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## Welcome to the Cairns Business College

At CBC, we believe our committed faculty and great facilities are not enough to create the optimal learning environment. We give our students an extensive support system - an encouraging atmosphere that helps students to maximise their potential.

The faculty, administration and staff at CBC share a commitment to education that means helping our students learn all they can, enabling them to stay focused on their dreams and achieve their ambitions.

At Queensland's oldest private college, Cairns Business College, our goals coupled with yesterday's experiences, are directed to meet these objectives, emphasising personal interaction between students, faculty and the business world - a unique environment to train students to become tomorrow's business leaders.

The underlying strength of our academic program is the foundation it provides for students to live, work and lead in the changing global workplace...

Discovering... enriching... inspiring... competing... exploring...

The Cairns Business College Experience.

Robyn White  
Principal



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## The CBC Experience

### Quality Education Since 1966

A prestigious institute of higher education, the Cairns Business

College offers the highest standards of scholarship and learning in an environment committed to academic excellence and technological advancement as well as personal and professional development.

A co-educational, non-profit making college, the Cairns Business College is run for the benefit of students and not for any one individual. Queensland's oldest business college, the Cairns Business College has produced thousands of successful graduates since its founding.

### The CBC Campus

The Cairns Business College campus, specifically designed for education, is an aesthetically pleasing, modern, complex which blends with its natural environment. The facilities include tutorial rooms, computer

laboratories, internet access, private e-mail boxes, travel centre, hotel/hospitality training rooms (bar, front office), student recreation areas, library and self-access resource centre - hands-on experience with technology's best.

### Your CBC Experience

During your CBC experience, you will find that the programs and people make it a truly exceptional place where you can grow in every sense. Students from a variety of backgrounds come to CBC to create, explore, define and discover. They come for a learning climate that is warm and personal, and for academics that are challenging and enlightening.

The faculty knows you, and the entire campus community is committed to doing what it takes to help you accomplish your educational and personal goals. When you leave CBC the greatest knowledge you will have gained will be about yourself and all that you can accomplish.



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### Means of Delivery

**Full-time:** Minimum of 20-25 hours per week, 8.30am to 3.20pm Monday to Thursday, 8.30am to 12.30pm Friday, during the trimesters.

**Part-time:** Courses are complementary to the full-time programs. Lectures and Practical application of theory are the principal means by which course material is delivered. Most classes are conducted in an interactive fashion. Students are expected to ask questions and actively contribute to class discussions. A student needs to be an active rather than a passive member of the class.

### Attendance

Students are required to attend not less than 90% of all scheduled lectures. Attendance, participation and contribution are a vital and necessary part of your study at Cairns Business College.

### Real World Experience

Exploring outside the classroom is always invaluable, and on-the-job-training is an important way to develop deeper understanding of life after college. CBC maintains an extensive co-operative education program that gives students real-world experience.

### Career Outcome

Career Planning and Placement gives CBC students a variety of programs and services that assist in occupation selection, career planning, decision on employment and professional placement. Job seeking skills and interview techniques are included in all courses. Due to the College's strong industry links graduates are sought after for employment and the College maintains a free Job Placement Service as part of its student services. The Cairns Business College has been offering a lifetime placement service for over 40 years and the College has been considered as an essential source of well-trained personnel for the business community. ...

***Our placement record is second to none.***



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## Admission Requirements

Normal entry to certificate level courses is Year 10 or equivalent. For higher level courses - Diplomas - it is desirable that you have completed Year 12 or equivalent. Consideration will be given to mature age entry or Year 10 entry level with relevant work experience. All courses that we offer provide Recognition of Prior Learning (RPL). You can apply for RPL if you think that you are already competent in some of the course outcomes; however, you will need to provide evidence to support this.

Any student who has completed study with another provider must present attendance and academic records (original or certified copies) to support enrolment application.

## Counselling and Advising

### Admissions

The College emphasises individual counselling from the moment a student initiates a program of study, ensuring that career objectives are being served by his/her chosen course.

### Personal

Confidential help and referral services address personal issues. The Cairns Business College is committed to the goals of equal opportunity in education and employment. CBC aims to provide a study and work environment for staff and students that fosters fairness, equity and respect for social and cultural diversity and that is free from unlawful discrimination, harassment and vilification as determined by legislation.

### Academic

This on-going service is to provide encouragement and direction for students in pursuit of excellence. The College helps students hone their study skills, develop time-management strategies and offers assistance in language, literacy and numeracy.

### Further Education

Advice on and assistance we provide articulation into university and other tertiary level programs.

### Orientation

An orientation program precedes all courses. The program introduces CBC staff members and inducts the students into the College. At this time an initial literacy and numeracy assessment takes place.



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## Course Fees \*

Information regarding course fees and refunds are detailed in the **Fee Supplement**

## Texts

Texts, where required, may be purchased progressively throughout your course. A list of text requirements is available from Admissions. Pre-used texts may be available.

## Academic Standards

A student must attain competency in all subjects to receive the course award. Students who do not achieve all required competencies are awarded a Statement of Attainment only.



\* See [www.cbcaustralia.com](http://www.cbcaustralia.com) for course fees and start dates

## Business Attire

CBC requires students to dress appropriately to the position in the area for which they are studying. Students will be given more specific details at orientation. Appropriate dress assists in developing a business like attitude and impressing future employers who visit the College.

## Austudy/Abstudy/ Youth Allowance

Students in approved courses are eligible to apply for Austudy/Abstudy/Youth Allowance - relevant course codes available from Administration

## When can I Start?

The first Monday of most months during the tri-mesters\*.

## How do I apply for Admission?

Complete and submit the Application for Enrolment Form with your Registration Fee (This fee is non-refundable and is part of the total course fee).

The College will forward a Letter of Acknowledgement and/or Acceptance and advise if an interview is required.

The Admissions Officer will forward details of orientation prior to course commencement.

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## Pathways to university

Cairns Business College qualifications are uniformly recognised throughout Australia and overseas.

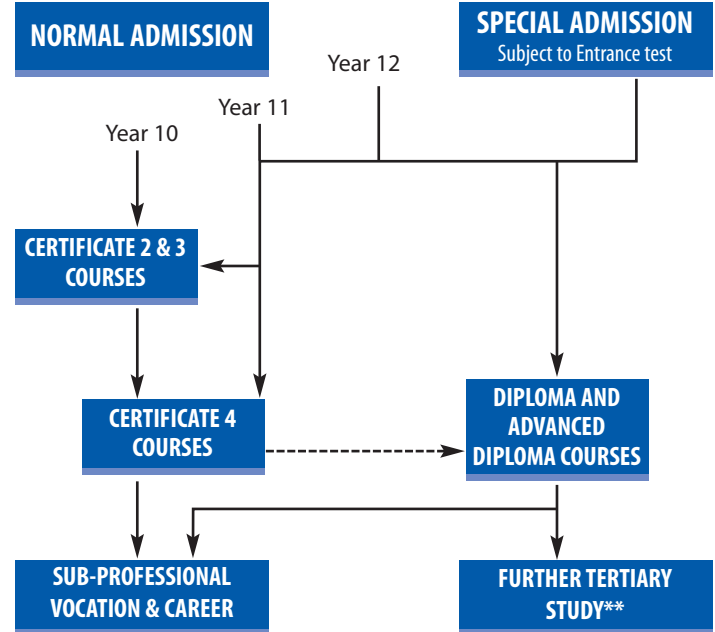
A growing number of students use their CBC qualifications as a pathway to university study. This pathway is formalised in credit transfer agreements.



Cairns Business College graduates have completed bachelor degrees in such areas as Law, Pharmacy, Commerce, Business, Economics, Accounting, Tourism and Hospitality, Management .



## Your career & university path



\*\* On successful completion of a Diploma or Advanced Diploma, credit toward a bachelor degree program may be granted by most universities.

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## The right course for you!

Choose from one of our many accredited courses in Travel, Tourism, Hospitality, Management, Business, Business Administration, or let us customise a course especially for you. We can design your very own course to suit your needs from our subject database... something to suit you.

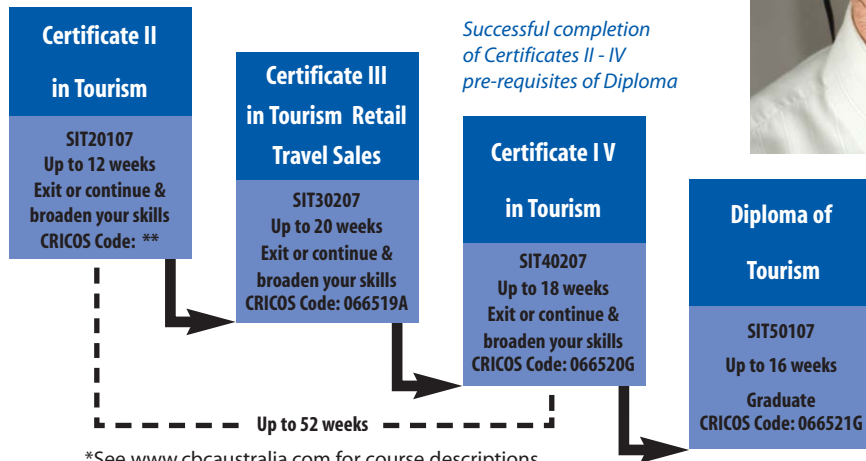


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## Dynamic careers in travel, tourism & hospitality

### Tourism

The exciting world of travel awaits you as a domestic and international travel consultant. These Travel and Tourism courses introduce the complex structure and organisation of the travel industry, particularly at a consultant level. Career opportunities are available in the areas of Australian Domestic Travel Consultant, Inbound Travel Operator, International Tour Guide, Industry Travel Planner, Tour Desk Sales, Activities Officer, Airline Check-in Clerk, Front Office Assistant, Marketing Assistant or Conference Organiser.\*



\*See [www.cbcaustralia.com](http://www.cbcaustralia.com) for course descriptions.

\*\* Registered and awaiting CRICOS code.

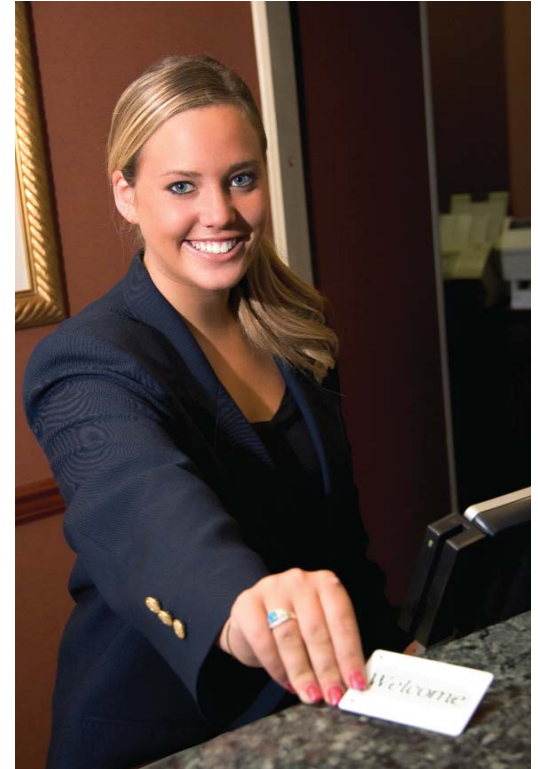


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## Hospitality

A career in the hotel/hospitality industry will provide you with exciting opportunities in a top international industry. You will acquire, develop and practise hands-on operations through to specialised management skills and competencies required in hospitality/hotel operations. Career opportunities range from receptionist, food and beverage attendant, function attendant, front office receptionist, porter concierge, hotel, administration, and room attendant, through to house manager, duty manager, human resource manager, food and beverage manager and eventually general manager.\*



\*See [www.cbcaustralia.com](http://www.cbcaustralia.com) for course descriptions.

\*\* Registered and awaiting CRICOS code.

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## Profitable careers in business, administration and management

### Business

The financial world revolves around successful business. CBC's business programs are for those who wish to pursue a career as part of a team, giving direct **administrative support** to professions and management. They also provide the knowledge, skills, abilities and attitudes for **leadership** in business and industry, including banking, insurance, medical/health services,

engineering, architecture, media, mining, real estate, public relations, education and government departments.\*

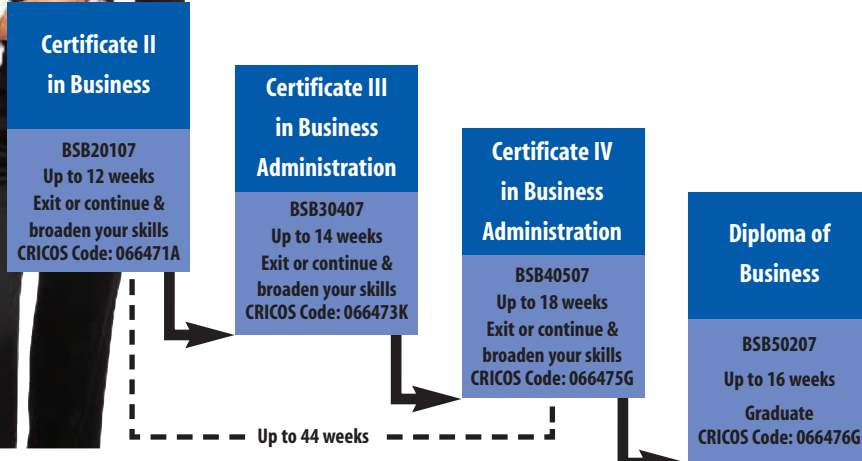


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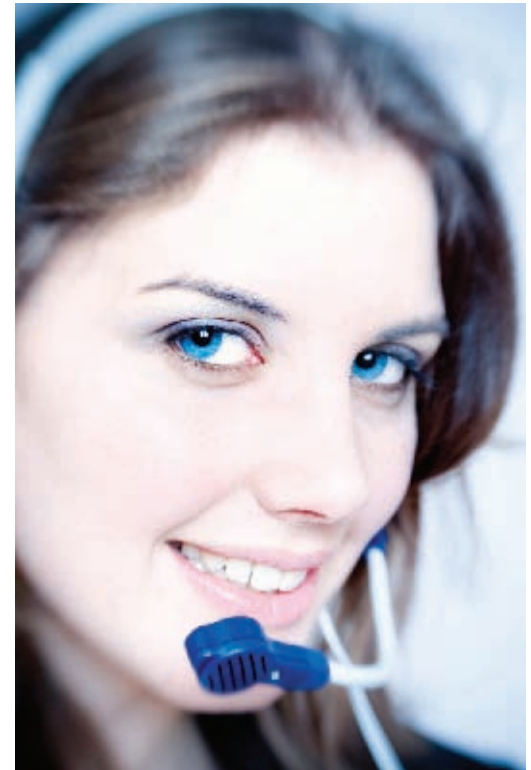


## Business Administration

There is a demand for well-trained secretaries and administrative staff. These are extremely stimulating and rewarding courses for those wanting an exciting career as an Executive Secretary. Career opportunities are available in a large range of positions in any area or type of business.\*



\*See [www.cbcaustralia.com](http://www.cbcaustralia.com) for course descriptions.



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## Business Management

Courses have been developed to provide a range of technical skills, knowledge and abilities relevant to employment in public or private industry ranging from clerical officers and junior clerks to executive management positions such as: Human Resource Management, Marketing, Financial Management and Accounting.\*



\*See [www.cbcaustralia.com](http://www.cbcaustralia.com) for course descriptions.

\*\* Registered and awaiting CRICOS code.



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# Cairns Business College

## Assessment Methods

Assessment of academic performance in each subject unit is progressive and takes place throughout each teaching block. Typically, this assessment is comprised of a mix of work including class exercises, homework, activities, written assignments, assessment tasks, tests, case studies, and final examinations. In many courses such as Hospitality, assessments may require practical applications. Lecturers will advise students of the particular requirements of each subject unit and of the conditions pertaining to assessment.

A student should be particularly mindful of the due dates of required work. It is also the student's responsibility to ensure that all assignment work is handed in on the due date. Work which is lodged incorrectly or after the nominated due date will be deemed not to have been received.

Students should keep in mind that all work must evidence original thought, research and initiative, and must be all their own work. Cheating and plagiarism have serious consequences and may result in instant failure and the requirement to repeat that subject unit in its entirety.



A pass in all subject units and competence in all specified performance criteria forming a part of your course of study must be achieved in order to be awarded the qualification. Statements of attainment will be given for partially completed courses.

## English Language and Numeracy Support

All students are assessed during the Orientation process for specific Language, Literacy and Numeracy needs.

In association with the Cairns Language Centre CBC offers an English Language Support Service for all students. This service is available for assistance with oral and written communication, presentation of assignments, preparation of curriculum vitae and employment applications.

Numeracy support is provided by CBC in all subjects as a component of normal tuition practice. Students requiring extensive support will be referred to a Language, Literacy or Numeracy specialist. This may attract a fee.

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## Terms and Conditions

### Australian Students - Terms and Conditions

Cairns Business College will enrol students on the following conditions:

- Tuition fees must be paid in advance at the beginning of each trimester/term, unless written arrangements are made with the Principal or the Director of Studies. If the fees are in arrears, the student's enrolment may be cancelled at the discretion of the Principal Director of Studies.
- By accepting an enrolment to the college, you agree to abide by the Student Code of Conduct. The Cairns Business College believes that students are both citizens and members of the academic community. As citizens, the students should enjoy the freedom of speech and peaceful assembly. As members of the academic community, they are subject to the obligations which accrue to them by virtue of membership.
- The work submitted by students enrolled at the Cairns Business College is presumed to be their own. Each student is individually responsible for understanding and maintaining a standard of scholastic honesty.
- Scholastic dishonesty includes but is not limited to: cheating; plagiarising; submitting the same or substantially the same work in order to meet the requirements of more than one module; or collaborating on assignments. Any violation of this Student Code of Conduct - Scholastic Honesty Policy will be referred to the Scholastic Discipline Committee.
- Students suspended from the college and/or course, will forfeit all fees.
- Students must keep the College informed as soon as they change their residential and postal address as well as their current contact telephone number.
- Students who are absent from the school are still required to pay the fees due.
- The Cairns Business College reserves the right to cancel or defer any course, and to alter timetables, and class location without notice. If the Cairns Business College cancels, terminates or defers any course and is unable to offer a suitable alternative course, fees will be refunded or transferred to the new school.

### International Students - Terms and Conditions

Cairns Business College will enrol students on the following conditions:

In your home country all matters relating to your student visa are managed by the Immigration Section

of the Australian Diplomatic Mission. This may be known as the Australian High Commission, the Australian Consulate or the Australian Embassy. The Australian Department of Immigration and Citizenship (DIAC) will manage your student visa when you arrive in Australia.

You will be permitted to work in Australia to supplement your income. There are several conditions which apply. To access your work rights you must apply for a Work Rights Visa for an additional fee to be paid to DIAC in Australia. AusAID students and dependants are exempted from the fee. You cannot apply for the Work Rights Visa until you have commenced your course at the Cairns Language Centre or the Cairns Business College.

- During your course you will be permitted to work a maximum of 20 hours per week.
- If your course includes student holidays, during these holidays there is no limit on the number of hours you are permitted to work.
- If your spouse will be joining you in Australia, he/she may be permitted to work. They must apply for a Work Rights Visa.

Your student visa includes the following conditions. You must:

- Study full-time while in Australia;
- Satisfy course requirements by achieving a record of satisfactory academic performance;
- Satisfy course requirements by attending at least 80% of all your scheduled classes;
- Have sufficient funds to cover your tuition fees and expenses while in Australia;
- Only work if you have obtained a Work Rights Visa;
- Not work more than 20 hours per week during scheduled school terms;
- Be continually covered by the compulsory Overseas Student Health Cover for all of your time in Australia;
- Inform Cairns Business College Administration and DIAC immediately if you change address;
- Cannot change education provider for the first 12 months without submitting an application to DIAC;
- Inform DIAC if you change your student status;
- Inform DIAC if you withdraw from the course that you are enrolled in;

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- Extend your student visa before it expires;
- Tuition Fees must be paid in advance, unless written arrangements are made with the Principal Director of Studies. If the fees are in arrears, the student's enrolment may be cancelled and the Immigration department informed as visa requirements have not been fulfilled. This will be at the discretion of the Principal;
- Students are required to provide the College with a copy of their Overseas Student Health Cover. At least 15 days before the expiry of their Health Cover, students are requested to get the card renewed either by payment to the Cairns Business College, or directly with the Health Care provider;
- By accepting an enrolment to the College, you agree to abide by the Student Code of Conduct. The Cairns Business College believes that students are both citizens and members of the academic community. As citizens, the students should enjoy the freedom of speech and peaceful assembly. As members of the academic community, they are subject to the obligations which accrue to them by virtue of membership.

The work submitted by students enrolled at the Cairns Business College is presumed to be their own. Each student is individually responsible for understanding and maintaining a standard of scholastic honesty.

Scholastic dishonesty includes but is not limited to: cheating; plagiarising; submitting the same or substantially the same work in order to meet the requirements of more than one module; or collaborating on assignments. Any violation of this Student Code of Conduct - Scholastic Honesty Policy will be referred to the Scholastic Discipline Committee.

Students suspended from the college and/or course, will forfeit all fees.

- Students must keep the College informed as soon as they change their residential and postal address as well as their current contact telephone number.

- Students who are absent from classes are still required to pay the fees due.
- The Cairns Business College reserves the right to cancel or defer any course, and to alter timetables, and class location without notice. If the Cairns Business College cancels, terminates or defers any course and is unable to offer a suitable alternative course, fees will be refunded or transferred to the new school.
- The Cairns Business College has absolute discretion to defer or suspend a student's enrolment subject to the ESOS Legislative Framework if (a) a written request is received from the student or student's parents for the enrolment to be deferred or suspended on compassionate or compelling grounds (b) in the College's reasonable opinion the student has engaged in misbehaviour.

## Refund Policy

### Australian Students

The Cairns Business College's policy of Fee Refunds and Tuition Fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 ("the National Code"), made under the Education for Overseas Students Act 2000 (ESOS Act), Education (Overseas Student) REgulations 1998, made under EOS Act (EOS Reg), and the Education Services for Overseas Students Amendment Act 2010.

- Should any enrolled student withdraw prior to a course commencement the enrolment fee shall not be refunded.
- Should any enrolled student withdraw prior to course commencement the Accommodation Placement Fee shall not be refunded.
- Should a student who has paid fees in respect of a course decide to withdraw and gives a notice of withdrawal in writing up to twenty-eight days or more before the proposed course commencement date a refund of 90% of the course fees will be given.

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- Should a student cancel less than twenty-eight days before course commencement date a refund of 75% of course fees will be given.
  - If a student cancels or transfers to another institution after course commences fees shall not be refunded.
  - If a student is approved to transfer to another course at the College by the Principal, fees for the current term will apply and any relevant government bodies will be advised.
  - In the event of Accommodation cancellation or early departure, students must provide two weeks notice. No refund will be made for those two weeks.
  - Students who are absent from classes are still required to pay the fees due.
  - The Cairns Business College guarantees to run all courses as advertised. In the event of the cancellation of the course, all fees will be refunded within four (4) weeks.
  - This agreement does not remove the right to take further action under Australia's consumer protection laws. Dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
  - Student cancellations are subject to Cairns Business College Fee Refund Policy and will be processed four (4) weeks from receiving written notice. Refunds will be forwarded to the person who originally paid the course fees. Please Note: Refunds must be collected within three months of the cancellation date. In the event of re-application within a 12 month-period the non-refundable enrolment fee will not be re-charged.
  - Cairns Business College reserves the right to amend fees and charges without notice.
- Enrolment and Accommodation Placement Fees are non-refundable
  - Should a Student Visa be rejected or if a student becomes ill prior to visa approval written notice must be given within seven (7) days and a refund of fees paid (less Accommodation and Placement Fees) will be made directly to the person who contracted with the College within four (4) weeks of advice of visa refusal. Refunds must be collected within three (3) months of cancellation date.
  - Should a student who has paid fees in respect of a course decide to withdraw and gives a notice of withdrawal in writing up to twenty-eight days or more before the proposed course commencement date a refund of 90% of the course fees will be given.
  - Should a student cancel less than twenty-eight days before course commencement date a refund of 75% of course fees will be given.
  - If a student cancels or transfers to another institution after course commences fees shall not be refunded. There will be no charge for Letter of Release.
  - If a student is approved to transfer to another course at the college by the Principal, fees for the current term will apply and any relevant government bodies will be advised.
  - In the event of Accommodation cancellation or early departure, students must provide two weeks notice. No refund will be made for those two weeks.
  - Students who are absent from school are still required to pay the fees due.
  - The Cairns Business College guarantees to run all courses as advertised. In the event of the cancellation of the course, all fees will be refunded within four (4) weeks directly to the person who contracted with the College unless that person authorises otherwise.
  - This agreement does not remove the right to take further action under Australia's consumer protection laws. Dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
  - Student cancellations are subject to Cairns Business College Fee Refund Policy and will be processed four (4) weeks from receiving written notice. Refunds will be forwarded to the person who originally paid the course fees. Please Note: Refunds must be collected within three months of the cancellation date.
  - In the event of re-application within a 12 month-period the non-refundable enrolment fee will not be re-charged.
  - Cairns Business College reserves the right to amend fees and charges without notice.

## Refund Policy

### International Students

The Cairns Business College's policy of Fee Refunds and Tuition Fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 ("the National Code"), made under the Education for Overseas Students Act 2000 (ESOS Act), Education (Overseas Student) REgulations 1998, made under EOS Act (EOS Reg), and the Education Services for Overseas Students Amendment Act 2010.

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## Equity in Education Policy

Cairns Business College is committed to the goals of equal opportunity in education and employment. The Cairns Business College aims to provide a study and work environment for staff and students that fosters fairness, equity and respect for social and cultural diversity, and that is free from unlawful discrimination, harassment and vilification as determined by legislation.

In fulfilling this commitment the Cairns Business College (CBC) shall:

- foster an all school culture which values and responds to the rich diversity of its students and staff;
- provide equal opportunity by removing barriers to participation and progression in education and employment so that all students and staff have the opportunity to fully contribute to CBC life;
- offer programs which aim to overcome past disadvantage for members of staff and student equity groups;
- promote clear and accountable educational and management policies and practices to engender trust between managers, staff and students;
- enhance the quality of students' learning through the provision of culturally, socially and gender inclusive education in areas such as curricula, teaching methods, assessment and review provisions, written and audio-visual material and support services;
- Ensure that its staff and students are aware of their rights and their responsibilities as CBC members.

To achieve these goals the Cairns Business College depends on the continued support and co-operation of all members of the CBC community.

The Principal as Chief Executive Officer is responsible for compliance with all relevant legislation. The Principal is assisted by the Board of Directors and the Deputy Principal.

## Procedures for Complaints and Appeals

Should there be any occasion when an issue, complaint or problem arises, please confront the issue as quickly as possible, rather than continue unhappily. The student will maintain his/her enrolment throughout the complaints and appeals process.

The following steps are available:

- 1 Discuss or resolve the difficulty with the student or staff member(s) in question, for example:
  - If the issue concerns class work or a course the problem should be discussed with your teacher
  - If the issue concerns accommodation it should be discussed with the Homestay Co-ordinator
  - If the issue concerns fees it should be discussed with administration
  - If the issue concerns changes to some aspect of CBC life it should be discussed with a teacher
  - If the issue concerns a financial dispute see the Cairns Business College refund policy which is determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 ("the National Code"), made under the Education for Overseas Students Act 2000 (ESOS Act), Education (Overseas Student) Regulations 1998, made under EOS Act (EOS Reg), and the Education Services for Overseas Students Amendment Act 2010.
- 2 Either person may nominate a support person to accompany them at any stage of the process.
- 3 If a resolution cannot be reached, discuss the difficulty with the Director of Studies, a senior member of staff nominated by the Director of Studies, or in the absence of the Director of Studies, a person nominated by the Principal. An interpreter may be used to help resolve the issue. A mediator with knowledge of the student's culture or a mediator or support person may be brought in to help with the resolution process. The mediator will be brought in at the student's expense. Independent mediators are available upon request or ring Dispute Resolution Branch, Department of Justice and Attorney General on 1800 017 288.

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- 4 If the difficulty has still not been resolved either person from step 2 may make a written request for resolution of the matter to the Director of Studies or a senior member of staff nominated by the Director of Studies. Complaint and the process will commence within ten (10) working days of the lodgement of the complaint and support information.
- 5 The Director of Studies may then attempt to resolve the complaint through further negotiation or mediation, or may advise the complainant in writing that the complaint is considered to be frivolous and/or vexatious, and that no enquiry is to be made.
- 6 If the complaint has not been resolved nor the complaint dismissed the Director of Studies will convene a College Grievance Committee, which would be established on an ad hoc basis and would usually consist of 2-3 people for each case.
- 7 The outcome of the College Grievance Committee's deliberations will be communicated in writing to both parties involved in the grievance. This communication should normally include an offer from the Director of Studies or a senior member of staff nominated by the Director of Studies to debrief or otherwise provide further assistance to either party. All written communications should be signed by the parties and photocopies will be kept in order to provide evidence of the receipt of the document.
- 8 The Director of Studies or a senior member of staff nominated by the Director of Studies may monitor, or be directed by the College Grievance Committee to monitor, the resolution of the dispute for a maximum period of one month, and may wish to make further recommendations (in writing) should the settlement not resolve the dispute to the satisfaction of both parties.
- 9 A grievance case would be considered closed upon receipt by the Director of Studies of a written withdrawal of the grievance by the complainant or of a written agreement between both parties.
- 10 Decisions by the College Grievance Committee, the Director of Studies or the senior member of staff nominated by the Director of Studies may be appealed in writing to the Principal.
- 11 The Principal shall then investigate the matter, and may establish a Grievance Appeal Panel to consider the matter, which would be established on an ad hoc basis and would usually consist of 2-3 people for each case. If a student visa student is concerned about the actions of this School/College they may approach the State Authority for CRICOS Registration. In Queensland this

is the Department of Education and Training. The Director-General of the Department of Education and Training has the power to suspend or cancel the school's/College's registration if a breach of the requirements of registration provision is proved.

- 12 The decision shall be communicated in writing to both parties.
- 13 The decision of the Principal or the Grievance Appeal Panel shall be considered final. These procedures do not limit a student's rights to follow other legal remedies. After the process has been completed if a Student Visa student is concerned about the action of Cairns Language Centre please contact in writing Qld Department of Education, Senior Education Officer, Office of Non-State Education PO Box15033, Brisbane City East, QLD, 4002 or contact the Queensland Student Ombudsman at [www.osos.gov.au](http://www.osos.gov.au) or 1300 362 072.



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