



# Departure Guide



2012



## Cairns



## Welcome

Welcome to Kaplan International Colleges. This guide will help you make the most of your chosen course and will give you useful information that you can refer to during your stay.

### So, what's studying at Kaplan really like?

You have probably already imagined what your life will be like at Kaplan International College in Cairns. You may have ideas about life in Australia based on films, television or stories from friends and family. This guide aims to make your transition into Australia as enjoyable and easy as possible and will tell you what to expect when you attend Kaplan International Colleges. We hope that this information will help you to form realistic expectations and encourage you to take advantage of the many opportunities ahead.

### Will I be able to adjust to a new culture?

At Kaplan International Colleges we understand that your transition into life in a different culture may be challenging at times – but it will also be fun. You will soon meet people from around the world, try new things, and live in a different culture. One of the best ways to make sure that your transition goes smoothly is to maintain a positive attitude and stay healthy. View your new environment as a place to learn interesting things about yourself and others. Try to get enough sleep, eat properly, exercise, and participate in social activities. Take time to observe and enjoy the new things going on around you and appreciate the differences you find in your host country.

### I have more questions...

Please contact your local representative if you have more questions before you depart. After you arrive, Kaplan staff at the college will be happy to help you with any problems that you have or any questions you want to ask.

## Contents

Before you leave	3
Checklist	4
When you arrive	5
Your first day	5
College facilities	6
Social activities	6
Local information	7
Cost of living	7
Homestay accommodation	8
Hostel accommodation	9
Choosing the right accommodation	10
Health and safety	11
Laws, customs and your responsibilities	12
Deferring, suspending or cancelling your course	13
Important dates to remember	14
Contact details	14





## Before you leave...

We understand that at times you may feel nervous when preparing for your stay in Australia. There are some important things you need to know before you leave that will make your life easier when you arrive. Use our checklist on the next page to ensure that you do not forget anything and are well prepared for the exciting times ahead of you.

### **Pocket money**

We recommend that you budget AUD 150 - 200 for every week of your course. This should cover personal expenses, laundry, local travel and activities. You will need additional money if you plan to rent a car, take weekend trips or travel. Bring AUD 200 with you in cash and a Debit or Credit Card. Do not bring foreign currency. It is not wise to carry around large amounts of cash.

### **Clothing**

Students dress casually for classes. You should bring some nice clothes for going out to restaurants, nightclubs etc. You should also bring clothing for sports and outdoor activities. You can usually rent sporting equipment. The climate in Australia is very warm and humid. The typical summer temperature is between 25°C and 33°C with some days reaching up to 40°C and in winter 15°C to 25°C. Bring light clothing to keep you cool if you are arriving in summer.

### **Bank account**

If you are staying for longer than three months you may wish to open a bank account. You will need to have your passport and a letter from the college as identification to open an account. Setting up an account can take a long time so make sure you are able to access your money at all times.

### **Electrical current**

Standard voltage in Australia is 240 volts. To make sure that you are able to use all your electrical appliances bring a converter and an adaptor with you, or alternatively you can purchase an adaptor upon your arrival from travel stores or some supermarkets.

Visit the Kaplan International Colleges website at [www.kaplaninternational.com](http://www.kaplaninternational.com) for more information about life in Cairns.





## Checklist

Use this checklist to make sure that you have packed everything you will need and that you are well prepared for your trip to Australia. Check off each item as you pack it, or complete the task.

- Passport and passport sized photos**  
Remember to bring your passport and any other form of personal identification you may need. For example, your driving licence. Remember also to pack two passport-sized photos to bring with you on your first day at college.
- Enrolment Agreement**  
Pack your acceptance letter and Kaplan International Colleges documentation (given to you by your Kaplan International Colleges representative) in your hand luggage so that it is easy to access on arrival.
- Visa**  
Ensure that your student visa is with your passport and is stored in your hand luggage. You will need your visa when passing through immigration.
- Homestay/residence address details**  
Remember to pack your homestay or residence address details within your hand luggage so they are easy to access on your arrival. You will need this information for the arrival card at immigration. You will have received these details from your Kaplan International Colleges representative.
- Accommodation factfile (homestay or hostel)**  
You can download the accommodation factfile from our website: [www.kaplaninternational.com](http://www.kaplaninternational.com). This document explains the details of your selected accommodation.
- College factfile**  
You can download the college factfile from our website: [www.kaplaninternational.com](http://www.kaplaninternational.com). This document will give you more information about Kaplan International College Cairns.
- Knowledge of local laws and customs**  
Quiz yourself about local laws and customs in Australia. Talk to your Kaplan International Colleges representative about what you should expect and how you should behave in Australia.
- Proof of Health/Medical Insurance**  
You must bring proof of your Travel Insurance and Health Insurance with you and store this information in your hand luggage. Also keep a copy of each with your family at home in case you lose any documentation during your stay.
- AUD 200 in cash**  
Store this cash on your body or in your hand luggage. Try to avoid counting out your money in busy public places.
- Travellers' Cheques in low denominations**  
Store these cheques on your body or in your hand luggage. Try to avoid counting or pulling out your cheques in public places.
- Correct clothing**  
Wear layers on your flight in case you get hot after arrival due to the change of temperature.
- Adaptor for electrical appliances**  
Remember standard voltage in Australia is 240 volts. You may also need to bring a plug adaptor.
- Prescription medication**  
Pack medication carefully in full packaging in case you are asked questions in customs on your departure or arrival.
- Emergency information stored in your wallet or purse!**  
This can be found on the last page of this booklet.
- Laptop**  
The college provides a free wireless hotspot service, so take advantage by bringing your own computer.

## When you arrive

Arriving at the airport of a foreign country can be overwhelming and stressful. You could be feeling very tired and disoriented. To better prepare yourself, make sure that you have followed the checklist and have read the information below about your arrival and how to get to your accommodation. Do not feel shy about asking airport staff for help, as most will be happy to give assistance.

### Kaplan transfers

We request that students book their flights according to the starting date of their specific programme. It is preferred that students arrive on Saturday or Sunday prior to their course start date. Students must provide their agent or Kaplan International College with exact flight details - airline, flight number, arrival date and time, place of origin. This information should be sent directly to the colleges, no later than two weeks before their arrival.

Students who will be living in a homestay can book a transfer service, where their host family will meet them at the airport and transport them directly to their home (the most economical transfer option). This must be booked and paid for in advance. Students are advised to actively look for their name displayed on a Kaplan International College sign held by their host family as they exit the gate. The student must identify themselves to their host family.

If the student cannot find their family within 15 minutes of exiting the gate, they should find the public telephone at the information desk and telephone the emergency number. This will connect the student with our College representative who will assist them: **Phone: 0417 708 061**

### Independent Transfers

Students can choose to take a taxi or a shuttle bus from the airport.

#### Taxi

There is a taxi rank outside the international flights terminal building. A taxi journey to the host family will vary in price, but will cost approximately AUD 15- AUD 35.

#### Bus

Shuttle Services run regularly from the Airport to the Central City.

### Your first day

On the first day of your course you need to report to reception at Kaplan International College Cairns at 8:00am, ready for 8:30am orientation start.

Your first day will be a Monday unless there is a designated holiday on the Monday - in which case your first day will be on the Tuesday.

#### Your course will begin with an all-day introduction which will include:

- Registration
- Introduction to the college
- A placement test to determine your English level
- Information about the college and area

You will be assigned to the most appropriate class for your level of English.

You will need to bring all your Kaplan International College documents, your passport, two passport sized photos and a pen and paper for note-taking purposes with you on your first day.





## College Facilities

### Classrooms

The college has 18 air-conditioned, bright and spacious classrooms. All of the classrooms are fitted with desks, chairs and a whiteboard. There are also CD and cassette players, TV/DVDs and overhead projectors available for lessons.

### Study Centre / Library

The college has an excellent study centre. All of the computers have software for guided study as well as free, high-speed internet access. The computers can be used in foreign languages.

### Student Lounge

There are two large common rooms, an outdoor area with café and bar and an indoor room with a vending machine for coffee and drinks as well as microwaves for students' use.

### Sports facilities

The activities co-ordinator can help with organising sports events. There are weekly activities scheduled including sports group, movie nights and restaurant nights.

### Gym facilities

Students can join one of the many gyms in close proximity to the college for indoor sports and fitness training.

### Social Programme

The activities co-ordinator produces a monthly calendar of exciting social activities around Cairns.



Classroom



Study centre / library



Balcony



Activities desk

### Sample College Timetable

All lessons are held Monday to Fridays.  
Class times are subject to change.

#### Day timetable

The earliest lesson starts at **08:30**  
**10:00 - 10:15** - Morning break  
**11:45 - 12:30** - Lunch  
**14:00 - 14:15** - Afternoon break  
 All lessons are finished by **15:45**

### Sample Activities Schedule

Please note that this is a sample programme and activities may change. See a current activities schedule at: [www.kaplaninternational.com](http://www.kaplaninternational.com)

#### Week one

Tuesday	Movie Night
Wednesday	Ten Pin Bowling
Thursday	Wake boarding
Friday	College Party at Gecko's Bar
Saturday	Weekend trip to Cape Tribulation

#### Week two

Tuesday	Movie Night
Wednesday	Sausage Sizzle
Thursday	Rafting
Friday	Friday night Karaoke
Saturday	Weekend trip to Chillagoe Caves



## Local Information

### Transport - buses

The college is close to numerous bus stops. The best mode of transportation around Cairns is by bicycle.

### Banks and Post Office

The college is located a short walk from the largest shopping area, Cairns Central Shopping Centre, where there are most major banks and a post office. Banks are open Monday to Friday and some on Saturday mornings. Please remember to always change money and cheques in banks.

### Restaurants and cafés

The college is a short walk to the city centre where cafés and restaurants are available. The college also has its own outdoor café.

### Department stores and supermarkets

Cairns Central Shopping Centre has supermarkets and shops located within walking distance of the college. Supermarket meals are often an economical lunch option.

### Telephone and Internet Café

You can access internet and e-mail from the college's computers free of charge. Students are advised to purchase a phone card for long distance calls and to call on weekends and evenings as call rates are cheaper at those times.

### Places of worship

There are places of worship of most religions and faiths in Cairns. You can get more information about religious institutions from the reception.

### Useful websites

You can also visit the following websites for more local information:

Department of Immigration and Citizenship	<a href="http://www.immi.gov.au">www.immi.gov.au</a>
Australian Maps	<a href="http://www.whereis.com.au">www.whereis.com.au</a>
Cairns Public Transport	<a href="http://www.cairnseguide.com">www.cairnseguide.com</a>
Tourism	<a href="http://www.cairnseguide.com">www.cairnseguide.com</a>
Weather Forecasts	<a href="http://www.bom.gov.au/weather/qld">www.bom.gov.au/weather/qld</a>



Tour and activities brochures



Reception



Bike riding



The lagoon

## Cost of Living

### Approximate prices in AUD

#### Eating out

Sandwiches	\$3.50 - \$5.50
Pizza/Pasta	\$5.00 - \$10.00
Coffee/Tea	\$3.50
Pub Meal	\$10.00 - \$15.00

#### Tickets

Movies	from \$13.50
--------	--------------

#### Travel

Weekly bus pass	\$50 (approx)
Monthly bus pass	\$215 (approx)

#### Groceries (from a supermarket)

Loaf of bread	\$2.50 - \$3.00
Two litres of milk	\$2.20 - \$2.90
Newspaper	\$1.50 - \$3.00
Box of cereal	\$3.00 - \$4.00
Jar of instant coffee	\$3.00 - \$4.00
Bottle of soft drink	\$1.50 - \$3.00
Bottle of shampoo	\$2.50 - \$4.50
Bar of soap	\$1.50 - \$2.50
One apple	50 cents - 80 cents
One banana	60 cents - 90 cents
Beef (500 grams)	\$7.00 - \$8.00
Chicken (600 grams)	\$7.00 - \$8.00

## Homestay accommodation

Our homestay families reflect the diversity of life in Australia. They include young, senior and single parent families and couples with and without children. Hosts have varying ethnic backgrounds and different interests and lifestyles. Please refer to the Australia homestay factfile for more details.

### Your life in a homestay

Living in a homestay will allow you to practise your English in a real-life setting. It is important to remember that you are both part of a family and a guest at the same time. You may have to help with household chores, keep your bedroom tidy and make your bed each morning. Make sure that you always ask permission to bring friends round and remember to ask before you change channels on the television!

### Meals

**Breakfast:** Breakfast is usually a light meal consisting of cereal, fruit, toast, juice or coffee. Often these foods will be made available to you and you will prepare your own morning meal (otherwise known as 'help yourself').

**Lunch:** You will be responsible for purchasing your own lunch. There are lots of cafes, restaurants and shops nearby where you will be able to buy lunch.

**Dinner:** Dinner may be a shared meal in the evening, or occasionally you may prepare your own meal with food supplied by your host.

### What to bring

You can purchase toiletries and other personal needs locally, but if you have specific items that you need, then you should bring them with you. Your host will provide you with bed linen and towels. If you have any prescription medications that you are required to take, bring a sufficient supply with you.

### Laundry facilities

You have access to laundry facilities at your host family's home. Some families prefer to do the laundry for you. Please do not wash clothes in the bathroom or dry them in your bedroom, cupboards or on heaters.

### Telephone and Internet use

You should buy a phone card or use your mobile phone to make telephone calls. Your hosts' telephone should only be used for emergency incoming calls. Remember to notify your family back home of any time differences to avoid calls in the middle of the night. It is often very expensive to make international calls from a home line, which is why we recommend using a phone card. Please always ask your host family for permission to use the home line and about their rules regarding internet use.

### Getting to and from college

Your host will help you to find your way to and from college on your first day and will show you how to use public transport. Journey time will depend on the location of your homestay. Explore several options when considering transport to college such as buses or even bike riding. Refer to the Australia Homestay factfile for more details.

### Smoking

When you book your accommodation, please request a homestay that allows smoking if you smoke. Most hosts will ask smokers to smoke outside. Always ask your host family upon arrival for their specific house rules regarding smoking. It is general courtesy to ask someone for permission to smoke next to them, even if you are outside. In Australia it is against the law to smoke in any building open to the public including a restaurant or any area where food is being prepared.



### Things to remember

- You are a guest as well as part of the family
- You may have to take part in family chores
- Always keep your room locked and your valuables hidden
- Purchase a phone card for international calls
- Do not hang your laundry to dry in your room
- Ask permission to have a friend come visit you
- Notify your family if you are not coming home for the night
- Ask permission to smoke

## Hostel accommodation

As an alternative to homestay, Kaplan International College Cairns offers students a convenient residential hostel option, located only a short walk from the college. Cairns Sharehouse is a great option for students who want to be more independent. For more information, download a factfile from [www.kaplaninternational.com](http://www.kaplaninternational.com).

### What to bring

The sharehouse includes basic appliances and furniture. You will be provided with linen, blankets and a pillow upon arrival, however you will need to bring your own towels and purchase your own toilet paper. Personal toiletry items can also be purchased locally.

### Meals and kitchen

The sharehouse has a fully-equipped kitchen for you to prepare your own lunch and dinner. Always clean up after yourself if you use the kitchen.

### Phone use

There is a telephone to receive incoming calls, but students must purchase phone cards to make outgoing calls. Some phone cards will be cheaper for calling home to your country. Ask reception staff for advice about purchasing your phone card.

### Internet

On-site wireless internet is available for a small fee.

### Laundry and cleaning

There is a laundry equipped with coin operated laundry facilities and iron/ironing board. Students are responsible for the cleaning of their apartment.

### Utilities

Electricity, gas and water are included in the fees. Air-conditioning is available in selected rooms at an additional fee. Please indicate upon booking if you wish to stay in an air-conditioned room.

### Security and keys

You are responsible for keeping your own room secure. Kaplan cannot be responsible for items that go missing from the hostel. Keep your personal belongings safely stored, each hostel has a safe for storage of documents and valuables. Kaplan also advises you to have Travel Insurance to cover any loss or theft.

A security firm is hired to carry out nightly patrols. There are automatic locking doors, security gates and each bedroom is fitted with a lockable door.

### Going to and from college

The sharehouse is a 2 minute walk to Kaplan International College Cairns.

### Visitors

No unaccompanied visitors are allowed. Visitors are to leave by 10:30pm and are not permitted to stay overnight unless they have permission.

### Noise and restrictions

Students are requested to be considerate to their neighbours and keep noise levels to a minimum, especially after 10pm.

### Key deposit and orientation

Students must contact the office, attend a mandatory orientation and pay a key deposit of AUD 100 (cash or credit card) on the first business -day after arrival.

### Arrivals and departures

Check-in: Mondays to Saturdays, after 3pm and anytime on Sundays  
Check-out: Daily, 10am



### Things to remember

- Always keep your room locked
- Buy a phone card to make telephone calls
- Always clean up after yourself if you use the kitchen facilities

### Questions

Should you have any questions or problems regarding your hostel accommodation, please see the accommodation manager at the college. They can assist you in extending or changing your accommodation.

## Choosing the right accommodation

You must carefully consider the advantages and disadvantages to the accommodation options available. We want to help you make an informed decision and for you to be happy in your new home. If you need any help or have any questions please ask your Kaplan representative for more information.

### Organising your own Accommodation

Should you wish to take responsibility for your own accommodation please ensure you research your options thoroughly. Do not sign any agreements without being aware of your rights. The legislation governing Share/Board/Lodge House arrangements is currently under review. Please contact us if you require any assistance with contracts or checking whether the accommodation satisfies regulations.

### Always check the following when considering sharing, boarding or lodging:

- Your rights and responsibilities as a tenant
- House rules and/or regulations and how they are enforced
- Limitations to room and/or facilities access at certain times
- Whether the premises are adequately maintained
- Any additional fees and charges you may be responsible for
- The length of notice required on termination of contract
- Whether receipts for rent, security bond, utility and other payments are provided



### Things to remember

- Do your research
- Consider your options and the advantages and disadvantages
- Do not sign any agreements or send any bond payments without being aware of your rights

	HOMESTAY	STUDENT HOSTEL	INDEPENDENT RENTAL
<b>ADVANTAGES</b>	Suitable for students with busy schedules or who can't or don't want to cook	More freedom to choose what to cook and when	Independence
	No grocery shopping as most meals are provided	More independence than a homestay	Greater privacy
	Valuable cultural exchange	Opportunity for social interaction, generally with people from all over the world	You can choose what to cook and when
	Good opportunity to improve and practice English Skills	Good opportunity to improve English skills	You have some choice in who you live with
	Kaplan can make arrangements for you	Kaplan can make arrangements for you	Choose location
	Own furnished room	Option of own room or shared room	
	Support and security offered by the host family	Security offered by hostel management	
	Utilities such as electricity included in cost	Utilities such as electricity included in cost	
	Kaplan can support student in the event of any issues	Internet access provided (at a minimal extra cost)	
	Hosts are Kaplan approved, offering peace of mind		

<b>DISADVANTAGES</b>	Less flexibility	Must commit to minimum length of stay depending on hostel requirements	Limited availability for short term students in some locations
	Requires adjustments for both student and homestay family (e.g habits, customs etc)	Shopping and cooking can take time	Establishment costs may be substantial (Bond, furniture etc)
	Household routines may be rigid (e.g. shower times)	Limited access to kitchen facilities after 9-10pm	Must be found once you have arrived in Australia
	Mobile wireless internet deals recommended	May have to supply own cooking and eating utensils	May have to supply own cooking and eating utensils. Appliances may also be limited
	Location varies	Location varies	Utilities bills are extra
		May be noise restrictions and curfew times	Must connect own phone and internet
		Unisex Bathroom/Toilet in some locations	May have to sign a 6-12 month lease
		Multiple residents sharing facilities	If shared, one of the tenants may leave before the end of the lease
		Limited or no access to a home phone (Mobile SIM cards can be purchased easily however)	Limited support and assistance from Kaplan staff to resolve issues between flat mates/owners
			More time spent on domestic chores
		Flat mates from other countries might speak their own language and not English	

## Health and Safety

If you or a friend is seriously ill and needs an ambulance call 000. Stay calm and describe to the operator on the line what type of assistance you need (ambulance, fire or police) and your location. You may be required to describe any symptoms. Explain as much as you can, do not worry if you are not confident with your English - say as much as you can, as clearly as you can.

### Medical and Travel Insurance for Student Visa holders

The Australian government requires all students on student visas to join the Overseas Student Health Cover (OSHC) Scheme (Medibank Private), a health insurance plan for overseas students in Australia. Payment of AUD 40 per month for compulsory OSHC must be made before a visa can be issued.

This insurance covers:

- Visits to a doctor (Medibank will cover approximately 85% of the scheduled fee)
- The total cost of hospital treatment provided that the treatment is in a public hospital and is provided by a hospital doctor
- Eye tests
- Benefits for medication/medicines
- Emergency ambulance transport

This insurance does not cover:

- Dental costs
- Physiotherapy
- Optical glasses, contact lenses
- Medical expenses for any pre-existing medical condition before you came to Australia, during the first 18 months of membership
- Treatment covered by provisions for compensation and damages or accidents

Please note that you are covered by Medibank Private from your very first day of study. Prior cover can be otherwise arranged should you plan on coming to Australia a few weeks before your course starts.

### Medical and Travel Insurance for Working Holiday or Tourist Visa holders

If you are on a Working Holiday or Tourist Visa you must make your own Health Insurance arrangements before you commence your studies. Kaplan offers you a low-cost Travel and Medical Insurance plan that we advise you to take. If you are not taking Kaplan insurance you are required to show proof of alternative medical insurance. Kaplan Medical and Travel Insurance costs AUD 26 per week and you can arrange your insurance with your Kaplan representative. Travel and Medical Insurance is compulsory at Kaplan International Colleges for the duration of your stay.

### If you get sick

If you get sick whilst you are in Australia you should visit a doctor. You can ask staff at reception or your host family where the nearest doctor is. If you have a minor illness you can often ask staff at a local pharmacy for advice. If you are ill, make an appointment to see a doctor and take any relevant insurance or medical documentation with you. Kaplan staff can assist you to find a doctor who speaks your language. If you are absent from class due to illness you are required to bring a doctor's certificate to give to your teacher when you return to college.

### Protecting your belongings

If you are not using Kaplan Medical and Travel Insurance we strongly recommend that you take out insurance for your personal belongings, especially cameras, personal music players, mobile phones and laptops. Personal items cannot be covered by Kaplan homestay or residence insurance. You can cover these items with your own personal travel insurance. Please ensure that you are properly covered in case of loss or theft.

### Things to remember

- Call 000 in case of fire, medical emergency or need for the police
- You must have Medical and Travel Insurance to attend a Kaplan International Colleges course. If you do not have Kaplan International Colleges Medical and Travel Insurance, you must provide proof that you are covered by another provider
- If you have a student visa you must also be a member of OSHC

### Medical Costs

#### Approximate prices in AUD

**Medical costs are at the discretion of your local doctor or hospital. A guide to costs in Australia are as follows:**

- A consultation with a doctor: minimum AUD 65
- Prescriptions at a chemist: minimum AUD 15 per item
- Dental treatment minimum AUD 80
- New glasses: minimum AUD 180

## Laws and Customs

You may find that laws are enforced differently in Australia than they are in your home country. You must obey the country's laws and respect its customs. It is important that you understand the laws, rules, and customs that you may encounter.

### Laws

- No one under the age of 18 in Australia may buy or drink alcohol, including beer and wine. It is against the law to buy alcohol for someone you know is under the age of 18
- Driving under the influence of alcohol is a very serious crime and police make regular random checks
- You will need international ID to enter bars, clubs or pubs (e.g. Passport, ID Card, Driving Licence)
- Buying, selling and using drugs is illegal
- You must attend all classes. If you do not attend 80% of classes your representative and parents may be informed. If you do not then improve your attendance Kaplan International Colleges is required to report you to the Federal Department of Immigration and Citizenship (DIAC), and this may result in the cancellation of your student visa
- Under the national code, student information may be made available to Commonwealth and State agencies

The Police and Kaplan International Colleges are very strict in enforcing these laws.

### Kaplan International College Rules

Kaplan International Colleges has rules that must not be broken. These rules may apply to academic work at college as well as life in your residence or homestay.

- If you leave your Kaplan International Colleges course, Kaplan International Colleges has the right to revoke your student visa and advise you to return home
- Kaplan International Colleges expects students to maintain 80% attendance during their course

- Always tell Kaplan International Colleges if you are going to be absent from college for any reason and tell your host family if you are going away overnight
- Be on time for all your lessons
- Inform Kaplan International Colleges if you change your address or other contact details

### Customs

Customs are an accepted way of behaviour in a country. You need to know the customs of Australia to help you feel comfortable with people.

Some important customs to know include:

- **Women:** Women in Australia are equal to men and should always be treated fairly. Men and women share equally in household work and childcare
- **Queues:** Always stand in line and wait your turn when buying tickets, in a bank, post office or waiting for a bus. Keep to the left when standing on escalators
- **Friendliness:** Australian people talk to strangers in public areas. This is a great way to practise English, but caution should be taken. You should not give out your address and telephone number, or accept inappropriate invitations. Although most people are friendly, some may be reluctant to speak with strangers
- **Please and Thank you:** These are very important words! Always use them if you ask someone to do something for you, or if they help you or give you information

### Things to remember

- If you are under 18 years of age it is illegal to drink alcohol
- Buying, selling and using drugs is illegal
- Notify Kaplan International Colleges if you are going to be absent from college
- Women are treated as equal to men in Australia
- Remember to say please and thank you

### Your Responsibilities

**As an overseas student on a student visa, you have responsibilities to:**

- Satisfy your Student Visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with Kaplan
- Inform Kaplan if you change your address
- Maintain satisfactory course progress
- Maintain 80% attendance during your course
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements

## Deferring, suspending or cancelling your course

The suspension, deferral or cancellation of your enrolment may affect your visa. It is important you are made aware of this whenever you request to suspend, defer or terminate your course. You should refer to the Department of Immigration and Citizenship (DIAC) website [www.immi.gov.au](http://www.immi.gov.au) or call their hotline on 131 881 for more information on how these changes affect your visa.

### Course Deferral

This is when you have to delay the start of a course and it applies to a course you have not yet started. This may occur if you ask to return to your country or can not start your new course at the expected start date. Kaplan International Colleges may ask that a student defers the start date of a course if they do not meet the pre-requisite requirements for that course.

### Course Suspension

This is when your course is stopped, either temporarily or permanently, and it applies to a course you are currently studying. The suspension may either be requested by the student or initiated by Kaplan International Colleges for student misconduct.

### Compassionate and Compelling Circumstances

Students are able to apply to defer or temporarily suspend their course on the grounds of compassionate and/or compelling circumstances.

These could include, but are not limited to:

- Serious illness or injury, and you have a medical certificate stating that you are unable to attend classes;
- Death of a close family member, such as parents or grandparents (where possible you should provide a death certificate);
- Major political upheaval or natural disaster in your home country requiring emergency travel;
- A traumatic experience, for example, being involved in or witnessing a serious accident, or witnessing or being a victim of a serious crime (where possible you should provide police or psychologists' reports);
- Not being able to start your course on the commencement date because of a delay in receiving your student visa.

### How to Apply

You should apply in writing to the Student Services Manager at Kaplan International Colleges using the appropriate form and with supporting evidence. The College will review your application, and where possible, the Student Services Manager will meet you. The College will inform you of its decision in writing within three working days of your application.

If the College approves your request, the written notification will include information that the deferral/suspension may affect your visa status and that the College will inform DIAC via the PRISMS system. The period of suspension will not be included in the calculation of your final attendance.

If the College refuses your request or initiates the suspension or cancellation of your enrolment, the College will notify you of its intention and you will be allowed 20 working days to access the Appeals Procedures. If you choose to appeal the decision, the College will not inform DIAC of a change to your enrolment status until the internal Complaints and Appeals process is completed.

If you are under 18, the College cannot accept your request without the permission of your parents/guardian and confirmation that suitable welfare/accommodation arrangements have been approved.

In all instances the student will be responsible for applying for their new visa with DIAC and incur all costs.

All students will be obliged to accept Kaplan International College's Cancellation and Refund Policy as signed upon your initial enrolment.

### Course Cancellation

Kaplan International Colleges has the right to cancel your enrolment in the following extenuating circumstances, in which case, you will be reported to DIAC via PRISMS immediately, without waiting for the outcome of an internal or external appeal:

- If you are missing and you have not responded to the College's phone calls, emails or letters to your address;
- If you have serious medical problems, severe depression or psychological issues, which result in the College having concerns for your general wellbeing;
- If you act or threaten to act in behaviour that puts yourself, other students or the College staff in danger, or if you harass or intimidate another student or staff member;
- If you are under 18 and refuse to maintain the care arrangements that have been approved.

Kaplan International Colleges also has the right to cancel your enrolment for academic misconduct, which is defined as an attempt to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they try to gain advantage by unfair means such as copying another student's work, or in any way mislead the teacher about their knowledge, ability, or the amount of original work they have done. All students are expected to maintain high standards of academic honesty and integrity.

### For more information:

Contact the Australian Department of Immigration and Citizenship by calling **131 881** or visiting [www.immi.gov.au](http://www.immi.gov.au)



## Important Dates to Remember

### Public Holidays 2012

#### Cairns, Queensland

New Year	02/01/2012
Australia Day	26/01/2012
Labour Day	05/03/2012
Good Friday	06/04/2012
Easter Monday	09/04/2012
ANZAC Day	25/04/2012
Foundation Day	04/06/2012
Queen's Diamond Jubilee	11/06/2012
Cairns Show Day	20/07/2012
Queen's Birthday	01/10/2012
Christmas Holiday	25/12/2012
Boxing Day Holiday	26/12/2012

The dates above are the dates for observed holidays in the year 2012. If you arrive on a week where the Monday is a holiday, your first day of college will be a Tuesday.

#### School closures

The college will be closed from December 24th 2012 and open again on January 2nd 2013. For holiday dates in other years, consult your Kaplan representative.

### Holiday Policy

#### AY/AS Students

There are pre-set holiday dates for all Academic Year and Academic Semester students. These dates depend on your start date and cannot be changed. Please check with the school if you are not sure when these are.

#### Intensive English students

(Only permitted if attendance is over 80% at the time of application)

0-10 weeks	No holidays are permitted
11-26 weeks	Students can take up to 1 weeks holiday*
27+ weeks	Students can take up to 2 weeks holiday*

\*If your holiday is approved, you have the option of adding the extra week(s) to your existing enrolment. Please note: ALL holidays must be pre-approved at least 2 weeks before your holiday. See staff at the school reception for a holiday.

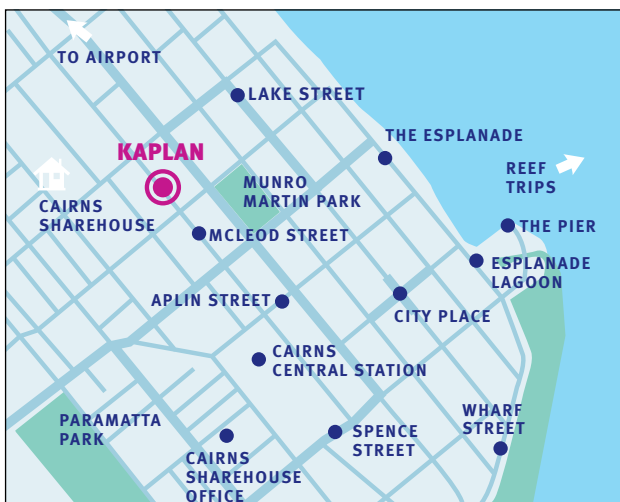
#### Other Classes (EAP, Cambridge and IELTS)

As these courses are closed classes and study and attendance is important, holidays will not be approved if you are studying on these courses.

**We look forward to seeing you at Kaplan International College Cairns. If you have additional questions please ask our staff on arrival.**

Kaplan International College Cairns  
130 McLeod Street, PO Box 7368, Cairns  
Queensland, 4870 Australia  
E-mail: [australia@kaplaninternational.com](mailto:australia@kaplaninternational.com)

Click below to visit us on:



**Keep these numbers with you at all times!**

**Emergency Kaplan Number:**  
0417708061

**Emergency Number (Police, Fire, Ambulance):**  
000

Information in this guide is subject to change. Published December 2011.