOU BRING INTO AUSTRALIA MUST BE DECLARED** on your Passenger Card. There are on the spot fines when you fail to do this. This could happen as a result of failing to declare something as small as a piece of fruit!

For more information visit:

www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine.

CAIRNS AIRPORT

Cairns international and domestic airports are located in the same area, about 10km from the centre of the city (and CCEB).

For those students who are not staying in a homestay, or would prefer not to have airport pick-up, we advise that public transport is not available from the airport so it is best to take a taxi (Black & White Taxis Ph. 131008). Transfer time from the airport to the city is about 10 minutes and will cost about \$20.00. Hire cars and taxis operate regularly from the airports to Cairns City centre and outlying regions.

FLYING TIMES TO CAIRNS

| AUSTRALIA | | |
|---------------|-----------|--------------|
| | Sydney | 3 hours |
| | Brisbane | 2 hours |
| | Melbourne | 3 hours |
| | Adelaide | 4 hours |
| | Perth | 5 hours |
| INTERNATIONAL | | |
| | Tokyo | 7 hours |
| | Hong Kong | 7 hours |
| | Seoul | 8 – 10 hours |
| | Sao Paulo | 19 hours |
| | Thailand | 9.5 hours |
| | Zurich | 20 hours |

ELECTRICAL APPLIANCES

These are available in Australia and operate on 230 – 250 volts using the standard three-pin plug, which are fitted to domestic appliances. Fit your appliances with Australian style plugs, which you can buy in Cairns. 110-volt appliances such as hairdryers and electrical shavers cannot be used without a transformer.



BANKING

The Australian dollar (AUD) is the basic unit of currency. 100 cents (¢) = 1 dollar (\$). Notes come in denominations of \$100, \$50, \$20, \$10 and \$5. Coins are produced in \$2, \$1, 50c, 20c, 10c and 5c.

Shops will round their bills up or down to the nearest 5c on cash sales, but credit/debit card sales are charged at the exact amount of the sale.

The most commonly accepted credit cards in Australia are Visa, MasterCard and Bankcard. American Express and Diners Club are also widely accepted.

If you are staying in Australia for more than six weeks you should open a bank account. Most savings accounts come with a plastic "cash card" which you can use to access the ATM 24 hours a day to withdraw money. Most major banks are located close to CCEB and we can assist you with opening a bank account. We recommend Westpac, ANZ, NAB and the Commonwealth Bank.

Currency exchange facilities are available at the international airport and in many locations in the city.

POST OFFICE

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

SMOKING

Australia, especially Queensland, has strict laws regarding smoking in public places. There is no smoking in the school. You must not smoke within 5 metres of any building entrance.

DRINKING

The legal age for drinking alcohol in Australia is 18 years old.



DINING OUT

Cairns has a wide variety of cafes and restaurants to cater to all tastes, including Australian, Japanese, Korean, Italian, Greek, Chinese and Thai just to name a few. Whatever your preference is, you will find it in Cairns. Some restaurants will serve alcohol and are licensed. Others are unlicensed and will mention that they are BYO (Bring Your Own alcohol).

In the city there are many cafes and fast-food restaurants where students can buy their lunch at reasonable prices.

NIGHTLIFE

The nightlife is great in Cairns, from nightclubs, karaoke bars, theatres, restaurants, bars offering live bands, Latin music, dance and radio chart music and even belly dancing.

For the most up-to-date information about local events, pick up a local newspaper guide or one of the magazines that are available for free in Cairns.

SHOPPING

General shopping hours are:

Monday to Saturday : 9:00am – 5:00pm

Sunday: 10:30am – 4:00pm

Some shops are open late on Thursdays: 9:00am – 9:00pm



Woolworths and Coles Supermarket

City: Suburbs:

Monday to Friday: 6:00am – 10:00pm 8:00am – 9:00pm

Saturday: 7:00am – 10:00pm 8:00am – 6:00pm

Sunday: 7:00am – 9:00pm 9:00am – 6:00pm

Public holidays: Check websites

Rusty's Market (fresh fruits and veggies)

Fri & Sat: 5:00am – 6:00pm Sun: 5:00am - 3:00pm

Cairns Night Market (local stalls and food court)

Stalls: 4:30pm – 11:00pm Food: 10:00am – 11:00pm

COST OF LIVING

If you are planning to live independently, you can find share accommodation from \$120-\$180 per week or rent a one-bedroom flat from \$180-\$280 per week. You should budget approximately \$150-\$200 per week for costs such as electricity, food, transport, telephone, entertainment and other expenses.

| Miscellaneous Items | Price (Inc.10% GST) |
|-------------------------------------|----------------------|
| Local daily newspaper | \$1.20 |
| Local / Overseas postage stamp | \$0.60 / \$1.50 |
| Ladies' / Men's haircut | \$40.00+ / \$20.00+ |
| Cinema | \$18.00 |
| Bicycle – New / Second hand | \$250.00+ / \$80.00+ |
| Doctor consultation | \$60.00 |
| Dentist consultation | \$70.00 |
| Bus fare (one-way to the city) | \$2.50-\$3.50 |
| Taxi fare (city to airport) | \$25.00 |
| Toiletries | Price |
| Soap (2 bars of 125g) | \$1.75+ |
| Shampoo | \$3.50+ |
| Toothpaste | \$3.50 |
| Food & Drink | Price (Inc.10% GST) |
| Milk (1Litre) | \$2.00 |
| Fast food meal | \$5.95+ |
| Bowl of pasta | \$10.00+ |
| Ice cream | \$1.50-\$3.50 |
| Coke (600ml) | \$3.50 |
| Coffee/Tea | \$4.00+ |
| A glass of beer in a pub/restaurant | \$8.00 |
| Case of 30 beers | \$35.00+ |
| A glass of wine | \$6.00+ |
| Bottle of wine | \$10.00-\$20.00 |
| A glass of spirits (vodka, rum etc) | \$8.00 |

Cairns City Map

Study in paradise...

