

## 2009 COURSES

### GENERAL AND SPECIALISED ENGLISH

Start any Monday	Super Intensive® ** ++ Specialised Super Intensive 25 hours per week (30 lessons) 2-52 weeks	Intensive® ** ++ Specialised Intensive 20 hours per week (25 lessons) 2-52 weeks***	Basic ++ 16 hours per week (20 lessons) 1-12 or 1-17 weeks
Cricos Course Codes:	005690F, 065515B	0061167E, 065516A	
<b>Course Fees:</b>	AU\$180 Enrolment Fee	AU\$180 Enrolment Fee	AU\$180 Enrolment Fee
1 – 3 weeks	AU\$305 per week	AU\$275 per week	AU\$245 per week
4 – 7 weeks	AU\$300 per week	AU\$270 per week	AU\$240 per week
8 – 11 weeks	AU\$295 per week	AU\$265 per week	AU\$235 per week
12 – 18 weeks	AU\$290 per week	AU\$260 per week	AU\$230 per week
19 – 23 weeks	AU\$280 per week	AU\$250 per week	
24+ weeks	AU\$275 per week	AU\$245 per week	

### EXAMINATION AND UNIVERSITY PREPARATION

#### Cambridge Examinations® \*\* ++

Cricos Course Codes: (32436F, 032436G)

- Preliminary English Test (PET)+
- First Certificate In English (FCE)
- Certificate In Advanced English (CAE)
- Certificate In Proficiency (CPE)

Hours of Tuition: 25 hours per week (30 lessons)

Length of Course: 12 weeks

Enrolment Fee: AU\$180

Tuition Fee: AU\$3600 (includes course text)

Examination Fees Additional: PET AU\$242, FCE AU\$363, CAE AU\$368, CPE AU\$376

#### Specialised Super Intensive for Exam Preparation® \*\* ++

Cricos Course Code: 065514C

#### IELTS

#### English for Academic Purposes (Pre University, Advanced)® \*\* ++

Cricos Course Code: 005691E

Hours of Tuition: 25 hours per week (30 lessons)

Length of Course: 12 weeks

Enrolment Fee: AU\$180

Tuition Fee: AU\$3600 (includes course text)

Examination Fees Additional: IELTS AU\$280\*\*\*

### OPTIONAL ELECTIVES IN SPECIALISED INTENSIVE AND SUPER INTENSIVE COURSES

- Business English
- IELTS Preparation
- Hospitality/Tourism English
- CAE, FCE Preparation

### COMMENCEMENT, COURSE AND EXAMINATION DATES

GENERAL ENGLISH SPECIALISED INTENSIVE SPECIALISED SUPER INTENSIVE HIGH SCHOOL PREPARATION ADVENTURE ENGLISH PACKAGES	CAMBRIDGE EXAMINATION PREPARATION 23 March – 12 June 2009 14 September – 4 December 2009 EXAMINATION DATES Listening & Speaking held 2 weeks prior to Written Examination 16 – 18 June 2009 8 – 10 December 2009	IELTS SPECIALISED SUPER INTENSIVE FOR EXAM PREPARATION 5 Jan – 27 March 2009; 30 March – 19 June 2009; 22 June – 11 September 2009; 14 September – 4 December 2009 EXAMINATION DATES Academic and General IELTS see <a href="http://www.ielts.org">www.ielts.org</a>
Every Monday except public holidays		

• All course fees do not include consumables or examination fees and are subject to change without notice  
• Resource Fee: \$AU68 (optional). Resource Fee includes provision of a course textbook. General English Students may use the textbook loan system or, as part of the optional Resource Fee, receive their own Textbook. Full-time examination students receive their text books as part of their program.  
• Free Internet/Email Access available  
® \*\* REGISTERED COURSES – REGISTERED COURSES OF MORE THAN 12 WEEKS USUALLY REQUIRE A STUDENT VISA

++ Students on Working Holiday Visa may study for up to 17 weeks; Students on Visitor's Visa may study for up to 12 weeks

\*\*\* Minimum of 5 weeks for Student Visas (GEI) – course applicants should produce evidence of sufficient education to cope with a course in English for Speakers of Other Languages (ESOL). This should be a minimum of 9 years' schooling or equivalent, which is accepted as evidence of literacy in the mother tongue.

+ Subject to student numbers

+++ Subject to change without notice

## HIGH SCHOOL PREPARATION®

Cricos Codes: 050281E, 050282D, 050283C)

### FULL TIME - start any Monday

Ages:	12 - 17 years
Hours of Tuition:	25 hours per week (30 lessons)
Length of Course:	10 – 50 weeks
Enrolment Fee AU\$:	\$180
Tuition Fee AU\$:	\$320 per week
Guardianship Fee AU\$:	\$40 per week
Homestay AU\$:	\$230 per week (Full Board)*
Textbook/Resources AU\$:	\$110 per term (10 weeks)
Activities/Excursion AU\$:	\$220 per term (10 weeks)

\* Homestay fees do not include daily transfers

ISLPR and IELTS Examination Fees Additional

## BUSINESS & SPECIALISED ENGLISH®

### FULL TIME

- English for Business Purposes (Cricos Code: 005692D)
- Business English I and II (Cricos Codes: 032434J, 032435G)

Hours of Tuition:	25 hours per week (30 lessons)
Length of Course:	10 weeks
Enrolment Fee AU\$:	\$180
Tuition Fee AU\$:	\$3000

### PART TIME (Business, IELTS, Hospitality/Tourism, CAE, FCE) (minimum 4 weeks)

5 lessons per week	– Mon and Tues 1.10pm - 3.20 pm
10 lessons per week	– Mon to Thurs 1.10pm - 3.20 pm
Enrolment Fee AU\$:	\$100
Tuition Fee AU\$:	\$60 per week – 5 lessons per week \$120 per week – 10 lessons per week

Textbook not included

## PUBLIC HOLIDAYS

The College will be CLOSED on the following days:

26 January 2009 - Australia Day  
4 May 2009 - Labour Day

10 April and 13 April 2009 - Easter  
8 June 2009 - Queen's Birthday

25 April 2009 - Anzac Day  
17 July 2009 - Cairns Show

The College closes from Friday after trading 18 December 2009 and reopens Monday 4 January 2010 for the 2009/2010 Christmas/New Years holiday.

## DIVING ADVENTURE ENGLISH PACKAGES

**Package Fees Include:** Enrolment Fee, English Tuition, Activities and GST, Text Book Loan, Accommodation Placement Fee, Homestay (Half Board), Certificates

**Length of Courses:** 2 weeks (3 and 4 week programs and prices available on request)

### START ANY MONDAY

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li><b>Super Diving English AU\$1885</b><br/>25 hours General English, 4-Day Diving Course (PADI Certification), One night live aboard on Great Barrier Reef, Relevant PADI Manuals, all Diving Equipment, Accommodation/Meals on Boat Trip (two-day, one night), Kuranda Experience and Half-Day White Water Rafting, 2-Week Homestay<br/>[excludes Medical Assessment and Reef Tax/ Environment Levies]</li> </ul> | <ul style="list-style-type: none"> <li><b>Advanced Diving English AU\$1840</b><br/>(for those who have Open Water Certification)<br/>25 hours General English, 3-Days/2-Nights Live-Aboard on Great Barrier Reef, Includes 5 dives (Advanced Navigation, Advanced Night Dive, Advanced Deep Dive, Peak Performance and one selected additional dive from the PADI Training Program), Half Day White Water Rafting, 2-Week Homestay<br/>[excludes Medical Assessment and Reef Tax/Environment Levies]</li> </ul> |
| <ul style="list-style-type: none"> <li><b>Diving English AU\$1720</b><br/>25 hours General English, 4-Day Diving Course (PADI Certification), Includes PADI Manual, all Diving Equipment and two day trips to the Great Barrier Reef. Also includes Half-Day White Water Rafting or Kuranda Experience (Skyrail Rainforest Cableway and Scenic Train), 2-Week Homestay<br/>[excludes Medical Assessment and Reef Tax/Environment Levies]</li> </ul>     |   |

## PRIVATE TUITION

One-on-One AU\$80 per lesson; AU\$356 per 5 lessons

- All course fees do not include consumables or examination fees and are subject to change without notice
- Resource Fee: \$AU68 (optional). Resource Fee includes provision of a course textbook. General English Students may use the textbook loan system or, as part of the optional Resource Fee, receive their own Textbook. Full-time examination students receive their text books as part of their program.
- Free Internet/Email Access available
- REGISTERED COURSES – REGISTERED COURSES OF MORE THAN 12 WEEKS USUALLY REQUIRE A STUDENT VISA
- ++ Students on Working Holiday Visa may study for up to 17 weeks; Students on Visitor's Visa may study for up to 12 weeks
- \*\*\* Minimum of 5 weeks for Student Visas (GEI) – course applicants should produce evidence of sufficient education to cope with a course in English for Speakers of Other Languages (ESOL). This should be a minimum of 9 years' schooling or equivalent, which is accepted as evidence of literacy in the mother tongue.
- + Subject to student numbers

## SPECIALISED AND CUSTOMISED PROGRAMS

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|---|---|
| <ul style="list-style-type: none"> <li>English + Farmstay</li> <li>Young Learners' Programs</li> <li>English + Business or Business Management Course</li> <li>Corporate English</li> </ul> | <ul style="list-style-type: none"> <li>English + Work Experience/Internships</li> <li>English + Volunteering</li> <li>English + Tourism or Hospitality Course</li> <li>Study Tour Programs</li> </ul> |
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(contact International Student Services for more details)

## ACCOMMODATION AND ARRIVALS/AIRPORT TRANSFER\*\*

### HOMESTAY – (minimum 7 nights)

Placement Fee:	AU \$175
<b>Half Board</b>	
Single	AU \$198 per week
Additional Nights	AU \$ 30 per night
Couple (per person)	AU \$185 per week
Additional Nights (per person)	AU \$ 30 per night
<b>Full Board</b>	
Single	AU \$230 per week <sup>#</sup>
Additional Nights	AU \$ 35 per night

### HOMESTAY ARRIVALS/AIRPORT TRANSFER

All students moving directly into **Homestay** will be met on arrival at no charge.

**Pick-up Fee:** NIL

### SHARE HOUSE/APARTMENT (minimum 4 weeks)\*<sup>+</sup>

[18 years and over only]

Placement Fee:	AU \$175
Single Room	AU \$130 - 150 per week
Double Room (per person)	AU \$120 - \$150 per week
Key Deposit	AU \$20 - \$50 <sup>∞</sup>
Bond/Security Deposit	AU \$100 - 200 <sup>∞</sup>

<sup>∞</sup> payable directly to accommodation manager

<sup>\*</sup>subject to availability <sup>+</sup>no meals included

### SHARE ARRIVALS/AIRPORT TRANSFER

Students moving into **Share Accommodation** may make their own way to the share accommodation, arriving at a pre-arranged time, **OR** be met on Arrival by the Share House/ Apartment owner or College representative and transferred to the accommodation.

**Share Pick-up Fee:** AU\$60

PRICES QUOTED ARE PER PERSON

\*\* prices include Goods and Services Tax (GST) where applicable

## STUDENTS UNDER 18 YEARS

Students under 18 years of age must study full time (25 hours per week) and stay with an approved homestay family (full board)\*. Australian Government guardianship conditions apply. Guardianship Fee: AU\$40 per week.

## OVERSEAS STUDENT HEALTH COVER

Australian Government regulations require overseas students travelling on a STUDENT VISA to pay their Overseas Student Health Cover (OSHC) direct to the institution. The cover is calculated on the length of the course.

PER MONTH

Single AU\$29.50

Family AU\$59

## ADDITIONAL ALLOWANCES<sup>+++</sup>

### POCKET MONEY/LIVING EXPENSES<sup>+++</sup>

With Homestay	AU\$ 85 per week
Share House/Apartment	AU\$160 per week
Bicycle Hire	AU\$12 - 20 per week

<sup>+++</sup> approximate costings

### OPTIONAL EXTRAS<sup>+++</sup>

Sports	AU\$ 0 - 15 per week
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<sup>+++</sup> approximate costings

## SAMPLE TIMETABLES

### SPECIALISED INTENSIVE, SUPER INTENSIVE AND GENERAL ENGLISH PROGRAMS (SAMPLE)

	Monday	Tuesday	Wednesday	Thursday	Friday
8.30 - 10.10	Core Program				
10.10 - 10.40	Morning Tea				
10.40 - 11.30	Skills Extension				
11.30 - 11.35	Break				
11.35 - 12.25	Skills Extension				
12.25 - 1.10	Lunch				
1.10 - 2.00	General English or IELTS, Business, Hospitality/Tourism	General English or IELTS, Business, Hospitality/Tourism	General English or IELTS, Business, Hospitality/Tourism	General English or IELTS, Business, Hospitality/Tourism	Optional Sports Self Study Free Time  2.00pm – 4.00pm
2.00 - 2.05	Break				
2.05 - 3.20	Same as 1.10-2.00 Schedule				
<b>Courses</b>	<b>Specialised Super Intensive</b>	25 Hours	30 Lessons	Full Timetable	
	<b>Specialised Intensive</b>	20 Hours	25 Lessons	Basic + 2 Afternoons	
	<b>Basic</b>	16 Hours	20 Lessons	Full Day on Day 1 – Orientation Day 8.30 to 12.25 – Balance of the course	
					Guided Independent Learning 8.00 - 8.30 3.30 - 4.00

### OPTIONAL ELECTIVES SPECIALISED ENGLISH COURSES

- Business English
- IELTS Preparation
- Hospitality/Tourism English
- CAE, FCE Preparation

### EXAM PREPARATION - CAMBRIDGE SUPER INTENSIVE (SAMPLE)

	Monday	Tuesday	Wednesday	Thursday	Friday
8.30 - 10.10	Homework and Test Review	Writing	Grammar – Presentation & practice	Grammar – Presentation & practice	Speaking – Describing People
10.10 - 10.40	Morning Tea				
10.40 - 11.30	Listening	Writing (continued)	Grammar – Extension & review	Grammar – Extension & review	Writing – Describing People
11.30 - 11.35	Break				
11.35 - 12.25	Grammar – Presentation & practice	Reading	Reading	Error Correction Techniques	Weekly Review & Test
12.25 - 1.10	Lunch				
1.10 - 2.00	Examination Practice & Techniques - Reading	Vocabulary – Word building	Writing – Sequences	Examination Practice and Techniques - Listening	Optional Sports Self Study Free Time  2.00pm – 4.00pm
2.00 - 2.05	Break				
2.05 - 3.20	Exam Practice (cont) Grammar Workshop	Examination Practice & Technique	Writing – Sequences	Pronunciation Practice Examination support	

### SPECIALISED SUPER INTENSIVE FOR EXAMINATION PREPARATION (IELTS SAMPLE)

	Monday	Tuesday	Wednesday	Thursday	Friday
8.30 - 10.10	Speaking Practice Writing	Speaking Practice Grammar	Speaking Practice Vocab Support	Speaking Practice Vocab Check	Speaking Practice Test Practice
10.10 - 10.40	Morning Tea				
10.40 - 11.30	Writing Skills	Reading	Grammar	Writing Skills – Planning an Essay	Reading
11.30 - 11.35	Break				
11.35 - 12.25	Vocabulary	Reading	Listening Pronunciation	Exam Practice	Conversation Practice
12.25 - 1.10	Lunch				
1.10 - 2.00	Vocabulary	Writing – Letter of Complaint	Instant IELTS	Instant IELTS	Optional Sports Self Study Free Time  2.00pm – 4.00pm
2.00 - 2.05	Break				
2.05 - 3.20	Speaking Reading	Speaking/Vocabulary Letter Structure	Vocabulary Listening, Speaking	Vocabulary Listening, Speaking	

## COURSE OVERVIEWS

### ALL COURSES

**Skilled and Experienced EFL Teachers** (each class taught by a team of two teachers)

**Small Classes:** Average 10 students per class, maximum of 14

**Course Plans:** Designed for each student after completion of placement test to determine his/her language and content skill.

**Weekly Plans:** Show the topics, tasks, skills, grammar and vocabulary which will be the focus for the week for the class.

Assessment is continuous and ongoing with formal and weekly assessments, including bi-weekly student-teacher interviews.

**Students learn the English Language and develop their language skills at an accelerated pace.**

Time spent in the classroom is complemented with outside studies, homework, access to guided learning and computer centres, cultural and social experience.

**Knowledge of English extended through cultural and social programs.**

**Assessment is continuous and ongoing** with formal and weekly assessments, including bi-weekly student-teacher interviews.

**English Language Skills reported in an English Language Proficiency Statement** according to the Common European Framework for Languages and issued on exiting the course.

#### General English *(Start any Monday)*

**BASIC:**

16 hours tuition per week (20 x 50 minute lessons)

**INTENSIVE / SPECIALISED INTENSIVE: ®**

20 hours tuition per week (25 x 50 minute-lessons)

Specialised electives in IELTS, Business English, Hospitality/Tourism English

**SUPER INTENSIVE / SPECIALISED SUPER INTENSIVE: ®**

25 hours tuition per week (30 x 50 minute-lessons)

Specialised electives in IELTS, Business English, Hospitality/Tourism English

**Course Levels:**

Beginner (ESL Level 1, Elementary (ESL Levels 2 and 3), Intermediate (ESL Levels 4 and 5), Upper Intermediate (ESL Levels 6 and 7), Advanced (ESL Levels 8 and 9)

**Who is the Course For?**

For students who want the maximum amount of progress in the minimum length of time.

**Students progress through levels at individual pace**

#### Examination Preparation Cambridge® and Specialised Intensive for Exam Preparation ®

25 hours of group tuition per week – 100 % Examination Preparation in both Cambridge and IELTS Examination Classes

**Cambridge and IELTS Examiners on staff.**

**Who are the Cambridge Courses For?** For students who want the maximum amount of progress and pass Cambridge University English Examinations.

**CAMBRIDGE:** PET\*, FCE, CAE, CPE, BEC\*(12 wks) 23 March - 12 June 2009; 14 September - 4 December 2009

**Who are the IELTS Courses For?** For students who want the maximum amount of progress with a focus on tertiary education entry and/or Australian residency visas.

**IELTS (Academic and General) and English for Academic Purposes ® (12wks)**

• 5 Jan - 27 March 2009 • 30 March - 19 June 2009 • 22 June - 11 September 2009 • 14 September - 4 December 2009

#### High School Preparation ® *(Start any Monday)*

**Quality High School Preparation Program** with rigorous curricula, specialist subject focus (Science, Mathematics), high school integration, social development activities and character-building

**Small Classes and Outstanding Results.** 100% successful transition to High School.

**The Formula for Successful Transition to High School:** Intensive English Language with a High School Focus + Language and Principles of specialist High School subjects + Study, Research, Time Management, Leadership, Reporting and Presentation Skills + Social and Cultural Communication + Integration into High School + Sports, Activities and Excursions + Accommodation with an Australian Family.

#### Business English/English for Business ®

The Business English courses aim to develop a student's ability to function confidently and effectively in the workplace. The course provides intensive development of the language and practical skills of business.

**Skilled and Experienced EFL and Business Teachers**

**Part-Time:** Start any Monday

#### Specialised Electives/Options (to Specialised Intensive and Specialised Super Intensive courses)

**IELTS, FCE, CAE:** The modular course focussing on providing students with necessary/key skills to take the IELTS and Cambridge Examinations. Students will be prepared for the exam through a combination of language skills training and exam practice.

**Hospitality/Tourism:** The focus will be on the skills and language which will enable the students to better understand and function within the hospitality industry and the highly competitive tourism environment.

#### Diving Adventure English Packages *(Start any Monday)*

For the student with limited time who wishes to combine learning English with the real adventure of diving on the Great Barrier Reef.

Package includes: General English (25 hrs Super Intensive) + Diving Instruction + Selected Activities + Accommodation + Accommodation Placement and Enrolment Fees

® Registered courses suitable for Student Visas

\* Subject to student numbers

## REFUND POLICY

The Cairns Language Centre/Eurocentres Cairns [the College] Policy of Fee Refunds and Tuition Fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ("the National Code"), The Education for Overseas Students Act 2007 (ESOS ACT 2007), and Education Services for Overseas Student Regulations 2007 (ESOS Regulations 2007).

A	If Visa application is rejected or if a student becomes ill prior to visa approval, written notice must be given within seven days.	Full Refund
B	If student cancels twenty-eight days or more before course starting date.	Refund – 90% of tuition fees
C	If student cancels less than twenty-eight days before course starting date.	Refund – 75% of tuition fees
D	If a student cancels or transfers to another institution after course commences.	No Refund
E	Enrolment Fee	Non-refundable
F	Placement Fees – if student cancels less than fourteen days before course starting date	Non-refundable
G	In the event of cancellation of accommodation or early departure students must provide two weeks notice. No refund will be made for those two weeks.	
H	The College guarantees to run all courses as advertised. In the event of the cancellation of the course by the College, all fees will be refunded in 2 weeks directly to the person who contracted with the College unless that person authorises otherwise.	
I	Student cancellations are subject to the College Fee Refund Policy and will be processed 4 weeks from receiving written notice. Refunds will be forwarded directly to the person who contracted with the College unless that person authorises otherwise.	
J	This agreement does not remove the right to take further action under Australia's consumer protection laws. Dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.	
K	In the event of the cancellation of a packaged activity due to medical reasons or unforeseen circumstances after course commencement, a refund is not available; however, alternative activities or English lessons will be arranged to the value of the individual activity package value.	

**PLEASE NOTE:** Refunds must be collected within three months of the cancellation date. In the event of a re-application within a 12-month period the non-refundable enrolment and placement fees will not be re-charged.

## PROCEDURES FOR RESOLUTION OF GRIEVANCES

Should there be any occasion when an issue, complaint or problem arises, please confront the issue as quickly as possible, rather than continue unhappily. The following steps are available:

- Discuss or resolve the difficulty with the student or staff member(s) in question, for example:
  - If the issue concerns class work or a course the problem should be discussed with your teacher
  - If the issue concerns accommodation it should be discussed with the Homestay Co-ordinator
  - If the issue concerns fees it should be discussed with administration
  - If the issue concerns changes to some aspect of the College life it should be discussed with a teacher
  - If the issue concerns a financial dispute see the College Refund Policy which is determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the "National Code"), the Education for Overseas Students Act 2007 (ESOS ACT 2007), and Education Services for Overseas Student Regulations 2007 (ESOS Regulations 2007).
- Either person may nominate a support person to accompany them at any stage of the process.
- If a resolution cannot be reached, discuss the difficulty with the Director of Studies, a senior member of staff nominated by the Director of Studies, or in the absence of the Director of Studies, a person nominated by the Principal. An interpreter may be used to help resolve the issue. A mediator with knowledge of the student's culture or a mediator or support person may be brought in to help with the resolution process. The mediator will be brought in at the student's expense. Independent mediators are available upon request or ring Dispute Resolution Branch, Department of Justice and Attorney General on 1800 017 288
- If the difficulty has still not been resolved either person from step 3 may make a written request for resolution of the matter to the Director of Studies or a senior member of staff nominated by the Director of Studies. The matter is now considered a grievance. Written requests will only be accepted if steps 1 and 2 have been completed.
- The Director of Studies may then attempt to resolve the grievance through further negotiation or mediation, or may advise the complainant in writing that the grievance is considered to be frivolous and/or vexatious, and that no enquiry is to be made.
- If the grievance has not been resolved nor the complaint dismissed the Director of Studies will convene a College Grievance Committee, which would be established on an ad hoc basis and would usually consist of 2-3 people for each case.
- The outcome of the College Grievance Committee's deliberations will be communicated in writing to both parties involved in the grievance. This communication should normally include an offer from the Director of Studies or a senior member of staff nominated by the Director of Studies to debrief or otherwise provide further assistance to either party. All written communications should be signed by the parties and photocopies will be kept in order to provide evidence of the receipt of the document.
- The Director of Studies or a senior member of staff nominated by the Director of Studies may monitor, or be directed by the College Grievance Committee to monitor, the resolution of the dispute for a maximum period of one month, and may wish to make further recommendations (in writing) should the settlement not resolve the dispute to the satisfaction of both parties.
- A grievance case would be considered closed upon receipt by the Director of Studies of a written withdrawal of the grievance by the complainant or of a written agreement between both parties.
- Decisions by the College Grievance Committee, the Director of Studies or the senior member of staff nominated by the Director of Studies may be appealed in writing to the Principal.
- The Principal shall then investigate the matter, and may establish a Grievance Appeal Panel to consider the matter, which would be established on an ad hoc basis and would usually consist of 2-3 people for each case. If a student is concerned about the actions of this College they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education and Arts. The Director-General of the Department of Education and the Arts has the power to suspend or cancel the College's CRICOS registration if a breach of the requirements of registration provision is proved.
- The decision shall be communicated in writing to both parties.
- The decision of the Principal or the Grievance Appeal Panel shall be considered final. These procedures do not limit a student's rights to follow other legal remedies. After the process has been completed if a Student Visa student is concerned about the action of the College please contact in writing Qld Department of Education, Senior Education Officer, Office of Non-State Education, PO Box 15033, BRISBANE CITY EAST, QLD 4002.