

*Tropical North Queensland TAFE*

# International Student Pre-Departure Booklet



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### Welcome

Joann Pyne, Director

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- Medical Centres
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#### **Maps**

# Welcome

On behalf of Tropical North Queensland TAFE (TNQ TAFE), I would like to extend to you an open and warm invitation to continue your education in Cairns. Every year thousands of students from all over the world make the decision to come to Cairns to study and learn in this tropical paradise.

By studying with TNQ TAFE, the largest provider of vocational education and training in the Cairns region, international students can be assured of industry-relevant and recognised training in areas such as horticulture, tourism, hospitality, massage, fashion and nursing. The Language Centre provides English language training to students wishing to improve their language skills.

TNQ TAFE has been delighted to welcome international students from Japan, Korea, China, Taiwan, India, Thailand, Papua New Guinea, the United Kingdom, Switzerland, Sweden, Austria, Italy, Spain, Germany, the Czech Republic, Turkey, Brazil, Philippines, Indonesia, Malaysia, Solomon Islands, Argentina, South Africa, Egypt, Mexico, Portugal, Slovakia, Fiji, Cambodia, Vietnam, Zimbabwe and Reunion.

These international students joined more than 3,000 Australian students in completing many different courses at the Cairns campus. After graduating from their courses, these students have continued studying at TNQ TAFE, enrolled at university, continued their holidays in Australia, applied for permanent residency, or returned to their home country to find employment or continue their studies.

TAFE QLD is a part of the State Government Department of Education and Training and is committed to providing quality products and outstanding services to international students. We aim to grow our international business by exceeding your expectations and building strong, lasting partnerships and friendships. This brochure provides facts and figures about your study options with TNQ TAFE, and the courses and services available to international students in Cairns.

I hope you will accept our invitation to study, learn and grow with Tropical North Queensland TAFE and I look forward to seeing you in our wonderful corner of the world.

Joann Pyne  
Director  
Tropical North Queensland TAFE (TNQ TAFE)  
Department of Education and Training

# Pre-Arrival

## Introduction to Australia

### Facts about Australia:

- Australia is the world's 6<sup>th</sup> largest country
- Population: 21 million
- English is the official language
- Climate varies depending on location (Cairns has a tropical climate)
- Almost 1 in 5 Australians come from a non-English speaking background
- Six states - Queensland (QLD), capital Brisbane; New South Wales (NSW), capital Sydney; Victoria (VIC), capital Melbourne; South Australia (SA), capital Adelaide; Western Australia (WA), capital Perth; and two territories - Australian Capital Territory (ACT), capital Canberra; and Northern Territory (NT), capital Darwin
- Canberra is the national capital – located in the Australian Capital Territory (ACT)
- Electricity is 240 Volts AC and electrical sockets require 3-pin plugs – you can buy an adaptor from most airport shops, department stores, electrical and luggage shops



Other information can be found at:

[www.immi.gov.au/living-in-australia/choose-australia/about-australia](http://www.immi.gov.au/living-in-australia/choose-australia/about-australia)

[www.australia.gov.au/about-australia](http://www.australia.gov.au/about-australia)

[www.tourism.australia.com](http://www.tourism.australia.com)

## Introducing Cairns

### Facts about Cairns:

- A safe, regional destination
- Small and friendly community of 140,000 residents
- One of the busiest international airports in Australia
- Airport within 10 - 15 minutes of the city
- Located between two World Heritage Listed areas – World Heritage tropical rainforest and the Great Barrier Reef
- Facilities of a large city – sporting, shopping, duty free, restaurants, art galleries, theatres, medical facilities, casino.
- Tropical climate – temperatures range from 17° Celsius in the winter (dry season) to 34° Celsius in the summer (wet/green season)
- Affordable living
- Part-time work is available in the region for international students with permission to work. Some travel may be required to obtain work.
- Over 15 000 students enrolled at TNQ TAFE each year, studying full time, part time, online or via distance education.
- Approximately 200 international students studying on campus
- Ride a bicycle, catch the bus or walk to TNQ TAFE and work
- Accommodation options include homestay, share houses, lodges, inner-city and suburban apartments



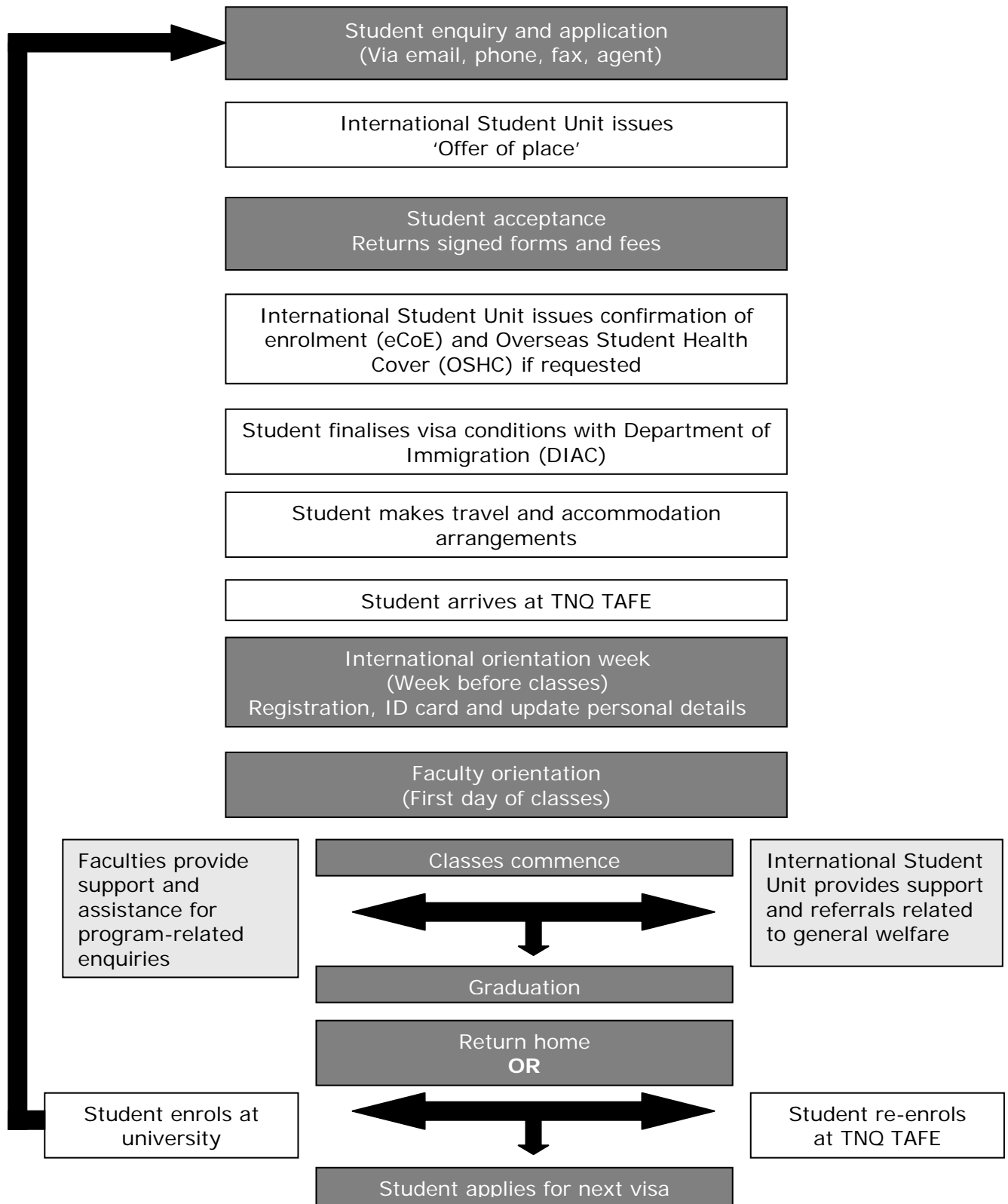
Other information can be found at:

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

[www.cairnsgreatbarrierreef.org.au](http://www.cairnsgreatbarrierreef.org.au)

[www.wikipedia.org/wiki/Cairns](http://www.wikipedia.org/wiki/Cairns)

# Application Process



## Before Leaving Home:



- Apply for passport & student visa .....
- Arrange for immunisations and medications from my doctor .....   
Get a letter from your doctor regarding any medical condition you have, and information on how it is being treated, including medication etc
- Apply for a credit card and/or arrange sufficient available funds .....   
Visit your bank or a money exchange before you leave home and get some Australian money – you cannot use any other currency in Australia – or ensure you have an international ATM card (e.g. Cirrus, MasterCard, Visa card etc) to withdraw money at the airport.
- Confirm overseas access to your funds with your bank .....   
Arrange travellers cheques, international ATM card, credit card etc and check whether you can make payments from Australia. Also, check with your bank to see if they work with a bank in Australia and can help set up an Australian bank account.
- Make travel arrangements .....
- Arrange travel insurance .....
- Advise TNQ TAFE of travel details .....
- Arrange accommodation for the first month .....   
(homestay, share accommodation, rental unit, or backpacker)
- Arrange transport from airport to accommodation .....   
You can catch a taxi from the Cairns International Airport to the city for AU\$20-\$35
- Check Australian customs requirements ([www.aqis.gov.au](http://www.aqis.gov.au)) before you pack your bags or go shopping for items to bring into Australia .....
- Pack bags being sure to include the following:
  - Name and contact details of TNQ TAFE .....
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency .....
  - Important documents:
    - English Test, Letter of offer, eCoE .....
    - Passport .....
    - Certified copies of qualifications, academic record & certificates .....
    - Work / trade references, resume .....
    - Medical information .....
    - Children's school reports .....
    - Travel insurance policy .....
    - ID cards, drivers licence, birth certificate (or certified copy) .....
- Give family and friends a copy of your passport, itinerary and contact details, email address etc .....
- Keep important documents in your hand luggage .....   
passport, airline tickets, a pen and important telephone numbers (family, friends, education agent, accommodation, taxi service, etc)

# Arranging Accommodation

One of the best ways for students to learn about Australians and their way of life is to live in their homes as a paying guest. Living in homestay will help you to learn about family life and culture in Australia, and it will also help you to make friends. Students may also decide to rent an apartment or house close to TNO TAFE or the city. This will provide you with freedom to live and create your own living environment. Further information on accommodation options is outlined in the next section.

## Temporary Accommodation

### Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

There are many sites that contain information on temporary accommodation. Some include:

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

[www.cairnsaccommodation.com](http://www.cairnsaccommodation.com)

## Staying With Friends or Family

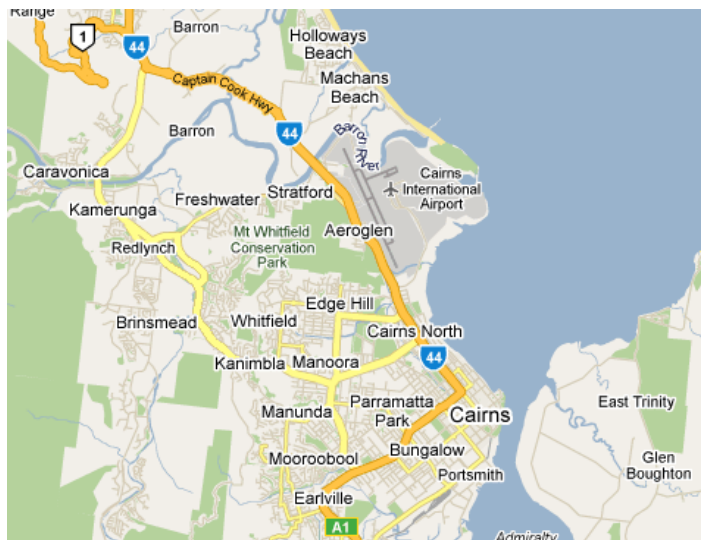
If you know someone in Cairns, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

# Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Cairns International Airport which is the closest international airport to Cairns.

Visit [www.cairnsairport.com.au](http://www.cairnsairport.com.au). Cairns city is located 7 kms from Cairns International Airport.



## Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from TNO TAFE
- Confirmation of Enrolment (eCoE) issued by TNO TAFE
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions

- o CAAW if you are under 18 years of age.

If you are travelling with your family you will need to include their documents as well. **Keep all documents in your carry-on luggage.** In case you lose the originals, make certified copies that can be left behind with family and sent to you.

## What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage [www.aqis.gov.au](http://www.aqis.gov.au):

- Read **"What can't I take into Australia?"**
- And also let your family and friends know **"What can't be mailed to Australia?"**

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (20-30kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

## Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

The winter temperatures in Cairns are usually between 14 – 26 degrees Celsius.

## Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months, however, sleeveless t-shirts may not be suitable for outdoor activities.

For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. If you bring school age children, you should check with your education provider what is included in the uniform package.

## Other Items You Might Need to Include (most can also be purchased in Australia)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> alarm clock            | <input checked="" type="checkbox"/> camera                             |
| <input checked="" type="checkbox"/> dictionary (bilingual) | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> small sewing kit       | <input checked="" type="checkbox"/> your optical prescription          |
| <input checked="" type="checkbox"/> music CDs or iPod      | <input checked="" type="checkbox"/> photos of friends and family       |
| <input checked="" type="checkbox"/> sporting equipment     | <input checked="" type="checkbox"/> swimming costume                   |
| <input checked="" type="checkbox"/> toiletries             | <input checked="" type="checkbox"/> small gifts from home              |
| <input checked="" type="checkbox"/> umbrella               |  |



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

### **Bringing Your Computer**

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

### **Mobile Phones & Laptops**

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** in order to function in Australia. Prepaid mobile phones are very easy to purchase once you are in Australia.

## **On Your Flight**

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear.

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

## **Entry into Australia**

### **Australian Immigration**

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

## Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

## Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

## Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit [www.daffa.gov.au/aqis](http://www.daffa.gov.au/aqis).

## Accessing Money

You should read this section carefully, and discuss the issues raised in this section with the bank in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

## How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$1500 to AU\$2000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education provider.

## On-Going Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in **SINGLE accommodation** (costs will reduce if you are in shared accommodation or own a bicycle):

Monthly Expense	Estimated Cost: \$AU
Rent (four weeks rent @ \$130/week)	\$520.00
Food (four weeks @ \$60/week)	\$240.00
Electricity	\$50.00
Internet	\$40.00
Mobile Phone	\$50.00
Transportation	\$40.00
Entertainment	\$80.00
Insurance – house, car	\$80.00
Other	\$40.00
<b>TOTAL:</b>	<b>\$1,140.00</b>

## Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Cairns, you can also change money at any bank or at currency exchange services.

## Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

## ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying an International Banking Logo** (if your ATM card has international access). Check this with your bank before leaving home.

## Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

## Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the DIAC. See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing

your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

## Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit: [www.immi.gov.au](http://www.immi.gov.au)

## Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

The Cairns TAFE Community Child Care Centre is located next to the TAFE College on Newton Street. All enquiries or bookings should be directed to the Child Care Centre on (07) 4052 1825. Fees apply for child care services.

## Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. The Preparatory (Prep) Year is the first year of school for your child. It is a non compulsory full-time program that runs five days per week. Age is the only criterion for enrolment in the Prep Year for Queensland children. Your child must be five by 30 June in the year they enrol in Prep. Compulsory schooling begins when your child turns 6 years and 6 months. This generally means that your child should be enrolled in Year 1 when they turn 6 years and 6 months.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. You will have to pay international fees for your children to attend a public or private school. Go to [www.eqj.com.au](http://www.eqj.com.au) for information. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - o Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);

- Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- 5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
- 6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- 7. You should also take into consideration the distance from the school to **your education provider**, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please visit [www.education.qld.gov.au/international](http://www.education.qld.gov.au/international) or [www.eqj.com.au](http://www.eqj.com.au)

## State Secondary Schools

### Trinity Bay State High School

Hoare Street  
Manunda QLD 4870  
**Telephone:** (07) 4051 5788  
<http://trinitybayshs.eq.edu.au/wcmss/>

### Cairns State High School

Cnr Sheridan & Upward Streets  
Cairns QLD 4870  
**Telephone:** (07) 4050 3033  
[www.cairnsshs.eq.edu.au/wcmss/](http://www.cairnsshs.eq.edu.au/wcmss/)

### Smithfield State High School

OBrien Road  
Smithfield Qld 4878  
**Telephone:** (+61 7) 40584333  
[www.smithfieldshs.eq.edu.au/wcmss/](http://www.smithfieldshs.eq.edu.au/wcmss/)

## State Primary Schools

### Edge Hill State School

254 Pease St  
Edge Hill QLD 4870  
**Telephone:** (07) 4037 9555  
[www.edgehillss.eq.edu.au/wcmss/](http://www.edgehillss.eq.edu.au/wcmss/)

### Trinity Beach State School

Wewak Street  
Trinity Beach QLD 4879  
**Telephone:** (07) 4057 1444  
[www.trinitybeachss.eq.edu.au/wcmss/](http://www.trinitybeachss.eq.edu.au/wcmss/)

## Independent Schools

### Catholic Education Services

130 Lake Street  
Cairns QLD 4870  
**Telephone:** (07) 4050 9700  
[www.ceo.cairns.catholic.edu.au](http://www.ceo.cairns.catholic.edu.au)

### Trinity Anglican School

*Campus 1:*  
Progress Road  
White Rock QLD 4870  
*Campus 2:*  
Poolwood Rd  
Kewarra Beach QLD 4870  
**Telephone:** (07) 4036 2955  
[www.tas.qld.edu.au](http://www.tas.qld.edu.au)

## Getting From the Airport

The Cairns International Airport offers many direct domestic and international flights. It is located 7 kilometres from Cairns centre. Further information on flight schedules and services is available at [www.cairnsairport.com.au](http://www.cairnsairport.com.au).

## Accommodation Transfers

Many accommodation providers operate their own courtesy coach service to and from the airport. You will need to contact them directly for more information.

## Shuttle Buses

Airport shuttle bus services are available to hotels, city centre, northern beaches, and surrounding areas. Timetable and booking information for services provided by Australia Coach/Sun Palm Express is available at [www.australiacoach.com](http://www.australiacoach.com) or phone (07) 4087 2900.

## Taxis

Taxi ranks are located near the Terminals for International and Domestic arrivals. Taxi fares from the Airport to Cairns centre range from \$15 - \$30 depending on destination point; Fares to the Northern Beaches areas range from \$30 - \$65.

## Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

Once you are in Cairns, it is important for you to contact TNQ TAFE to let us know you have arrived and to provide us with your current contact details. This can be done in person, over the telephone or by sending an email to [international.tnqit@deta.qld.gov.au](mailto:international.tnqit@deta.qld.gov.au).

You must notify the International Student Unit within 7 days if you change your address and/or telephone number and/or your email address.

## Upon Arrival in Australia:



- You can access money exchange at the Cairns International Airport, or in the city. Some banks are open in the city on Saturday morning.....
- Call home.....
- Settle into accommodation .....
- Advise International Student Unit of your new address if you move .....
- Purchase household items and food.....
- Enrol children in school (if applicable) .....
- Attend international student academic orientation .....   
(The week before your course commences)
- Get your photo taken at TNO TAFE for your student ID card .....   
(This will occur during orientation)
- Open a bank account .....
- Attend Faculty orientation .....   
(First morning of your course)
- Start classes .....
- Apply for a tax file number if seeking work.....
- Visit the International Student Unit to say hello, or to ask for help and/or advice whenever you need it.....
- Get involved in student and community life .....   
(eg music, sporting and cultural clubs).

# Settling-In

## Introducing TNQ TAFE

As the largest provider of vocational education and training in the Cairns region, Tropical North Queensland TAFE plays a key role in developing and delivering a wide range of education and training programs. Our TAFE is committed to providing quality products and outstanding service to international students.

The TAFE offers a wide range of nationally and internationally recognised training programs to Diploma level, plus a range of quality English Language programs through a dedicated Language Centre.

Tropical North Queensland TAFE offers all the benefits of an internationally competitive education in a safe, friendly environment, attracting students from all over the world.

Tropical North Queensland TAFE has eight campuses with the main campus located in the centre of Cairns, one of Australia's premier travel destinations. Every year many international students make the decision to come to Cairns to study in a tropical paradise.



For further information on TNQ TAFE visit [www.tnqit.tafe.qld.gov.au/international](http://www.tnqit.tafe.qld.gov.au/international)

## Living in Cairns

Cairns is considered to be one of the safest tropical destinations in the world. However, everyone must ensure their own safety. For example, you wouldn't walk by yourself down a dark alley in the middle of the night anywhere else in the world – so take the same precautions while you are living in Cairns.

A Personal Safety Advice booklet has been prepared by Cairns Police Department and a copy is included at the end of the Handbook. Please take the time to read the booklet and remember to stay safe at all times.

## Weather and Seasons

**Summer:** December – February (wet/green season)

In the summer months, Cairns experience its highest temperatures, humidity and rainfall. The temperature ranges from 26-36 degrees Celsius. The cyclone season is usually between November and May.

**Autumn:** March – May

During these months, the humidity decreases and the days are cooler.

**Winter:** June - August

Winter is the coolest time of the year, with temperatures ranging from 14-26 degrees.

**Spring:** September – November

During these months, the humidity decreases and the days are warm and pleasant.

## Time Zones

Cairns is in the Australian Eastern Time Zone (AEST) which is GMT+10 hours during standard time.

Queensland does not have daylight savings. You may experience daylight savings if you travel to another state of Australia. This means that the time will be different to the time in Queensland, generally one or more hours ahead. If you are travelling interstate by airplane, bus or train, they may tell you to change the time on your watch.

## Lifestyle

The lifestyle in Cairns is very relaxed and affordable. There is an abundance of leisure activities, giving you many opportunities to meet new people. The regular bus service enables many people to travel around the area easily.

## Permanent Accommodation

### Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

## Types of Accommodation

### Homestay

One of the best ways for students to learn about Australians and their way of life is to live in their homes as a paying guest. Living in homestay will help you to learn about family life and culture in Australia, and it will also help you to make friends.

To ensure students receive a professional homestay service, we have contracted a local company to look after all homestay arrangements. If you are interested in staying in homestay, and would like to talk to the homestay service, please let someone in the International Student Unit know, and they will arrange an appointment for you. The International Student Unit can arrange homestay for you to start from the day of your arrival.

#### **Homestay accommodation does not include:**

- The cost of telephone calls - on arrival, students should discuss a system of payment for telephone calls with the host family. The host will pay the rental and service charges of the telephone. To prevent problems, we suggest that you purchase and use an international telephone card so that you can phone your family regularly.
- Students are usually responsible for washing their own clothes, bed linen and towels.
- Public transport costs - students must pay for their own transport costs.
- Cleaning - students are responsible for keeping their own room clean and tidy.
- Students must buy their own personal toiletries, such as shampoo, soap, toothpaste, washing powder etc.
- In Australia everyone in the family is expected to help with chores around the house. Students may be expected to help clear the table, wash and dry dishes, make their own bed, clean the bathroom after use, etc.

#### **Some things can cause confusion or misunderstandings between students and hosts:**

- Australian culture will probably be very different to your culture. Homestay families may not always fully understand your culture but they do want to learn about it. Do not feel embarrassed about talking to your family if you have any concerns.
- Australian families are *not always* made up of a father, mother and children, and can consist of single parents, or couples with no children.
- Hosts *might* have rules for household members. For example, hosts might ask students to be home for meals at a certain time, or telephone if they will be out late. They might ask students not to use the phone after certain hours or for long conversations, to wash their clothes at a certain time, or only use cold water when washing clothes. It is a good idea for the host and the student to talk about household rules when the student arrives.
- Hosts might not allow students to have friends sleeping at the house – always ask before inviting your friends to visit, and check with the family about when, how long and how late your friends can stay.
- Don't expect your host family to pick you or your friends up, or take them home if it is late.

- Many Australians have pets such as cats and dogs, and the pets will often be treated as members of the family and be allowed to sleep in the house.
- Australian houses may be very different to houses in the student's home country. Australians may have different levels and methods of hygiene than you are used to – talk to your family if you have any concerns at all.

#### **If you have a problem with your homestay accommodation:**

- Please contact the International Student Unit and a staff member will organise for you to meet with a representative of the company that arranged your homestay.

#### **Australian manners and customs**

At all times, students should remember that they are in a different country with very different customs and culture. Living in another country often requires visitors to make some adjustments to their lifestyle, and to accept different manners.

You should not be afraid to ask hosts about social customs, and tell them about your own culture – Australians are usually happy to explain Australian customs and to learn about others. This will add to your enjoyment and lead to a better understanding of your hosts in Australia.

#### **Rentals**

Students may decide to rent an apartment or house close to TNQ TAFE or the city. This will provide you with freedom to live and create your own living environment. Try to share with people from different countries so that your English continues to improve. Contact details for real estate agents are listed in the back of this book. This is not a complete list of real estate agents in Cairns.

#### **Share accommodation**

If students want independence, but do not want the responsibility or time commitment of signing a lease, share accommodation might be an option. It is very important to choose the right 'share mates', and the right house or unit.

If you decide to enter share accommodation, again, try to share with people from different countries so that English is the only common language. Your English language skills will improve more quickly if you continue to speak English after you leave TAFE each day. We recommend you visit [www.cairns-sharehouse.com](http://www.cairns-sharehouse.com)

### **Services**

#### **Public Telephones**

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.



## Australia Post

Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia. Australia Post Office branches are located in numerous shopping centres and locations around Cairns. As well as branch locations there are many Post Office boxes that you can send mail from.



## Getting Around

### Public Transport

You can get a **Sun Bus** timetable at the depot on Lake Street (next to City Place and opposite Woolworths) or from the ISU office. This will give you information about bus number 8, which stops at TNQ TAFE every hour in each direction, and other buses that stop on Martyn Street, which is a few blocks walk away from TNQ TAFE. They can also give you other timetables so that you can catch the bus to other parts of Cairns and the northern beaches.

### Driving

You must have a driver's licence to drive a car or motor bike in Australia. The Queensland Transport Authority (QTA) at the corner of Kenny and Owen Streets in Cairns can give you information about the road rules, and driving legally in Queensland. Telephone the QTA on 132 380 for information.

### Bicycles

Cairns is quite flat, and not very big, which makes it ideal for getting around by bicycle. You can buy a new mountain bike for around \$150 at bicycle shops and department stores. You can also buy second hand bicycles at the police auctions every three months, or through advertisements in The Cairns Post Saturday newspaper. The telephone numbers and addresses of bike shops can be found in the telephone directory.

Bikes can be hired from:	Approximate Prices:
The Bike Man	\$15 per day
99 Sheridan Street,	\$50 per week
(Opp. Cairns Civic Theatre)	\$60 per month
Phone: 4041 5566	\$150 deposit (obtain back upon return of bicycle)

All bikes hired from The Bike Man come with helmets and chain lock.

Make sure you buy a strong chain and lock for your bicycle and do not leave it anywhere without locking it. Try not to leave it at TNQ TAFE overnight. You can get your bike engraved for free at the police station, which will make it easier to identify if it is stolen.

You must always wear a helmet when riding your bike. Visit the Queensland Transport Authority (QTA) at the corner of Kenny and Owen Streets in Cairns and ask for a copy of their booklet about riding your bike, and QLD road rules. Learn the road rules and make sure you follow them. You must wear your bicycle helmet at all times while riding your bike. If you are riding at night the Queensland road rules require you to have a white headlight, a red tail-light and a red rear reflector. If you do not follow the bicycle road rules, the Police may give you a fine of more than \$100.

## Shopping

There are many great activities to help you relax at the weekend. It is important that you make time for leisure activities, even when your study workload is heavy. Many students make the mistake of not taking time to relax, and becoming too stressed to study effectively. Check the notice board outside the International Student Unit for regular and inexpensive activities. You will find many ways to take inexpensive trips to the Great Barrier Reef, or

special offers on activities such as white water rafting, rainforest walks etc. Don't forget to take advantage of the beautiful environment while you are living in Cairns. For shopping, try the centre of Cairns, the night markets on The Esplanade, Rusty's markets on Grafton Street or one of the many air-conditioned shopping centres (Stockland Earlville, Cairns Central, DFO, Raintrees Shopping Centre, Mount Sheridan Plaza and Smithfield Shopping Centre) There are three large cinema complexes in Cairns, located in the City, Cairns Central Shopping Centre and Stockland Earlville Shopping Centre.

## Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### How do I get OSHC?

You may have requested OSHC cover and paid an OSHC payment in the Letter of Offer you received from TNQ TAFE. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers or through TNQ TAFE. TNQ TAFE can lodge your OSHC payment at time of processing your enrolment to study in Australia with our preferred supplier, Medibank Private or you can arrange your OSHC directly with the provider of your choice.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving. OSHC Providers are:

<b>Medibank Private:</b>	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
<b>OSHC Worldcare:</b>	<a href="http://www.oshcworldcare.com.au">www.oshcworldcare.com.au</a>
<b>BUPA OSHC:</b>	<a href="http://www.overseasstudenthealth.com">www.overseasstudenthealth.com</a>
<b>Australian Health Management:</b>	<a href="http://www.ahm.com.au">www.ahm.com.au</a>

**Medibank Private is the nominated health fund for TAFE QLD.**

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. **Note:** only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

[www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm](http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm)

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

### What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals. Please refer to your OSHC membership guide for more information on what is covered.

OSHC does not cover dental, physiotherapy, optical, podiatry, chiropractic, alternative therapies, or private hospital services, which may be expensive compared to in your home

country. OSHC only covers the cost of prescription medicines if they are over a certain value. Show your OSHC card when paying for prescription medicines at the chemist.

## How do I use my OSHC card?

If you are sick and it is not an emergency, you should visit a medical centre or a doctor (known as a GP – general practitioner). It is usually better to make an appointment, but even with an appointment you will sometimes have to wait until the doctor is free to see you.

If you need to visit a doctor or medical centre, show your card at the end of the visit. Make sure you have a credit card or cash to pay for your visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider. To claim money back from Medibank you will need to fill out a claim form and mail it with proof of payment, or visit a Medibank office. You may also be able to claim on line.

If you normally take prescription medicines, you should bring a letter from your own doctor with details about your condition and the medicine you take and show it to your doctor in Cairns.

**Make sure you get a medical certificate from your doctor to prove you were sick if you will miss classes.** There is no charge for the certificate and you may need it to prove to DIAC that you were sick. If your teacher or Faculty ask for the certificate make a copy for them and **keep the original to show DIAC** in case they ask for it. DIAC will not accept a copy. Your medical certificate needs to be issued by a registered health provider with their provider number listed on the certificate.

## How do I make a claim?

If you have any questions about your OSHC (and your provider is Medibank) or wish to make a claim, you can visit a Medibank office in Cairns Central, Earlville or Smithfield Shopping Centres during business hours Monday – Friday and Saturday mornings. Payments will be paid directly to your nominated Australian bank account.

## Renewal information

If your OSHC expires before the end of your visa, it is a condition of your Student Visa, and your responsibility, to renew your OSHC before the expiry date.

## Visa Information

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line, via the Australian Diplomatic Mission in their country or through an Agent. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field.

In order to apply for a visa you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed **Confirmation of Approval of Appropriate Welfare Arrangements (CAAW) form** to ensure your accommodation and welfare is approved by your education provider. You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

**PLEASE NOTE: Staff at TNQ TAFE are not migration agents and therefore cannot provide any advice regarding permanent residency or immigration.**

## Department of Immigration and Citizenship (DIAC)

The Australian Government's Department of Immigration and Citizenship provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm) for the latest information.

The DIAC Office in Cairns is located:

Level 2, GHD Building, 95 Spence Street, Cairns (near the railway opposite Cairns Central)

You can phone 131 881 and make an appointment. The office is open:

9:00 am – 4:00 pm Monday, Tuesday and Thursday, Friday

9:00 am – 1:30 pm Wednesday

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIAC website the Department of Foreign Affairs and Trade website [www.dfat.gov.au](http://www.dfat.gov.au) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIAC on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

## Trades Recognition Australia (TRA)

Trades Recognition Australia (TRA) is responsible for assessing a range of trade qualifications and experience. You should visit their website at: [www.deewr.gov.au/tra](http://www.deewr.gov.au/tra)

## Education Agents

Education agents promote various Australian education courses and providers internationally and are a good way for students to apply to study in Australia. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Some agents charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend in your home country.

**Please Note: Although able to assist in completing education and visa applications, Education Agents may NOT be licensed to provide migration advice.** You can search for a registered migration agent on the Office of the Migration Agents Registration Authority (MARA) website: [www.mara.com.au](http://www.mara.com.au).

## Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

As each student's visa situation is unique, student visas have conditions which may be different to conditions for business visas, etc. Each of the different visa types and sub-classes has its own rules and conditions. You must know and abide by the conditions of your own visa type.

People granted student visas on or after 26 April 2008 will receive permission to work with their visa grant. As a result, most student visa holders will no longer need to apply separately in Australia for permission to work. People granted student visas before 26 April 2008 can still apply separately for permission to work. To find out more go to [www.immi.gov.au/students/students/working\\_while\\_studying/how-to-apply.htm](http://www.immi.gov.au/students/students/working_while_studying/how-to-apply.htm).

### **Finding Work**

You must have permission to work from DIAC before you start work, and you must also apply for a Tax File Number (TFN) or you will pay a higher rate of tax. Once you have commenced your course (not before) you can commence work. To start your job search:

- Check with the International Student Unit for a copy of a resume template
- visit an employment agency, such as Forde Recruitment, Signature Staff, AREA Pty Ltd, that specialises in providing part-time work – you should not pay an employment agency any fees for helping you find work
- look in The Cairns Post or Cairns Sun newspapers, especially Wednesday and Saturday under the Positions Vacant section of the classified adverts
- regularly check websites such as [www.seek.com.au](http://www.seek.com.au) and [www.careerone.com.au](http://www.careerone.com.au)
- ask other students if they know of any job vacancies
- vacancies are often posted in shop and restaurant windows so be alert
- look on the notice boards outside the International Student Unit or the Student Services office in H Block

Remember, you can work a maximum of 20 hours paid work per week while TAFE classes are in session. You can work full-time during TAFE semester breaks and holidays.

**IMPORTANT:** If you intend to apply for permanent residency you may need to keep all of your pay slips to prove the number of hours you have worked.

Your employer should contribute superannuation on your behalf. You can receive your superannuation after you have left Australia and your visa has expired – lodge your application to do this by visiting [www.ato.gov.au](http://www.ato.gov.au) or telephone the Superannuation Info line on 131 020.

### **Attendance**

As an overseas student on a Student Visa in Australia, you are required to meet certain visa conditions. These include maintaining satisfactory attendance and achieving satisfactory progress in your studies. You are required to attend class with a minimum of 80% attendance of all scheduled classes (including tutorials) each semester.

If your overall attendance falls to a point where you are unable to meet satisfactory attendance requirements, we will send you a letter informing you of your failure to meet satisfactory attendance requirements, and our intention to report you to the DIAC. If you receive a Letter of Intention to Report, it will also detail that you have 20 working days in which to access the internal complaints and appeals process.

### **Passing Your Course**

You must successfully pass your studies each semester. If you fail a pre-requisite, you may not be able to continue your course and may be required to repeat units. This can result in delaying your next course and having to pay for the units that you need to enrol in again. If you do not pass all units you may not be able to graduate.

You should get more information about visas and visa conditions by contacting or visiting:

- Department of Immigration and Citizenship (DIAC) at [www.immi.gov.au](http://www.immi.gov.au)
- For a full list of **mandatory** and **discretionary** student visa conditions please visit [www.immi.gov.au/students/visa-conditions-students](http://www.immi.gov.au/students/visa-conditions-students)

# Culture

## Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

### ➤ Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

### ➤ Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

### ➤ Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

### ➤ Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

### ➤ Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

### ➤ Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

### ➤ Ask for help

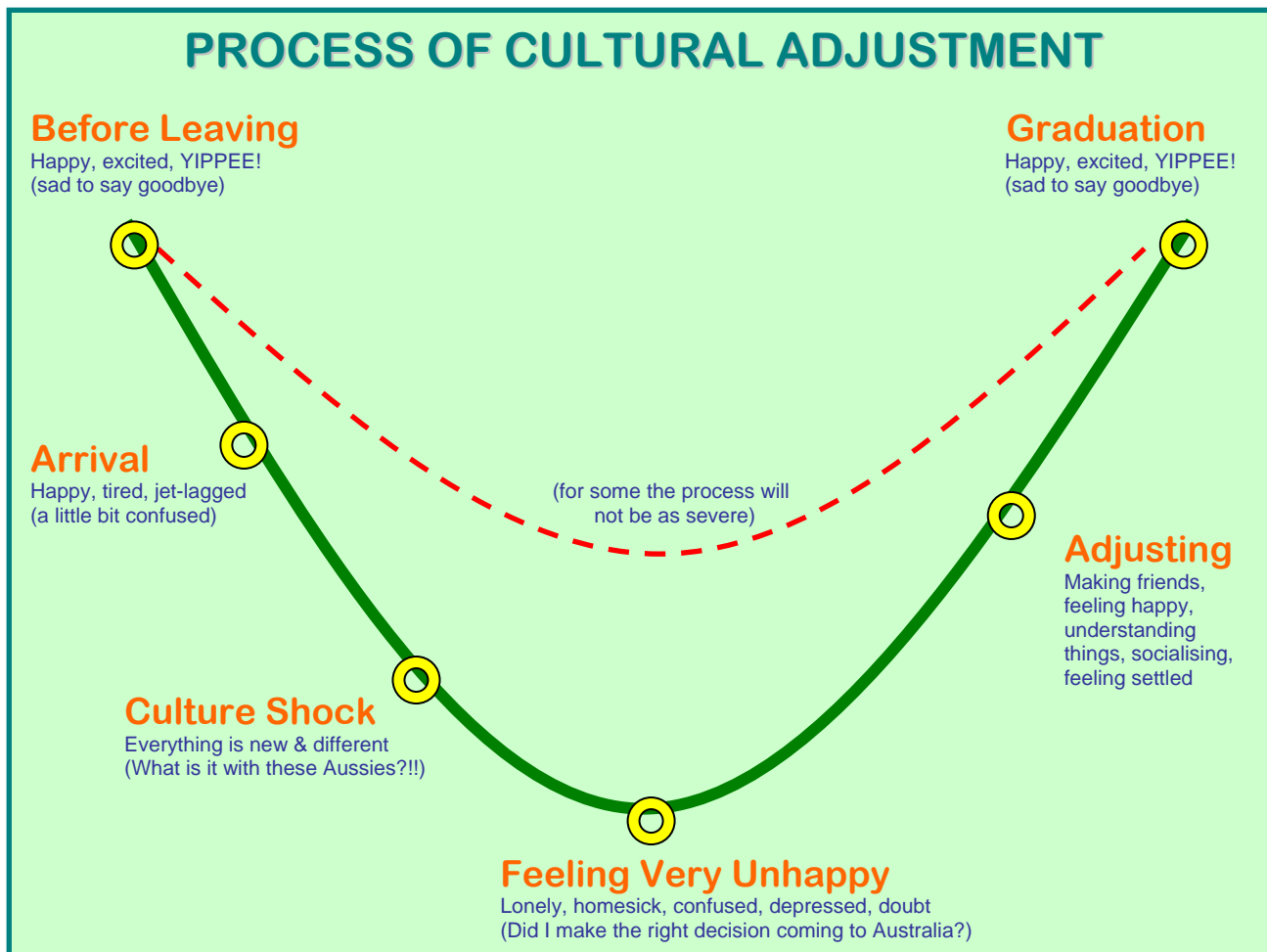
Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

### ➤ Finally, relax and enjoy the journey!

(Source: Macquarie University)

# Culture Shock

**Culture shock** is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.



## Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a

post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

## Australian Culture

### Social Customs

#### Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians **look at the eyes of the people** they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.



You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

#### Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.



#### Polite Behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, '**Excuse me**' to get a person's attention and '**sorry**' if we bump into them. We also say, 'Excuse me' or '**pardon me**' if we burp or belch in public or a person's home.

You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, '**Bless you**' when you sneeze. This phrase has no religious intent.

### **Australian Slang**

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **Chook** - The term chook means a chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'



- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

For more information on Australian slang visit:

[www.cultureandrecreation.gov.au/articles/slang](http://www.cultureandrecreation.gov.au/articles/slang)

### Responding to an Invitation

- **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.
- **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is *repondez s'il vous plait* in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.
- **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.
- **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration & Citizenship)

### Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

# Studying at TNQ TAFE

## To Begin

### Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the information which TNQ TAFE provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the handbook will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with TNQ TAFE, its staff and its services.

### Arriving early to attend compulsory orientation gives you the chance to;

- See and talk to the most important people you will need to know at TNQ TAFE.
  - International Student Unit staff and their duties
  - Teachers
  - Student Services staff
- Meet and get advice from your Teachers
- Find your way around the campus
  - Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## International Student Orientation

### General English Studies

For students studying English first, orientation is on the first Monday from 8.15am.

### English for Academic Purposes Studies

For students studying EAP, the orientation letter will be sent out with the eCoEs. You will need to attend the compulsory Language Centre International Student Orientation Program. You will then have a tour of the TAFE campus and facilities. At the Language Centre you will meet your teachers and find out your class timetable.

### Vocational Studies

All new students (except those from Canada, Ireland, New Zealand, South Africa, UK, and USA) must complete a one-week Academic Orientation program prior to commencement of their mainstream course at Tropical North Queensland TAFE. On the Friday morning prior to course commencement, all new students (including those from Canada, Ireland, New Zealand, South Africa, UK, and USA) must participate in a **compulsory** orientation session. Please ensure you attend the correct sessions.

TNQ TAFE academic orientation to provide skills including:

- Personal learning plan (time management & learning styles)
- Listening skills (study & memory skills; computing skills for TAFE)
- Research, interpret, analyze and evaluate texts (plagiarism; how to paraphrase; effective note-taking in class; how to produce an assignment for TAFE)

- Read and interpret technical texts (reading & research skills; library & Internet research; referencing techniques)
- Essay writing (paragraph & essay guidelines; proofreading techniques; punctuation and spelling guidelines)
- Report writing and layout
- Oral preparation and presentation techniques

*NOTE: Students are to make their own arrangements for lunches. Microwave, hot water and fridge are available for students to use at the International Student Unit. Should students from Canada, Ireland, New Zealand, South Africa, UK, or USA want to participate in this orientation, the academic orientation fee is \$300.*

### **Friday of orientation week (All new students)**

**Students must meet at 9.15am on the Friday before official classes begin at the International Student Unit. New students must have with them their passport, visa, notepad & pen.**

During Orientation, you are going to learn about your rights, responsibilities and what is expected of you as an international student. Attendance and academic performance are also going to be covered in depth. Orientation includes introductions to the International Student Unit staff, and classmates. Orientation concludes with a tour of the campus and campus facilities. Lunch will be provided after the Orientation and consists of a traditional Australian barbeque lunch (vegetarians will be catered for).

Cookery and Bakery students will be fitted for their uniforms on this day also and all new students will receive TAFE Student ID cards.

### **Faculty/Vocational Course Orientation**

You will participate in a faculty orientation on the first day of your vocational course. This orientation will be conducted by your teacher/s and will help you understand your course, and what is expected from you while you are studying. It is important that you ask questions if you do not understand what you are being told. Make sure you take notes so that you can refer to these later on.

During the faculty orientation, you will find out about how you will be assessed, what to do if you need help with a subject, how to apply for Recognition of Prior Learning (RPL), etc. **It is essential that you understand what is required, because there are deadlines and standards that must be met – if you miss a deadline or do not provide the information that is required, you may not receive recognition as it will be too late.** Contact the International Student Unit arrange for RPL within the first two weeks

You should always approach your teacher if you don't understand what you need to do for an assignment, or if you are concerned that you are falling behind in your studies.

If your attendance is poor or if your teachers are concerned about your progress, they might ask you to meet with the Faculty Manager. We will all work with you and help you bring your attendance and performance to an acceptable level, but it is up to the student to maintain satisfactory results and attendance.

If you are asked to meet with a staff member, it is important that you keep that appointment. Let the person know if you cannot keep the appointment, and make another time to meet.

If your overall attendance falls below 80%, we must advise DIAC and they may ask you to meet with them to explain your absences and may advise you to leave the country if your visa conditions are breached.

If you have to repeat a unit, you will be advised in writing of the additional cost and will not be able to re-enrol in that unit unless the appropriate fee has been paid. Some units are only run once a year and in most cases you need to have completed all units to receive your award.

- Sue Jenkins-Jones is the Faculty Manager for Business, Environmental Sustainability & Tourism: tourism, hospitality (including commercial cookery) and nursing
- Philip Williams is the Faculty Manager for Health & Community Care: massage, and information technology courses
- Carmel Guy is the Faculty Manager for Trades & Outdoor Industries: horticulture courses
- Sean McJannett is the Director of Studies of the TNQ TAFE Language Centre: General English and English for Academic Purposes.

## **TAFE Queensland Student Rules**

A copy of the rules that apply to every student enrolled at TNQ TAFE. A copy of the TAFE Queensland Student Rules can be obtained at your vocational orientation or at the International Student Unit. Please read the rules and see if a staff member in ISU if you have any questions about the rules.

## **Academic Policies & Procedures**

### **Re-evaluation of an Assessment (from TAFE QLD Student Rules)**

If you think a teacher has made a mistake in assessing your work, you should ask your teacher for a re-evaluation. The request must be in writing within 14 days of when you received the result.

If you are still unhappy with the result after a re-evaluation, you can appeal in writing to the TNQ TAFE's Academic Appeals Committee.

### **Academic Appeals (from TAFE QLD Student Rules)**

You can talk to staff from the ISU or a student counsellor if you are concerned about a staff member, another TAFE student or a procedure at TNQ TAFE – or submit a 'Have Your Say'.

For appeals against specific assessment decisions, you should first refer to the process above for Re-evaluation of an Assessment. If you are unhappy with the result after a re-evaluation, you can appeal in writing to the Director within **7 days** of receiving your re-evaluation.

If the appeal is not lodged within **7 days**, the result will stand.

If there is an emergency (serious illness or injury) and you need to defer the appeal, you must immediately forward a medical certificate to the Director in support of the delay. The notice to defer must be made within **3 working days** of the end date on the medical certificate.

The Academic Appeals Committee is convened by the Director. You can nominate a Student Counsellor and 2 other people with relevant academic content knowledge to form the Committee.

The Academic Appeals Committee will tell you at least 5 days beforehand of the date, time and place of the hearing. The Committee will review the circumstances of your dispute or question about academic processes and will make a decision. The Committee will tell the Director and the student of their decision.

You are able to take someone with you, to help you, if you are meeting with a staff member, or the Academic Appeals Committee.

### **Current Address Details**

Students on an International Student Visa no longer need to keep DIAC informed of their home address in Australia, as DIAC will check these details with your education provider if required. Therefore you **MUST** maintain a current residential address on your student file **AT ALL TIMES**.

You **must** notify the International Student Unit within 7 days if you change your address and/or telephone number and/or your email address.

## Student Administration Information

### Paying Fees

International students must pay their tuition fees in advance each semester. If fees have not been paid before classes start each semester, you will not be able to attend classes and we may have to report you to the DIAC. As a result, your Student Visa might be cancelled.

It is very important that you meet with the International Student Support Officer if you have a problem, or any concerns, about your fees before the due date.

### Enrolment

The International Student Unit will look after your enrolment into your chosen course after you pay your semester tuition fees.

### ID Cards

The International Student Unit will organise for you to get a student card during Orientation. You can use your student card to obtain discounts from some local activities (e.g. the movies).

### Refund & Cancellation Policy

Students are encouraged to read through the International Student Refund Conditions to become familiar with cancellations and refunds. This document was provided to you with your offer of place. If you would like another copy of this document, please see the staff at the International Student Unit.

### Textbooks

Textbooks that you require through your course might be available through the library at TNQ TAFE. Your teachers will advise you of any text you need to use as you progress through your course.

## Student Support Services

### International Student Office

Staff from the International Unit, or ISU, are available to help you settle into Cairns and your study program at TAFE. ISU is located in **H block, room H-114** between 8 am and 4 pm each day. Whatever your question, please contact one of the staff members and they will provide advice if they are able to. TAFE staff cannot provide advice about permanent residency, immigration matters, trade recognition etc.

If you have an appointment with a teacher of Faculty Manager, you can ask a staff member from ISU to go with you for support.

ISU will conduct an international orientation on the Friday before your Certificate or Diploma course begins. The international orientation is compulsory, as is the Faculty Orientation conducted on the first morning of your course.

All ISU staff will make every effort to provide the support you need throughout your studies. We encourage you to come and talk to us about your studies and any problems you may have so that we can work with you and help you to solve your problems quickly. You can come in and use the facilities including photocopying, microwave, fridge and hot water that is available in the unit.

ISU staff cannot make decisions about your academic studies, assessments, outstanding results, assignments etc – you must see your teacher or Faculty Manager to discuss academic issues. However, you can ask International Student Support Officer to go with you when you talk to your teacher or the Faculty Manager if you would like support.

If you wish to appeal a decision made by your teacher or Faculty Manager, ISU staff can help you with the process.

### **Key Personnel:**

The International Business Development Manager is available to meet with you if you have a problem that you have not been able to solve, or to help with any other issues you might have concerning your studies at TNQ TAFE. The International Business Development Manager, if not travelling, is generally in the office from 8.00 am to 5.00 pm or can be contacted on (07) 4042 2442.

The International Sales Manager can be contacted on (07) 4042 2460 and is able to help you with the following:

- new course enquiries or extending your courses - General English, English for Academic Purposes (EAP), certificate and diploma courses, short courses etc
- with articulation arrangements to university
- to upgrade from a certificate to a diploma
- to enrol in a new course
- to change courses

The International Officer Manager can be contacted on (07) 4042 2617 and will assist you:

- if you have problems with paying your fees before the due date
- deal with an **emergency** e.g. if you are in an accident – mobile number **0438 177 493**

The International Student Support Officer (ISSO) can help you with:

- providing letters to confirm your enrolment at TNQ TAFE
- fee enquiries if you are enrolled in a short course, or a certificate or diploma course
- make an appointment for you to meet with a tutor from the Learning Support Unit
- make an appointment for you to meet with a Student Counsellor to talk about personal problems that you might have, or to talk about effective working relationships with teachers and classmates
- make an appointment for you to meet with your Faculty Manager

The telephone number for the ISSO is (07) 4042 2617.

The International Administration Officer (IAO) can be contacted on (07) 4042 2626 and assist you with enquiries about:

- your studies in the Language Centre
- fees for your General English or EAP courses
- arrange homestay accommodation
- Overseas Student Health Cover queries

The Administration Officer will greet you when you first arrive in the International Student Unit and can answer your general questions and also assist with OSHC. Also, if the person you need is not available, the Administration Officer can make an appointment for you. The telephone number for the Administration Officer is (07) 4042 2429.

## **Student Services**

### **Student Counsellors**

There are two Student Counsellors and they have offices in Student Services Centre in H Block (the Admissions and ISU building). They can help with career and personal counselling. If you would like to talk about problems you are experiencing in your studies or your personal life, you can make an appointment to see them outside of your class times.

Anything you say to the Counsellors is completely confidential and they will not discuss your problems with anyone else without your permission. You can telephone (07) 4042 2518 or (07) 4042 2463 to make an appointment, or ask an ISU staff member to organise it for you.

### **Equity and Disability Officer**

There is an Equity and Disability Officer located within the Student Services office available daily from 9.00 am to 4.00 pm to assist you if you have any type of disability or if you feel you have been treated unfairly, discriminated against or harassed by another student or staff member. To contact the Officer directly, call (07) 4042 2380.

### **Learning Support Officer**

TNQ TAFE has a number of tutors who are available to provide support to students who need assistance with their studies. The Learning Support Unit is located in the Library and their telephone number is (07) 4042 2519, or you can ask the International Student Support Officer to help you make an appointment.

The Learning Support Unit is able to help you throughout your studies with research skills, writing skills, layout of assignments, etc. They will not write your assignments for you – but they can help with layout, etc and will also help you to correct spelling and grammatical errors before you hand your assignment to your teacher for marking.

## **Campus & Facilities**

### **Bookshop**

Smedley's bookshop is located in the student canteen in 'H' block and it can supply most of the uniforms, knives, stationery, software, computer and other items you might need to complete your course. The bookshop also sells phone cards and mobile phone recharge vouchers. It is open Monday to Thursday from 9:00am – 5:00pm and on Friday from 9:00am – 3:00pm. The telephone number is (07) 4042 2543 and the email address is [sales@smedleys.com.au](mailto:sales@smedleys.com.au).

### **Student canteen, coffee shop and restaurant**

The student canteen is in H block, and is open Monday to Thursday from 7:30 am – 3:30 pm and on Friday from 7:30 am – 2:00 pm for snacks, hot and cold drinks and full meals during semesters.

The coffee shop and Tropics restaurant in S block (Tourism & Hospitality building) are open two or three times a week for lunch. The coffee shop and restaurant are operated by students who are studying hospitality courses. Meals cost around \$2 - \$5 at the café and around \$10 - \$20 at the restaurant. Check notices outside the International Student Unit, and at 'S' block for opening times.

### **Automatic Teller Machines (ATM)**

There is an ATM located in Admissions (H Block) at TNQ TAFE. Another ATM is located at the Caltex Service Station on the corner of Gatton and Hoare Street.

A fee will be charged if you use an ATM that does not belong to your own bank.

### **Campus map**

A copy of the campus map for TNQ TAFE is located at the back of this book.

# Calendar of Events

## Social Activities throughout the Semester / Year

### Koala Club

The Koala Club organises social activities for international students, including excursions, sports, barbeques, meals, parties, tours and camping trips. Koala Club activities are coordinated through the Language Centre but ISU staff can help you book an activity. Check the International Student notice board outside ISU for details of the next Koala Club tour or activity.

## Timetables

Timetables should be available for students at the faculty orientation day (first day of classes). For future semester timetables, please ask at the Faculty Reception or your Teacher.

## Academic Support & Expectations

It is important that you are familiar with the TAFE Queensland Student Rules. These will be provided to you at your vocational orientation or at the International Student Unit.

### Teaching & Learning in Australia

You may find that studying at TNQ TAFE is different to the learning style you experienced in your home country.

#### Delivery and assessment methods

Methods might include: lectures, practical sessions, observations, assignments, research, surveys, tasks, oral presentations (individual and group), homework, tests and exams, interviews, on-line activities, workbook exercises, vocational placement, etc.

It may be difficult for you to adjust at first, but with willingness and patience, most students soon begin to enjoy the interactive and supportive style of teaching used in Australia.

## Library Services

The campus library is open from 8.30 am – 5.00 pm Monday to Thursday, and from 8.30 am – 3.00 pm on Friday. Membership is free to all TAFE students, including international students.

The phone number for renewing and reserving books, or making inquiries, is (07) 4042 2539. Some of the library facilities include:

- catalogue computers for book searches. Please ask the Librarians to help you learn how to use these
- computers for Internet research in front of the Information Desk. These are not for email or chat
- video machines to view video library material. Ask the Librarians for headphones and a remote control

TNQ TAFE students can also use the James Cook University (JCU) library (telephone number (07) 4042 1029), which is open Monday –Thursday from 8.00 am – 9.00 pm, Fridays from 8:00am – 6:00pm and Saturday/Sunday from 1:00pm – 5:00pm. If you wish to borrow books from the JCU Library, you will need to pay a joining fee each year.

## Computer Labs

The Electronic Learning Centre is located in the library, next to the Information Desk. All students have *100 free hours of access per semester* for Internet, email and general computer use. If the Centre is very busy and you are using the Centre for writing personal emails, you might be asked to leave so that another student who wants to study can access a computer.

The International Student Unit can assist you with logging on to the student computer network and setting up an email account.

If you need access to the Centre *after Library hours*, you can buy a security card for \$10 for the duration of your current course enrolment to access the room from 6 am – 10.30 pm Monday - Friday, and from 8 am to 6 pm on Saturday and Sunday. Proof of enrolment and a receipt will be required to obtain a card. The card will be deactivated at the end of your enrolment and a new receipt will need to be produced for it to be reactivated.

## Health & Safety on Campus

### Health and safety (first aid)

TNQ TAFE has a Workplace Health and Safety Officer as well as First Aid Officers in every building. Ask a teacher or any Administrative Officer if you need to contact a First Aid Officer.

### Accidents

If you have an accident at TNQ TAFE or whilst on a TNQ TAFE excursion, you must:

- tell your teacher or a member of the International Staff Unit about the accident
- get First Aid or medical attention if necessary
- give your teacher or a member of the International Student Unit information about the accident so that they can write a Work Injury/Incident Report.

### Emergencies

***ISU emergency number 0438 177 493***

Report any dangerous situation to your teacher or another member of staff immediately.

In an emergency you will need to evacuate (leave) the building. Follow these procedures:

- when you hear an alarm, immediately stop what you are doing and move quickly to the nearest, safest exit leading to the outside of the building and meet at the assembly area
- take all your personal belongings with you
- walk slowly in passageways - no more than two abreast and keep to the left
- do not use lifts in buildings
- keep together as a class
- assist any disabled persons to leave the building
- listen to the instructions from your teacher and do NOT re-enter the building until a TNQ TAFE staff member tells you it is safe to do so.

# Important Information and Emergency Contacts:

## Education Provider Main Contact Details:

Tropical North Queensland TAFE  
Eureka Street  
Manunda QLD 4870  
Telephone: (07) 4042 2422  
Fax: (07) 4042 2622

*International Unit: (07) 4042 2429*

## International Student Support Officer

Telephone: (07) 4042 2670

## International Student 24 Hour Emergency Contact

**0438 177 493**

## Homestay Coordinator

Telephone: (07) 4042 2626

## Emergency Telephone Numbers:

**Police, Fire, Ambulance 000**

**Medibank 132 331**

**Medibank 24hr Assistance  
1800 234 601**

## Department of Immigration and Citizenship (DIAC)

Level 2, GHD Building  
85 Spence Street  
Cairns QLD 4870

Opening Hours:

Monday, Tuesday, Thursday, Friday  
9am – 4pm

Wednesday

9am – 1.30pm

[www.immi.gov.au](http://www.immi.gov.au)

**131 881**

## Transport:

Sun Bus depot is on Lake Street (next to City Place and opposite Woolworths). Timetables are available from the ISU office or Sun Bus depot.

Taxi service (Black & White Taxi's – National service): 131 008

## Medical Centres:

Cairns Central Medical Centre  
2F Cairns Central Shopping Centre  
McLeod and Spence Streets  
Telephone: (07) 40313717

Cairns Family Medical Centre  
120 – 124 Mulgrave Road  
Parramatta Park  
(opposite Showgrounds)  
Telephone: (07) 4051 2755

Cairns Tourist & Local Medical Centre  
Ground floor, Cairns Corporate Tower  
15 Lake Street  
Telephone: (07) 4041 1699

McLeod Street Medical Centre  
67 McLeod Street  
Telephone: (07) 4052 1583

24 hour Medical Centre  
Cnr. Florence and Grafton Streets  
Telephone: (07) 4052 1119

## Automatic Teller Machines (ATMs)

Most shopping centres will have a number of ATMs available. In addition to these, ATMs are also located at:

### ANZ:

15 Spence St  
21 Grafton St  
361-363 Sheridan St

### Bank of Queensland

17 Spence St

### Commonwealth Bank of Australia

76 Lake St

**Bendigo Bank**  
280 Sheridan St  
274-302 Mulgrave Rd

**National Australia Bank (NAB)**  
14-18 Shields St  
201-205 Bunda St  
330 Sheridan St

**Westpac**  
125 Sheridan St  
63-65 Lake St  
145-147 Pease St Newmarket Hotel

*A \$2 fee will be charged if you use an ATM that does not belong to your own bank.*

## Public Telephones

Public telephones are located in major shopping centres:

Cairns Central Shopping Centre  
McLeod Street, Cairns

Orchid Plaza  
2<sup>nd</sup> Floor Orchid Plaza, Lake Street  
Raintrees Shopping Centre  
1 Koch Street, Manunda

Stockland Cairns  
Mulgrave Road

Smithfield Shopping Centre  
Cnr Cpt Cook & Kennedy Hwys

Other locations include:

Lake Street (near the bus depot)  
H Block, TNQ TAFE

## Post Office

Australia Post offices are open Monday to Friday, 9.00 am to 5.00 pm:

Cairns Central Shopping Centre  
McLeod Street, Cairns \*\*

Cairns City  
13 Grafton Street, Cairns

Orchid Plaza  
2<sup>nd</sup> Floor Orchid Plaza,  
Lake Street, Cairns \*\*

Cairns North  
343 Sheridan Street, Cairns

Bungalow  
Shop 1, 164-170 Aumuller St, Bungalow

Earlville Shopping Centre  
537 Mulgrave Road, Earlville \*\*

Edge Hill

332 Pease Street, Edge Hill

Raintrees Shopping Centre  
1 Koch Street, Manunda \*\*

*\*\* These branches are open on Saturday morning*

## Real Estate Agencies

Betta Real Estate  
399 Lake St, Cairns QLD 4870  
Telephone: (07) 40535153

Ace Real Estate Cairns  
Shop 1/ 129 Sheridan St, Cairns QLD 4870  
Telephone: (07) 4041 3843

Elders  
461 Mulgrave Rd, Cairns QLD 4870  
Telephone: (07) 4033 7605

Edge Real Estate Cairns  
5/ 124 Collins Ave, Edge Hill QLD 4870  
Telephone: (07) 4032 3343

Cairns Key Real Estate Pty Ltd  
77 Alfred St, Manunda QLD 4870  
Telephone: (07) 4032 3736

Professionals  
4/86 Woodward Street  
Telephone: (07) 4053 8000

PRD  
120 Collins Road  
Telephone: (07) 4032 1232

First National Real Estate Network  
147 Mulgrave Rd, Cairns QLD 4870  
Telephone: (07) 4031 5158

Ray White Cairns Real Estate  
66 Spence St, Cairns QLD 4870  
Telephone: (07) 4031 2455

Reef City First National Real Estate  
147 Mulgrave Rd, Cairns QLD 4870  
Telephone: (07) 4042 7400

Cairns Real Estate Pty Ltd  
126 Sheridan St, Cairns City QLD 4870  
Telephone: (07) 4031 1126

Real estate information is also available at:  
[www.domain.com.au](http://www.domain.com.au)  
[www.realestate.com.au](http://www.realestate.com.au)

# Maps



