

CQUniversity Melbourne

**CQU COLLEGE**  
**(English Language**  
**Centre)**  
**ORIENTATION**  
**HANDBOOK**  
**2013**



BE WHAT **YOU** WANT TO BE  
[www.cquni.edu.au](http://www.cquni.edu.au)



## English Language Centre ELC CQUniversity College Opening Hours 2013

108 Lonsdale Street, Melbourne 3000

### Office Hours

Monday – Friday 9:00 am – 5:00 pm

Note: CQU College closed on Saturday & Sunday

### LSU

Monday - Friday 9:00 am - 5:00 pm

### Library

Monday - Thursday 8:45 am – 6:00 pm

Friday 8:45 am - 5:00 pm

### Computer IT Helpdesk

Monday - Friday 8:30 am – 5:30 pm

## CQUniversity Campus Hours 2013

108 Lonsdale Street, Melbourne 3000

Monday – Friday 8:00am – 9:50pm

Saturday 9:00am – 4:00pm

Sunday 10:00am – 4:00pm

## Welcome to CQUniversity College

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Dear Student

We are delighted that you have chosen CQU College Melbourne for your studies. On behalf of the entire team at CQU College Melbourne, welcome. We hope your experience with us is fulfilling academically, socially and personally.

CQU College Melbourne is a dynamic multicultural campus with students and staff from many different countries. We specialise in providing quality education and our dedicated staff are always happy to assist you.

We understand that life in a new country as well as studying at College can be challenging and can present new and unique experiences for students. What is important to remember is that help is available for you. CQU College Melbourne offers a range of support services to make your study as smooth as possible. These services are available free to all enrolled students.

This Student Orientation Handbook provides a range of information on academic and administrative matters that will make it easier for you to settle into CQU College life. If you have any questions, please ask our friendly staff located on Level 10, English Language Program (ELP). On behalf of all the staff, we wish you all the best with your studies. We hope your experience is rewarding and enjoyable.

Warm Regards



Lara Carton  
Principal Administrator  
CQU College, Melbourne



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## **College Staff**

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## **Email Address**

### **Principal Administrator**

Ms. Lara Carton

l.carton@cqu.edu.au

### **Associate Director Academic**

Dr. Pramila Gupta

p.gupta@cqu.edu.au

### **Director of Studies**

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### **Teaching Staff**

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### **Campus Services Manager**

Ms. Tania Vitale

t.vitale@cqu.edu.au

### **Student Advisors**

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f.zand@cqu.edu.au

Ms. Kathleen Egan

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### **Student Services Administrative Assistant**

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g.bottoni@cqu.edu.au

### **Graduation Coordinator**

Ms. Noelle McKeough

n.mckeough@cqu.edu.au

### **Library Manager**

Ms. Jane Wilson

j.wilson@cqu.edu.au

### **Librarian**

Ms. Karen Pellegrino

k.pellegrino@cqu.edu.au

### **Library Technician**

Ms. Barbara Watson

b.watson1@cqu.edu.au

### **Learning Skills Unit Manager**

Ms. Helen Davison

h.davison@cqu.edu.au

### **LSU Tutors**

Ms. Anna Birman

a.birman@cqu.edu.au

Ms. Kaye Sutton

k.sutton@cqu.edu.au

Ms. Wai Cheng Yee

w.yee@cqu.edu.au

### **TECC Coordinator**

Ms. Michelle Bhalla

m.beatty@cqu.edu.au

### **Student Association Academic Advocacy and Support Officers**

Ms. Huishu Li

h.li@cqu.edu.au

Ms. Katie Bicevskis

k.bicevskis@cqu.edu.au

## SUPPORT SERVICES

### Accommodation

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Students who require assistance with temporary and permanent accommodation should see the Student Association located on level 5 or Student Services located on Level 1. All Under 18 years old students must have appropriate pre-arranged accommodation before they can receive their confirmation of Enrolment (COE). For further information see the Accommodation section of the CQUniversity Orientation Guide or contact the Student Services office on Level 1.

Real Estate agents should be contacted for finding rental property. The following websites may assist you in locating permanent accommodation

[www.realestate.com.au](http://www.realestate.com.au)

[www.domain.com.au](http://www.domain.com.au)

[www.justlisted.com.au](http://www.justlisted.com.au)

The Renting Services Branch of the Consumer Affairs Victoria may be able to assist should you experience problems with your landlord or real estate agent or have any general enquiries relating to renting or paying bonds.

Consumer Affairs Victoria

121 Exhibition St

Melbourne, Vic., 3000

Ph: 1300 55 81 81

Fax: 03 8684 6295 [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)



### Airport Pick-Up

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Collection from Melbourne Airport is available for all CQUniversity Melbourne students and dependents arriving for the first time in Australia or for students transferring from other CQUniversity campuses. Please note a fee is charged for this service and payment is to be made at the time of pickup. At least 48 hours' notice is required to organise this.

Students and dependents requiring this service should contact the Student Services department (contact details listed below) with correct flight details and airline arrival time, to ensure bookings are made in advance.

Should you have any further queries please do not hesitate to contact Student Services on:

Phone: +61 3 8662 0513

Email: [clientservices@cqu.edu.au](mailto:clientservices@cqu.edu.au)

## Student Services

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Student Services offers a range of counseling and support services for students. Student Advisers are available to assist students with problems and offer a confidential referral service. The Student Services staff are located on Level 1, 108 Lonsdale St. Melbourne.

<http://content.cqu.edu.au/FCWViewer/view.do?page=10464>

In the event of a critical matter

Contact:

Student Services

Level 1,

108 Lonsdale St. Melbourne Victoria 3000

Email: [clientservices@mel.cqu.edu.au](mailto:clientservices@mel.cqu.edu.au)

Phone: +613 8662 0513



## Learning Skills Unit

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The Learning Skills Unit (LSU) provides free ongoing academic support to university students and assists them in the development of skills to improve their academic potential. Through one-to-one tutorials and small group seminars students can develop skills such as report writing, exam preparation, time management and research techniques. Appointments can be made by visiting the LSU office on Level 5 or phoning 8662 0507.

Hours of operation for the LSU are:

Monday to Friday, 9 am to 5 pm.

This is a free service provided to students by CQUniversity Melbourne.

Contact details:

Learning Skills Unit (LSU) Level 5,

108 Lonsdale St. Melbourne Victoria 3000

Phone: +613 8662 0507

Email: [lsu@mel.cqu.edu.au](mailto:lsu@mel.cqu.edu.au)



## Medical

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International students must have OSHC (Overseas Student Health Cover) in order to access medical services. This is a compulsory visa requirement (refer to Overseas Student Health Cover in this guide).

Nearby medical services include:

QV Medical Centre  
Shop 55, Level 1  
Cnr Swanston & Lonsdale St  
Melbourne, Vic., 3000  
Phone: 03 9662 2256

Melbourne City Medical Centre  
68 Lonsdale St.  
Melbourne, Vic., 3000  
Phone: 03 9639 9600

Nearby pharmacies include:

Mulqueeny Pharmacy  
109 Swanston St.  
Melbourne, Vic., 3000  
Phone: 03 9654 8669

Melbourne Central Pharmacy  
Cnr Latrobe & Swanston Streets  
Melbourne, Vic., 3000  
Phone: 03 9663 4747

For a detailed list of medical centres and pharmacies, please refer to the yellow pages website at:  
[www.yellowpages.com.au](http://www.yellowpages.com.au)



## Occupational Health and Safety (OH&S) Issues

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### Appropriate Dress Code

Students are required to maintain an appropriate standard of dress.

Note: Thongs and bare-feet are not permitted under OH&S regulations.

### 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. Fire drills are conducted during the year.

Please be prepared to fully co-operate with staff during these times.

***Evacuation  
Procedures  
are shown at  
the end of  
this  
handbook***

## Overseas Student Health Cover

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All international students are required to contribute to the Overseas Student Health Cover (OSHC) scheme. This provides health insurance for international students and their dependents during their stay in Australia. Students may renew their OSHC for Medibank through CQU College Melbourne Campus: please see Finance at Level 1. Medibank is the recommended OSHC provider however other Medical Insurance companies may be used.

Students should collect their Medibank Private card from Finance approximately four weeks after enrolment.

The closest Medibank Office to the College is located at:

Shop E27

The Galleria Plaza

385 Bourke St  
Melbourne, VIC., 3000

Phone: 13 23 31

[www.medibank.com.au](http://www.medibank.com.au)



## Student Association

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Upon payment of course/tuition fees, students become members of the Student Association. The Student Association represents all students enrolled at CQU College Melbourne. They provide the following services:

- \* Fax service
- \* Free Diary/Wall planners
- \* Academic advocacy
- \* Student lounge
- \* Student notice board
- \* Recreational activities
- \* Social events



Academic, Advocacy and Support Services Officers

Huishu Li and Katie Bicevskis

Phone: 03 9663 2876 or 03 9663 0071

Email: [melbourne-advocacy@cqu.edu.au](mailto:melbourne-advocacy@cqu.edu.au)

Website: [www.association.cqu.edu.au](http://www.association.cqu.edu.au)

Location: Level 5



## Legal Advice

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The Student Association offer students assistance with seeking information about legal matters.

Free legal advice can be obtained from the Legal Aid Telephone service on 1300 888 529 or visit a Legal Aid Office.

Victorian Legal Aid  
350 Queen St  
Melbourne, VIC., 3000

Phone: 03 9269 0120 <http://www.legalaid.vic.gov.au/>

***Free legal  
advice can  
be obtained  
from the  
Legal Aid  
Office***

## Training Employment & Career Coaching (TECC)

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TECC assists students and graduates with their career development through access to a range of employment and career oriented services. Each student is given a tailored career support plan based on their individual goals and needs.

Students who register with TECC can benefit from services including:

- One-on-one career coaching and planning focusing on personal career goals.
- Assistance with developing job seeking strategies and a personalized action plan
- Help with CVs, Application Forms and Cover Letters
- Campus based training in Australian Tax Help Program
- Networking opportunities with CQU College Melbourne Campus affiliated and relevant professional organizations.
- On campus Job Ready workshops, covering relevant issues such as Resume Writing, Cover Letter writing, Searching for work and Interview Techniques.

TECC strives to assist ALL students towards their chosen career goals.

For more information, please contact: TECC, Level 1

108 Lonsdale St. Melbourne Victoria 3000  
Or email: [tecc@mel.cqu.edu.au](mailto:tecc@mel.cqu.edu.au)

Phone: 03 8662 0820



## Transport

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The public transport system includes train, tram, and bus services. The closest train stations to the campuses are Parliament Station or Melbourne Central Station.

Information about public transport in the Melbourne area can be found at:

[www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

Or

[www.victrip.com.au](http://www.victrip.com.au)

Alternatively, you can telephone Metlink on 131638 to speak to an Operator at Metlink who can assist with transport information and local trip planning.

Once you have purchased a MIKI (ticket), you can change services from train to bus to tram as often as you like on the one ticket.

**MIKI can be purchased at train stations** and from retail stores and online at:

<https://store.metlinkmelbourne.com.au/>



**REMEMBER to validate your MIKI every time you board a tram, bus or enter a train station.**

Currently, international students are not eligible for concession prices.



# EQUITY AND WELFARE

## Counseling Service

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Counseling Services are available by appointment. This is a free and confidential service. Appointments to a Counsellor can be made through Student Services. Please see Student Services staff on Level 1 for an appointment.

Other assistance may be found at: Medibank Private (24 hour service) Phone: 1800 234 601

Lifeline (24 hour emergency number)  
Phone: 13 11 14  
[www.lifeline.org.au](http://www.lifeline.org.au)

Suicide Helpline Victoria  
<http://suicideline.org.au/>  
Phone: 1300 651 251

BeyondBlue  
[www.beyondblue.org](http://www.beyondblue.org)  
Phone: 1300 22 4636

Sexual Assault Crisis Line  
Phone: 1800 806 292

Mensline Australia  
[www.menslineaus.org.au](http://www.menslineaus.org.au)  
Phone: 1300 78 99 78

Wire— Women's Information  
[www.wire.org.au](http://www.wire.org.au)  
Phone: 1300 134 130

## Emergency Services

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### On-Campus

In the event of an emergency during College hours contact Security on the Ground floor.

### Off-Campus

In the event of a life threatening or urgent emergency outside College hours, please dial 000. This is a free call from any land- line, payphone or mobile and will connect you to police, fire or medical services. Mobile phones require the user to dial 112, the international standard emergency number. Consult your carrier if you are uncertain how to access the emergency network.

For property damage, or theft, ring 13 1444.

### Emergency Contacts

During Office hours 8.30 am– 5:30 pm  
Student Services 03 8662 0513

**Out of office hours (see page 2).**

Contact the campus security desk 8662 0536

When the campus is closed, the following should be contacted in cases of emergency:

Life Threatening Emergencies (Ambulance, Police, Fire)  
Call: 000

Poison Information Line  
13 11 26

Electricity Emergencies  
Please consult your service provider as per your billing notices.

Gas Emergencies  
13 27 71

Water Emergencies  
13 24 46

St. Vincent's Hospital Melbourne  
9288 2211



## First Aid

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### On-Campus

If first aid is required while on campus, students should contact reception or the nearest staff floor (Levels Ground, 1, 4, 5, 7 and 10). A staff member qualified in first aid will be called to assist with any first aid requirements.

### Off-Campus

Should you require emergency assistance while not on campus, please telephone 000.

This is an emergency number only.

For ill health contact a doctor or if urgent the emergency ward of the nearest hospital

## Harassment

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Every student is entitled to work and study in an environment free from discrimination or any form of harassment, including sexual harassment.

Students subjected to any form of harassment by any individual or group of individuals are advised to report the matter to:

Student Services Manager  
Tania Vitale  
Level 1, 108 Lonsdale St

Or

any Student Advisor (Student Services)  
Level 1, 108 Lonsdale St,

Phone: +613 8662 0529  
Email: [t.vitale@cqu.edu.au](mailto:t.vitale@cqu.edu.au)

Phone: +613 8662 0513  
Email: [clientservices@cqu.edu.au](mailto:clientservices@cqu.edu.au)

***Contact Student Services if you  
are subjected to any form of  
harassment***

## Security

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Students are advised not to carry large amounts of money with them at any time. Important documents, such as passports, should be kept in a secure place at all times.

Security Guards patrol the campus throughout each day and evening, including weekends to ensure the safety of students. Security monitors monitor the campus to ensure the campus resources are used by CQU College Melbourne Campus students only.

Any security concerns or breaches should be reported to the Security Guard on the ground floor.

When reporting a security breach, please ensure the following information is provided:

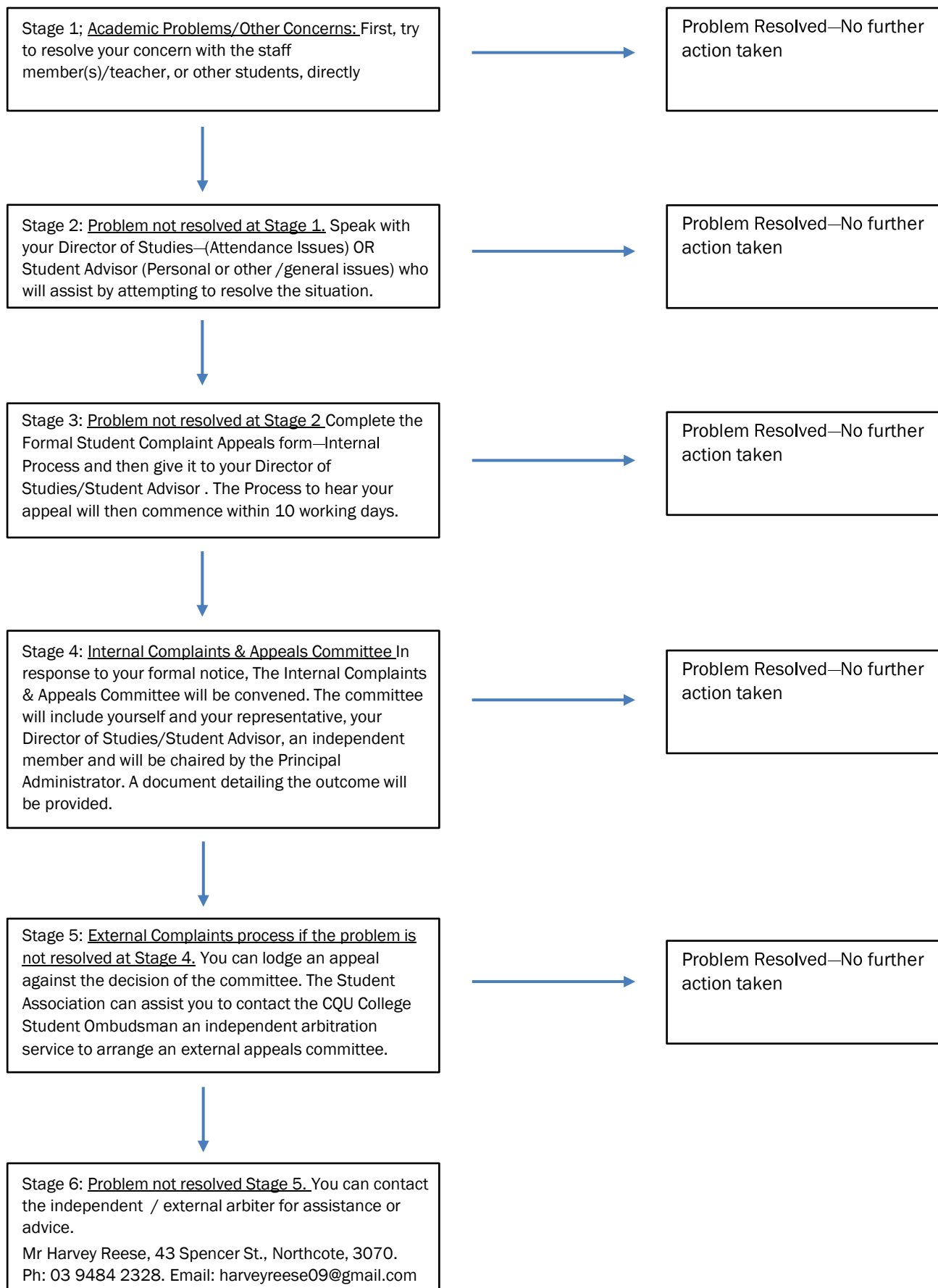
- the level of the building where the security is needed
- the name of the person reporting the security problem

There are security cameras on all floors

To reduce the incidents of theft **please ensure all personal belongings are not left unattended.**

## Diagram of Complaints & Appeals Procedure at CQU College

**Students please note: Each party may be accompanied and assisted by a support person at any relevant meetings.**





## STUDENT VISA

### Student Visa General Information

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In accordance with student visa regulations, international students are required to:

- Ensure a study load which will allow the student to complete their program within the stated end date of their COE.
  - Attend at least 80% of scheduled classes from the commencement of the College term (Week 1)
  - Work no more than 40 hours per fortnight during term providing a work permit has been granted
  - Advise DIAC (Department of Immigration and Citizenship) of change of program/enrolment, and change of provider
  - Advise CQU College Melbourne Campus of any change of address or other details within 7 days of the change by filling in the form available at the Reception on Level 1.
  - Renew a student visa before the expiry date
  - Have successful progress in academic studies including passing a minimum of 50% of enrolled courses each term and avoiding failure of the same course.
- Maintain OSHC (Overseas Student Health Cover) This can be completed at enrolment and can be arranged on campus (see OSHC in this handbook)
  - International students who do not comply with these regulations may have their enrolment and student visa cancelled
  - In order to renew a student visa, students will be required to pay the term tuition fee and OSHC, and then apply for an Electronic Confirmation of Enrolment (EOE) to extend their Student Visa.
  - Students with poor academic progress and attendance records may have difficulty renewing their visas.





## CAMPUS RESOURCES



### Bookshop

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The Bookshop aims to provide students with all required texts and stationery needs. The bookshop is located on level one of the campus at 108 Lonsdale Street.

### Common Room

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A common room with microwaves, television, lounges and food/drink vending machines is located on the campus on Level 5.

Student lockers and a table-tennis table and foosball table are also available on Level 5.



### Quiet Room

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A quiet room has been set aside for the students to undertake prayer, meditation, etc.





## Computers

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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.

All enquiries regarding computer accounts should be directed to Help Desk staff on Level 4.

### Computer Laboratories

The Melbourne Campus has many computers available configured with software for all courses. Internet access, scanning and printing facilities are also available.

If a class is not currently being conducted in a lab, you can use those computers for your studies. Assistance with network and hardware related problems are available from the Helpdesk Staff, who are on duty at Level 4 from Monday to Friday, 8:30 am – 6:30 pm.

All problems with login, e-mail, internet, U-Drive and printing should be reported to Help Desk staff on Level 4.

Food or Drink must not be consumed or carried into the lab. Computer Laboratory rules are displayed in each lab. Any breach of Computer Lab rules will result in loss of privileges for a set period and or cancellation of access.

*To prevent  
your work  
being copied,  
tear up  
unwanted  
assignment  
printouts*

## Printing

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Students receive a printing allocation at the beginning of each term (500 pages free of charge). Unused printing credits are carried forward into the next term.

Additional printing is available for purchase from the cash machine on Level 4. Your printer and photocopier balance is combined onto your student card. Make sure your card is encoded by coming to the Help Desk. Printing a page in the lab costs 5c per A4 page and photocopying is 10c per side of A4.

### Requests for Paper

Requests for printer paper should be directed to the Help Desk staff on Level 4.

To prevent your work being copied, students are advised to immediately retrieve assignments from the printer and shred unwanted assignment print-outs.

## Email

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Each enrolled student at CQU College Melbourne Campus has access to his or her own computer and email account.

Please open your student email account with the IT Helpdesk as soon as possible. Important College Information is communicated to students through the email facility. This information will ONLY be sent through your CQU e-mail address:

studentID@cqumail.com

No private e-mail addresses will be used for College matters.

It is the student's responsibility to become familiar with its usage and to check Email messages regularly.

Access your email by visiting the CQU College Melbourne homepage [www.mel.cqu.edu.au](http://www.mel.cqu.edu.au) and clicking on the Student Webmail.



## Library

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### Library Webpage

Many resources, including book chapters and journal articles, are accessed through online databases and Internet services.

Library staff offer tutorials (either in small groups or on an individual basis) to assist students in learning how to use the Electronic Library.

The Library also aims to provide:

- Recommended Readings for each subject taught at CQU College Melbourne
- Newspapers e.g.: The Age, The Australian, and Financial Review
- General interest magazines e.g.: Time, Rolling Stone Magazine, Harvard Business Review and Australian Personal Computer Magazine and others.

Once enrolled, students can apply for borrowing privileges at any other university library in Victoria. For further information on how to apply, please see the library staff on Level 4.



## Photocopying Facilities

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Photocopying facilities are available on Level 4 and 7.

To use the photocopier, students can use their Printing credit or purchase credit from the cash machine on level 4. Photocopies are available at 10c per page.

*Australian Copyright Laws  
must be observed when  
photocopying*

## CQU College Wireless Network

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CQUroam is CQU College's Wireless networking technology that allows users to access CQU network services with your computer, laptop or mobile device without requiring physical network connections.

- Students can access the CQU network anywhere there is coverage. Wireless hotspots are located throughout the campus at the following locations: Ground Floor, Level 2, Level 4, Level 5, Level 7 and Level 9.

Please be aware that the wireless access is not as fast as a wired connection and may not be suitable for large downloading or other network intensive applications.

The wireless access points are available to both staff and students where you will need to use your domain username and passwords to access the CQU Network, as well as wireless enabled laptop or PDA with the wireless network device is 802.11 a/b/g compliant and supports Wi-Fi Protected Access (WPA) with 802.1X authentication. Please see the Helpdesk for configuration instructions.

## Attendance

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To comply with Australian Government regulations relating to student visas, international students are required to attend at least 80% of all scheduled classes (that is 80% of the scheduled course contact hours).

Students should ensure they keep medical certificates to cover any absences as these are required by the College, and maybe requested by the Department of Immigration and Citizenship (DIAC).

Medical Certificates should be taken to the Director of Studies (DOS) on Level 10 for processing.

Attendance records are kept for each course and these records are monitored each week. Remember that you will be marked absent for any time you are not in class. This means if you are late, you will be marked absent for this time.

If satisfactory academic performance is not met, international students will be reported to DIAC (Department of Immigration and Citizenship) and will face program and visa cancellation.

The English Language Centre— ELICOS Course Attendance Policy is located at:

[http://policy.cqu.edu.au/Policy/policy\\_file.do?policyid=746](http://policy.cqu.edu.au/Policy/policy_file.do?policyid=746)



## Mobile Phones

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Mobile phones must be switched off during classes.

Students will be asked to leave the class if mobile phones are not switched off.

## Student Conduct

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CQU College Melbourne 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.

Refer to the Student Charter for further information located at:

[http://policy.cqu.edu.au/Policy/policy\\_file.do?policyid=202](http://policy.cqu.edu.au/Policy/policy_file.do?policyid=202)

## Student ID Card

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As part of enrolment, students are issued with a Student Identification card. New students must have their ID card validated by IT. Student ID cards provide access to services such as computing and library facilities.

Entry to the campus and to sit examinations requires presentation of your ID card. Students must carry ID cards on campus at all times. Students are required to produce their Student Identification Card upon request by a staff member or security.

Only students with current ID cards and students who have applied to graduate, will be allowed on campus.

Replacement student cards are available from Student Finance at a cost of \$10.00 payable to Student Finance. Please see Student Finance on level 1.



## Cheating/Plagiarism

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For definitions of the terms 'cheating' and 'plagiarism', please refer to the CQU College Handbook at:

<http://handbook.cqu.edu.au/> or refer to the glossary at the end of the guide.

All forms of cheating, plagiarism, copying, collusion or interference with another student's academic work and performance will be treated as a serious offence.

Any incidences will be reported to the Director of Studies (DOS) who will take appropriate action.

***All forms of cheating and  
plagiarism will be  
treated as a serious  
offence***

## 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 on level 1.

**Note:** All courses listed on a student's e-rolment record at census date will incur financial liability for that term.

## Refund Policy

CQU College Students and Applicants

### Applying for a refund

Refunds will only be processed when the fully completed refund application forms are lodged with the Campus Services Department at the CQUniversity campus. All refunds will be assessed individually and the refund policy will be applied accordingly. This may range from No Refund, Partial Refund or Full Refund.

### 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.

### Supporting documentation

If an applicant's visa application is unsuccessful, the applicant must attach a copy of the official notification of rejection of the visa application to the *Refund Request* form. Forms are to be submitted to the student's Campus Services.

Refer to the **Refund Policy, Principles and Process** which is available at

[http://policy.cqu.edu.au/Policy/policy\\_list.do](http://policy.cqu.edu.au/Policy/policy_list.do)

to check your eligibility.

Where can I find...	
Lecturers/Tutors	Level 10
Bookshop	Level 1
Student Services	Level 1
Computers for Student use	Level 10
Finance	Level 1
IT Helpdesk	Level 4
Learning Skills Unit	Level 5
Library	Level 4
Photocopiers for Student use	Level 4 Library and IT Lab and Level 7.
Quiet room	Level 6
Reception Desk	Level 1
Student Association	Level 5
Student Lounge	Level 5
Student Administration	Level 1
TECC (Training, Employment and Career Coaching)	Level 1



## IF YOU HEAR THE FOLLOWING ALARMS:

### ALERT ALARM



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

### EVACUATION ALARM



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

## KNOW YOUR EXITS



**FOR YOUR SAFETY MAKE SURE YOU KNOW THE LOCATION OF THE NEAREST EMERGENCY EXIT**

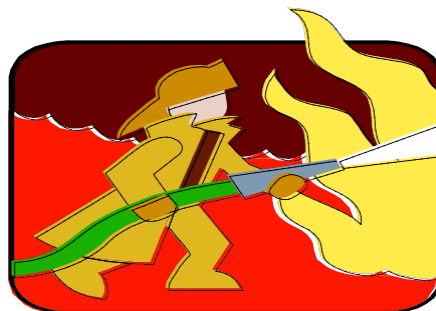
In the case of an alarm, follow the directions of your floor wardens.

They can be identified by their **red** and **yellow** helmets.

Make sure you proceed down the correct stairs calmly and carefully but do not run.

When you arrive at the ground floor clear the front door area and move to the evacuation area as directed.

Wait for further instructions.



**EVACUATION**

**ASSEMBLY AREAS**

**Wesley Church and behind the Marriott Hotel**





## GLOSSARY

## Appendix C

A complete glossary is available at: <http://glossary.cqu.edu.au/>

**ASSESSMENT:** The work a student is required to complete to: fulfill educational purposes, provide a basis for a record of achievement or certification of competence, or permit grading. It is usual for students to be assessed on their individual achievement but in some courses group assessment may occur. Assessment tasks may include assignments, class tests, presentations, learning tasks exams.

**CENSUS DATE:** Census Date is the last day to: withdraw from one or more courses without academic penalty; cancel your program without academic or Fee-Help penalty; apply for a leave of absence; change your citizenship status; change your Fee-Help payment option; make an upfront Fee-Help payment.

**CHEATING:** Dishonest conduct in assessment is cheating and a form of academic misconduct.

**CONFIRMATION OF ENROLMENT (COE):** A confirmation of enrolment is sent to new international students upon receipt of tuition fees and is required by DIAC (Department of Immigration and Citizenship) prior to issuing Student Visas.

**DIAC:** Department of Immigration and Citizenship, formerly DIMA (Department of Immigration and Multicultural Affairs).

**ECOE:** Electronic Confirmation of Enrolment form which is required by DIAC (Department of Immigration and Citizenship) to apply for a student visa.

**EXCLUSION:** A student is excluded when the College terminates the student's enrolment on the grounds of unsatisfactory academic performance and academic misconduct.

**LEAVE OF ABSENCE:** For a student, a leave of absence is an authorized break from study or deferment of study. A student may notify the College of their intention to discontinue their enrolment and may at the same time request leave of absence for a number of terms, indicating an intention to return at the end of the term. Leave of absence or deferment of study will only be granted in exceptional circumstances for students on a student visa.

**OSHC:** Overseas Student Health Cover. A Compulsory Health Insurance covers for international students in Australia.

**PLAGIARISM:** Plagiarism is the presentation of work, ideas or data of others as one's own without appropriate acknowledgement. Severe penalties apply refer to: <http://policy.cqu.edu.au/Policy/policy.jsp?policyid=198>

**SUSPENSION:** A student may be suspended for a period of time from entering College grounds or using College services and facilities, including attending classes, using the library and accessing computers. This usually occurs as a result of student misconduct, which may include, but may go beyond, academic misconduct. Suspension need not prevent subsequent action against a student for misconduct. CQU College Statute No 4 (Student Discipline) 1999 describes circumstances under which suspension may occur.

**TUITION FEE:** A fee chargeable for the undertaking of a course within a program.





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