

STUDENT HANDBOOK

STAFF MEMBERS OF THE ENGLISH LANGUAGE CENTRE (CAIRNS)

Management

David Short	Principal Executive Officer
Dan Turner	Director of Studies / Study Tour Coordinator
Marie-Jo Hyde	Director of Studies

Administration

Pingsum Hooi	Administration Officer
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Counseling

Marie-Jo Hyde	Academic and General counseling
Dan Turner	Academic and General counseling

By appointment via the Reception office



USEFUL CONTACTS

School Contact Details Cairns

JCELC CAIRNS

Smithfield, Cairns QLD 4878

Tel: +61 7 4042 1664

Fax: +61 7 4042 1665

Email: enquiry@jcelc.edu.au

Web: www.jcelc.edu.au

Important Telephone Numbers

000

Police, Ambulance, Fire

(NB: Emergency only!!)

4050 6333

Cairns Base Hospital

4052 1119

Cairns 24 hour Medical Centre

Immigration Office:

Tel: 131 881

INFORMATION FOR NEW STUDENTS

Fees and Payment

All fees must be paid before the start of your course.

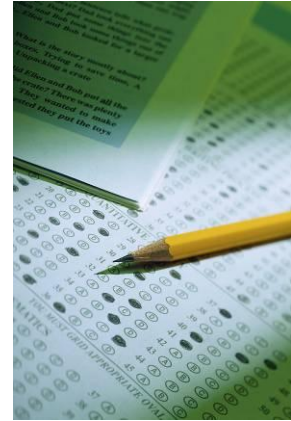
For any refund queries please see the Administration Assistant.

(Please read the JCELC *Contractual Agreement and Refund Policy* on our enrolment form and also at the end of this document, please note as there are strict rules for refunds.)

Orientation and Class Placement

On arrival

- ✓ Placement test
- ✓ Photo Identification
- ✓ Introduction to the staff
- ✓ Orientation to the JCELC campus
- ✓ Safety orientation and introduction to Cairns



If your class is too easy or too hard for you, talk to your teacher, we may be able to put you in a different class.

Timetable and Attendance



8.30 – 10.30	Morning Class
10.30 – 11.00	Mid-morning Break
11.00 – 12.00	Mid-morning Class
12.00 – 12.50	Lunch Break
12.50 – 2.50	Afternoon Class

(All part-time courses finish at lunch time.)

Please be sure to attend classes regularly as this is essential for effective learning. (80 % attendance is essential for all students who hold a student visa)

Important

- ✓ **Arrive on time**
- ✓ **More than 10 minutes late and you will be marked absent**

Frequently Asked Questions

What will I learn?

English-

- ✓ Speaking
- ✓ Listening
- ✓ Pronunciation
- ✓ Grammar
- ✓ Reading
- ✓ Writing
- ✓ Vocabulary

How will I learn?

Practicing your listening and speaking using

- ✓ Computers
- ✓ Tape recorders
- ✓ Videos
- ✓ Group work
- ✓ Learning activities



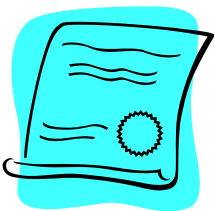
Will I have homework?

Yes this is most important

The teachers will set you work that you may complete either at home or in our self access room

What student facilities are there for me to use?

- ✓ Television, DVD and video units may be used before and after school (8 am - 4:30pm)
- ✓ Computers, printer and photocopier in self access room (8 am – 4:30pm) *Please bring your own headphones*
- ✓ E-mail
- ✓ Websites
- ✓ Library –all students can access the JCU and Tafe in Townsville library and use the reference material however if you wish to loan books there is a fee
- ✓ Cafeteria
- ✓ JCU sports grounds (Cairns only)
- ✓ Weekend tours – Walkabout Club (Cairns only)



Do I receive a JCELC certificate?

Yes you do, it will be presented at your graduation and shows

- ✓ Course studied
- ✓ Attendance level
- ✓ Final level of achievement and full report

Important Information

Notification of Address/Contact Details

On arrival all students must provide JCELC with their current address and telephone number
If you change your accommodation please advise us

Unhappy?

If you are unhappy please come and talk to us as soon as possible

Marie-Jo Hyde	Director of Studies/Academic and General Counsellor
Dan Turner	Director of Studies/Study Tour Coordinator
Pingsum Hooi	Administration Assistant



Together we can work with you.

If you feel that the problem remains unresolved you can make a formal complaint which needs to be in writing.

- The grievance process is available on the website www.jcelc.edu.au
- On the wall in the computer room
- Also at the end of this document page 8
- Or please see one of the staff that you feel most comfortable with.

What we expect from you:

- ✓ Be happy, have fun in your learning!
- ✓ Be ready for the start of class - punctuality is essential
- ✓ Casual dress
- ✓ Phone us if you are going to be absent
- ✓ No eating or drinking in class or near the computers
- ✓ No smoking in any of the classrooms or on any of the wooden veranda areas
- ✓ No mobile phones during class time
- ✓ No chewing gum in class
- ✓ No bad language or swearing
- ✓ Be nice! Please respect all other students and staff members
- ✓ JCELC has a policy regarding physical or sexual harassment, negative religious and racial comments and bullying.



CAIRNS INFORMATION

Hospitals

Cairns Base Hospital situated on the Esplanade.

- ✓ 24 hour Accident and Emergency section



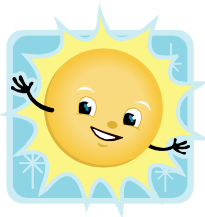
Doctors/ Dentists

24-hour Medical Centres around Cairns e.g. the

- ✓ 24 hour Medical Centre, Cnr. Florence St. and Grafton St. (Tel: 4052 1119)
- ✓ Cairns Medical Centre, 120 – 124 Mulgrave Rd. (Tel: 4051 27550)
- ✓ Non emergency appointments required with your local doctor

Emergency 000

Ambulance, Police or Fire Brigade is 000. This is an emergency number and should be called only in very serious situations.



Sun Safety

- ✓ Wear a hat, long-sleeved shirt and sunglasses
- ✓ Use a 30+ sun block
- ✓ Do not stay in the sun for long periods of time
- ✓ Drink lots of water
- ✓ If you go on the reef, make sure you are protected – even when in the water you can still get burnt

Bicycles

- ✓ Use bicycle paths wherever possible
- ✓ You must wear a bicycle helmet at all times
- ✓ Some bike shops offer students attractive deals for hiring, buying and selling bicycles

NB. In Australia you can't drive a car, ride a bicycle or horse or operate any machinery under the influence of alcohol.

Driver's License

If you plan to drive a car or ride a motorbike you must

Have your home country license translated into English (for English translation contact NAATI National Accreditation Authority for Translators and Interpreters at telephone number (07) 3393 1358, fax (07) 3393 0745 and website www.NAATI.com

or

- ✓ Apply for an International or Queensland Driver's license
- ✓ It is your responsibility to know and observe the road rules





Banking

Bank hours are usually Mon-Thurs 9:30 to 4pm, Fri 9:30 to 5pm

Automatic Teller Machines (ATMs) are available 24 hours a day

The on-campus ATMs accept most cards

Electronic Funds Transfer at Point of Sale (EFTPOS) is available at most shops

Check out in advance which banks exchange travellers cheques

Shopping centres

- ✓ Trading hours are between 9:00am and 5:30pm, Mon - Sat, with exception of late night trading on Thursday night
- ✓ Some shopping centre's are also open Sunday 10am-5pm



the



Australia Post

Can be found most shopping centres

- ✓ Australia Post is generally open Mon - Fri, 9am - 5pm
- ✓ The Main Post Office is located in Grafton Street, Cairns
- ✓ The Main Post Office is located in Flinders Street Townsville

Recreation (Cairns)

- ✓ The ELC runs an active social program through the 'Walkabout Club'. Check the brochure board
- ✓ Ask Reception advice and assistance to join in

Swimming

- ✓ Marine Stingers (Box Jellyfish) are in the sea between October and May.

These are very dangerous and can kill you so you must only swim in the stinger nets during these months.

- ✓ Low-lying coastal rivers and creeks may contain dangerous crocodiles look for signs before you swim
- ✓ Never swim, dive or snorkel alone



Personal Safety

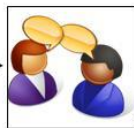
Cairns and Townsville are generally very safe cities, but you still have to exercise some caution.

- ✓ Take care when out late at night. Try to stay together with friends and use taxis for transport at night.
- ✓ Avoid carrying large amounts of money, your passport, air tickets and credit cards unless you need them. We recommend that you photocopy key documents so that you have a record of them.
- ✓ You must be 18 years and above to legally drink alcohol in Australia.
- ✓ Observe Australian law in regard to the use or possession of non-prescription drugs.
- ✓ Do not drink and drive – the penalties for this are heavy. Be sure that you know and observe the rules of the road before you drive or use the road.

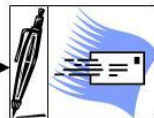
Student Complaints Process



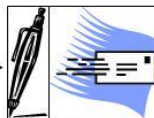
If you are not happy at James Cook English Language Centre, please follow these steps. You may nominate a **support person** to accompany you at any time.



Try **talking** to the **person** who is creating the problem, or talk to your **teacher** or the **Director of Studies** for advice.



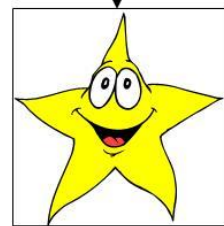
You can lodge a **formal complaint** with the **Director of Studies**. The Director of Studies may ask you to put your complaint in writing.



You may **send** your complaint to the **Executive Director** of Kings International College:
Private Mail Bag 68, Burleigh MDC, Qld 4220
dShort@kings.net.au



You may **make a complaint** to the **Overseas Students Ombudsman**, an **independent government agency** who can investigate your complaint for **free**:
www.oso.gov.au or 1300 362 072



IMMIGRATION MATTERS

Department of Immigration and Citizenship (DIAC), Tel: 131 881

Student Visa

Attendance Regulations

- √ Students must study full-time and attend at least **80%** of their course.
- √ If you are not sure of your current attendance, your teacher can check it for you.
- √ If you are absent for more than 2 days because of illness you need to request a doctor's certificate.
- √ If your attendance starts to fall toward 80% you will be first counselled verbally and then warned in writing to maintain your minimum attendance requirement.
- √ If you do not improve your attendance and/or don't have a valid reason for missing classes, then James Cook ELC **must by law**, notify the Department of Immigration which may choose to cancel your visa and ask you to leave the country

Passport and Visas

Please present your passport to Reception on enrolment so that a copy can be made of your visa for our records. If you make any changes to your visa you need to notify the Reception staff. The Centre's administration staff can provide some assistance if you wish to extend your Student Visa.

Visitor and Working Holiday Visas

Attendance

There are no government laws regarding class attendance for Visitor and Working Holiday visa holders. You can choose to miss class or take a holiday at any time but no extensions to your course of study will be offered by the Centre to make up lost study time.

Health Insurance

While it is not compulsory for tourist and working holiday visa holders to have OSHC, it is highly recommended that you purchase travel insurance (that includes medical cover) for the time you will be in Australia.

Applying for a Student Visa

Students who require a Student Visa may apply online at the Department of Immigration and Citizenship (DIAC) website (www.immi.gov.au). This website also contains comprehensive information about student work permits and restrictions, health requirements, and FAQs about student visas.

If you apply for your visa online you must print a copy of your eVisa and keep it with your passport.

If you prefer to use a paper application you may download the form from the DIAC website.

Regardless of whether you apply online or submit a paper application, you must send your relevant documents to the appropriate Immigration Office, Embassy, Consulate or High Commission identified on your CoE (Confirmation of Enrolment) letter.

Refund Policy

Enrolment Fee

- The enrolment fee is non-refundable except in the event that the College is unable to run a course for which a student has enrolled. In such a case, it is fully refundable.

Tuition Fee Refund Policy

If you have paid all or part of your tuition fees, James Cook English Language Centre (JCELC) will refund all or part of your fees, less bank transaction fees, on the following basis:

- If an offer of a place is withdrawn, or JCELC is unable to provide the program, the student is eligible for a full refund of tuition fees paid. All course fees will be refunded within 2 weeks. Such situations are covered by the provisions of the ESOS National Code 2007 (Reference: ESOS National Code 2007 standard 3.2).
- If a Student Visa application or request to transfer from another college is rejected, prepaid course tuition fees will be refunded in full. Written evidence of refusal is required.
- A student who, in writing, cancels his or her place or withdraws from a program less than 4 weeks before the program starts, will be refunded the tuition fees paid, less a withdrawal fee of A\$250.
- If a student cancels his or her place in the course (in writing) more than four weeks prior to the proposed course commencement date, tuition fees will be refunded
- No refund of tuition fees will be made to a student who withdraws from his or her course after the commencement of the course.
- At the discretion of the Director of Studies, students may defer or transfer course fees between courses.
- Eligible refunds will be made within 2 weeks if JCELC defaults on the program and within 4 weeks if the student withdraws from the program.
- When a refund is applicable the College will refund the fees directly to the person who paid the fees initially.
- This Policy does not remove the right to take further action under Australia's consumer protection laws
- The College's dispute resolution processes do not circumscribe a student's right to pursue other legal remedies.

Under 18 Policy

The College requests that parents, agents of the College, Guardianship and Homestay Providers understand, accept and follow this policy when arranging homestay and guardianship. The College will provide parents, agents of the College, guardianship and Homestay Providers with a copy of this policy.

POLICY

- 1) All homestay families or guardians must undergo a working with children check prior to the College approving their eligibility to provide homestay.
- 2) It is recommended that to provide a secure and stable environment for young students that where possible the accommodation arrangement be for the length of the course.
- 3) Any unresolved problems or issues that arise during the accommodation period must be reported to the College.
- 4) It is preferred that the host families are also the appointed guardians of students unless parents/agents with consent of parents have made alternative arrangements.
- 5) Students are to be suitably supervised during their stay with the host family in a manner deemed appropriate for the age of the student.
- 6) Host families are expected to make students feel part of the host family at all times and encourage students to participate in family events.
- 7) All students under the age of 18 are appointed an Adviser (College Homestay Representative) at the college who can be approached with any inquiries or issues from the student or the homestay hosts.

Tuition Fees

Course Fees

All courses of study have a set fee, which is either an amount per week (weekly fee) or an amount for the whole course.

As you may apply for a course at any time and applications are processed continuously, depending on when you first enquired or received information, the fees may have changed in the meantime. You may also have had your application in the system for a long time if you are completing a preliminary program. In these cases, James Cook English Language Centre (JCELC) will endeavor to issue you with a new letter of offer with the correct fee rate for the date you wish to commence.

Sometimes it is not possible to issue a new letter of offer. In this case fees will be calculated based on your commencement year. Information about current fee rates is published on our enrolment information and students are strongly advised and are expected to have checked the latest information before commencing.

Tuition payments for your study at JCELC are made before you commence. The tuition fee must be paid before you will be issued with a Confirmation of Enrolment (COE). You must have a COE to apply for a student visa.

After you enroll, you will normally receive a Letter of Offer from JCELC. This statement will tell you which course you are enrolled, the amount of fees applying to this enrolment and the fees to be paid.

If you think that the amount on the fees statement is incorrect, please contact JCELC immediately to discuss.

If you ignore the notice and do not pay any fees owing, your enrolment may be cancelled.

Fee Increases

JCELC reserves the right to increase fees for any given program based on changes to the consumer price index (CPI), changes to the course or program structure or changes to teaching or other costs, on a yearly basis.

Transferring to a new course

If you transfer from one course to another, you will pay the fee for the new course.

Unless your letter of offer specifically states that your fees will remain the same for the duration of both programs, you must pay the fee applying at the time you transfer, even if that fee is higher than the fees were at the time you first enrolled.

Fees for package offers

When the JCELC makes you an offer for more than one program, you will receive a package offer. The fees quoted in the package offer are based on the latest information available at the time the offer was made.

Variations to fees quoted in package offers take account of the length of time needed for the preliminary program. If this is less than 12 months, then the fee quoted in the letter of offer will apply. If the preliminary program is longer than 12 months, then students can expect that the fees for the following program will have changed and they must pay the new fee.

If a student does not finish the preliminary program in the expected time, their offer lapses and the fees quoted in the offer no longer apply. They will be issued a new offer letter with the latest fee information.

Non-payment of fees and other charges

Do not disregard fee notices from the JCELC. Failure to pay your fees will eventually lead to cancellation of your enrolment and possible cancellation of your student visa.

Refunds

All refund requests must be made in writing to the Senior Administrator and must be accompanied by official documentary evidence as to the grounds of the request. (Please refer to the Refund Policy)

Terms of Agreement

Conditions of Acceptance

- I declare that I am not an Australian or New Zealand citizen and am not a permanent resident of Australia.
- I understand that if I am under 18 years of age at the commencement of the course, it is my responsibility to make the necessary guardianship arrangements with the Australian Department of Immigration and Citizenship (DIAC). (Refer to the Under 18 Policy)
- I accept the responsibility for obtaining a student visa that permits me to study full-time in Australia for the duration of this course.
- I have read the attached [JCELC refund policy](#) which forms part of this agreement, and agree to accept the terms and conditions of the policy as stated. Furthermore, I acknowledge that the University reserves the right to alter and amend this Policy without any prior notice.
- I understand that I am bound by the provisions of the rules and policies of JCELC and will be subject to the lawful instructions of the officers of the JCELC. (Refer to the JCELC Student Information Handbook)
- I understand that the Annual Tuition Fee stated on the attached Offer applies only to the year denoted in the "Commencement Date" section of that same document. I acknowledge that, if applicable, for later years my tuition fees are calculated in accordance with the JCELC Tuition Fees.
- I acknowledge that all costs given in this offer letter are applicable for this year of study 2011 only
- I understand that JCELC tuition fees do not cover Overseas Health Cover (OSHC), non-compulsory books, accommodation, field trips or equipment.
- I declare that I have sufficient funds to finance tuition fees, additional related costs and living expenses for the duration of my course.
- I understand that when starting my studies at JCELC under a student visa, I am required to have Overseas Health Cover (OSHC). I understand that a representative of JCELC will purchase an OSHC policy on my behalf and will invoice me or my sponsoring agent for this cost. I also understand that the cost of OSHC (including Goods and Services Tax) is set by the service provider and that it is subject to change. Please note that JCELC receives a commission from the service provider, however this does not alter the cost of the premium. Renewal of OSHC - if required - will be my own responsibility.
- I acknowledge that this offer by JCELC assumes that the information I have provided is true and correct and that any false information provided or lack of disclosure by me may lead to the termination of my enrolment and that JCELC may inform others including authorities of this information.
- I declare that I have met all Specific Enrolment Requirements detailed in the attached Offer Schedule.
- I understand that I must arrive at JCELC in sufficient time to enrol and make all the necessary academic preparation prior to the commencement of my course.
- I understand that I am responsible for my continued enrolment.

Happy Studying

