



Gold Coast Learning Centre
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Gold Coast Learning Centre

Pre – Information Booklet (ELICOS Students)

The Gold Coast Learning Centre (GCLC), Surfers Paradise

Our Pre-Information Booklet provides students with necessary
Information about the Gold Coast Learning Centre (GCLC)

Welcome letter from the team at GCLC

Location Map

About GCLC

Lifestyle

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Frequently Asked Questions

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Gold Coast Learning Centre Staff Message

Welcome to the Gold Coast Learning Centre!

It is with great pleasure that we introduce to you the Gold Coast Learning Centre (**GCLC**) and to welcome you to the sunny Gold Coast.

At GCLC we offer a diversity of curriculum and cultural experiences which meet the individual needs of our students. Providing an exciting environment in one of the world's most beautiful locations is key in our pursuit of the highest standards. This means that all of our pupils have access to the very best learning opportunities. We invest in good quality modern resources and are increasingly looking to include digital aids to facilitate the learning process.

We understand that learning English is a stepping stone towards your success and enjoyment in life. We are dedicated to your progress and want to help you achieve your personal goals. It's an exciting challenge that lies ahead.

GCLC provides high quality teaching instruction in a friendly, home-like setting to help students improve their English language and learning abilities for academic purposes, career advancement, and everyday social and practical purposes.

We realise that at first you may be nervous and excited about coming to study in a new country. We hope that the information contained in this booklet will help you both in class and during the rest of your time in Australia.

Kind Regards,

The team at Gold Coast Learning Centre (GCLC)

Gold Coast City Australia

The Gold Coast is Australia's most popular destination!

The Gold Coast is a city in the Australian state of Queensland. It is an extremely popular tourist destination for people all over the world. It provides non-stop action with the perfect mix of beach and city lifestyle. Gold Coast City is known for its sunny subtropical climate, surfing beaches, waterways and canal systems, a skyline dominated by high-rise apartment buildings, a rainforest hinterland in the west of the city, nightlife and its tourist attractions. The city is often compared to the city of Miami, Florida in the south eastern United States.

Gold Coast Learning Centre Location



College Location

In the centre of the Gold Coast in Surfers Paradise - just 2 minutes to the beautiful Gold Coast beaches and parks.

From GCLC, you can walk to many restaurants, supermarkets, cinemas, shops and the beach!

College Information

Gold Coast Learning Centre (GCLC)

Address: Level 1, 18-22 Orchid Avenue Surfers Paradise, Queensland 4217, Australia

Postal address: PO Box 567, Queensland 4217, Australia.

Phone: +61(0) 7 55316788

Fax: +61(0) 7 55389188

Email: info@goldcoaststudy.com

Web: www.goldcoaststudy.com

College Facilities

- 3 levels with a library/self-access centre/student computer rooms, large balconies and student computer room.
- Level 1 - Reception/Office, student lunchroom, classrooms and student computer room.
- Level 2 - Classrooms, Library and counselling offices.
- Level 3 - Classrooms and Board Room.
- Fully air-conditioned.
- Student lunchroom has a microwave oven, chilled drinking fountain and a drink vending machine.
- 18 brand new flat screen computers with free internet and wireless internet connection for students.

Student/Class Size

- General English, LEAP and IELTS classes: 15 students average per class. Maximum of 18 students per class.
- Cambridge FCE/CAE Exam Preparation classes: 12 students per class maximum.

Staff

- Total staff around 20 (including 9 office staff and 5-15 teachers)
- A number of staff members at GCLC are bilingual.
- **Emergency 24 hour contact number is 0438 372 881**

Course List

1. General English (GE) Course
2. Cambridge FCE Exam Preparation (FCE) Course
3. Cambridge CAE Exam Preparation (CAE) Course
4. IELTS Exam Preparation (IELTS) Course
5. Learning English for Academic Purposes (LEAP) Course
6. Study Tours Program Class Timetable* Not available for Student Visa Holders

Levels for General English (GE) Course

Elementary
Pre-Intermediate
Intermediate
Upper-Intermediate
Advanced

Timings	Event
8.00 - 9.00	Class
9.00 – 11.00	Class
11.00 – 12,10	Lunch
12.10 - 2.10	Class

A Sample Timetable

Gold Coast Learning Centre (GCLC) has a flexible timetable program. Elementary to Intermediate students can start their classes between 8.00am -10.00am.

- **Full time students (All student visa holders)**
 - General English Full time 20 hours/weekly
 - General English Comprehensive 25 hours/weekly
 - Cambridge FCE Exam Preparation (FCE) Course 25 hours/weekly
 - Cambridge CAE Exam Preparation (CAE) Course 25 hours/weekly
 - IELTS Exam Preparation (IELTS) Course 25 hours/weekly
 - Learning English for Academic Purposes (LEAP) Course 25 hours/weekly
- **Part-time students (All visa holders except student visa holders)**
 - General English Part time 11 hrs 40 mins/weekly
 - General English Part time 16 hrs 40 mins/weekly

Entry Requirements Policy and Procedure for ELICOS

The GCLC will inform prospective students of the necessary entry requirements for each course through our website, pre-information booklet, student booklet and our representing agents (via information provided in the agent's manual).

For each student, the requirements listed are the minimum requirements for admission to

any course at that level.

When a student has completed several measures of pre-test over a period of time, only the most recent measure will be considered.

GCLC reserves the right to request that the student undergo the GCLC pre-test for all courses.

For General English course (offered in 5 levels, from Elementary to Advanced):

Students with no previous knowledge of English will be placed in the Elementary class. Students with previous knowledge of English will be submitted to a pre-entry test upon arrival at the centre. They will be placed in the appropriate level of the General English course following the language proficiency requirements described below:

LEVEL	CORE CLASS LEVEL	ENGLISH LANGUAGE PROFICIENCY REQUIRED
1	ELEMENTARY	NIL
2	PRE-INTERMEDIATE	ELEMENTARY
3	INTERMEDIATE	PRE-INTERMEDIATE
4	UPPER-INTERMEDIATE	INTERMEDIATE
5	ADVANCED	UPPER-INTERMEDIATE

For the Learn English for Academic Purposes course (offered in 2 levels: Intermediate and Upper- Intermediate):

Students will be submitted to a pre-entry test before course commencement. They will be placed in the appropriate level of the LEAP course.

	ENGLISH LANGUAGE PROFICIENCY REQUIRED
LEAP 1	INTERMEDIATE
LEAP 2	UPPER-INTERMEDIATE

For the IELTS course (offered at Upper- Intermediate Level):

Students will be submitted to a pre-entry test before course commencement.

	ENGLISH LANGUAGE PROFICIENCY REQUIRED
IELTS	UPPER -INTERMEDIATE

For the Cambridge Examination courses (offered in 2 levels: FCE and CAE)

Students will be submitted to a pre-entry test before course commencement. They will be placed in the appropriate level of the Cambridge Examination course.

	ENGLISH LANGUAGE PROFICIENCY REQUIRED
FCE	UPPER- INTERMEDIATE
CAE	ADVANCED

Visa Requirements

It is very important that you adhere to the conditions of your visa during your stay in Australia.

Firstly, you must ensure that you have the correct visa enabling you to study at Gold Coast Learning Centre. If you are in Australia and you have a visitor's visa or working holiday visa granted before 30th June 2006, you are permitted to study for up to 3 months. If you are holding a working holiday visa granted after 1st July 2006, you are permitted to study for up to 4 months (17 weeks). It is very important that you tell us if you have already been studying at any other institution, as you cannot study beyond the allocated time period.

If you hold a student visa, you are required to study in a registered full-time course. You are permitted to work for up to 20 hours per week.

If you require assistance with visa issues, please see our Enrolment Officer.

For more information and advice on immigration issues please refer to Department of Immigration and Citizenship (DIAC) www.immi.gov.au or visit the Department of Immigration Southport Office. Please phone the department on 131881 before coming into any office so that you know what documentation to bring with you. You may find that you do not need to visit an office in person or that you will need to make an appointment. Operating hours Monday – Friday, 9.00 am – 4.00 pm on Level 1, 72 Nerang St., Southport QLD 4215. Postal address PO Box 2868 Southport QLD 4215. Fax number 0755915402.

Working in Australia

Student Visa: If you have been granted a student visa on or after 26 April 2008, you will already have permission to work automatically included with your visa. DIAC (Department of Immigration and Citizenship) has set a broad definition of work that includes both unpaid and paid work. There are restrictions on the number of hours you can work, and it is important that you be aware of the relevant conditions: visit the DIAC website for information: <http://www.immi.gov.au/immigration/>. DIAC and the Australian Taxation Office (ATO) monitor this very carefully. If you are found breaching their work conditions, this will lead to mandatory cancellation of your Student Visa.

Working Holiday Visa: All Working Holiday Visas must be obtained overseas – Working Holiday Visa holders must make sure that they abide by the rules of this Visa.

Tourist Visa: Tourist Visa holders are not permitted to work in Australia.

***Note:** It is important that you be aware of the relevant Visa conditions; visit the DIAC website for information: <http://www.immi.gov.au/immigration/>

Tax File Number

Once you have your permission to work, you should obtain a Tax File Number (TFN). A Tax File Number (TFN) is a number issued by the Australian Taxation Office (ATO). Each TFN is unique to a particular person, and only one Tax File Number is issued to you for life. It will not change under any circumstances (e.g. if you return home overseas, move interstate, change jobs, change your name in any way, have investments, or claim government benefits).

To work in Australia - you should have a TFN, and you will be required to supply this number to your employer for income tax purposes. Please note that it may take more than a month to get the TFN once you have applied; if you have not received it within 28 days, phone the Tax Office during office hours. You must allow for this before you start working.

To apply for a TFN - you must complete a *Tax File Number - application or enquiry for individuals'* (NAT 1432). Visit the ATO website for online ordering. You may also apply through the 'Online Individual Tax File Number (TFN) Registration'. Please ask for a copy of step by step instructions for this process at the reception.

Visit the ATO website for information: <http://www.ato.gov.au>

First Day of School

Please bring the following items on your first day:

- Your address in Australia and your address in your own country;
- Your passport;
- Your CoE;
- Acceptance letter;
- Pen, pencil and paper;
- Please make sure that you wear comfortable and respectful clothing;
- Always wear shoes and bring a light jacket to the college (as the air conditioner is always turned on).

Average Cost of Living on the Gold Coast

General

Local call from public	50 cents per local call
Newspaper	80 cents - \$1.50
C D	\$30
Movies	\$8 -13 (Student Rate)
Doctor's Consultation	about \$60
Dentist's Consultation	about \$60
Bus Fare (one way –	Average \$2.60 (One Way)
Train- Brisbane	\$17.00 (Return)
Postage Stamps: (Air	Average \$1.10-\$2.00
(Local)	\$0.50

Food and Drink

McDonald's "Big Mac"	\$5
KFC "Value Meal"	\$7
Ice Cream	\$2- \$3
Coke (can)	\$1.50
Coffee	\$2
Beer (bottle)	\$3.50
Lunch at food court/	\$5 - 10
Lunch at Restaurant	\$5 - 15

Personal items

Soap (6 bars)	\$1.60-\$2.00
Shampoo	\$3.50
Toothpaste (175 gm)	\$2.50
200 Facial Tissues	\$1.00-\$1.75

Goods and Services Tax of 10% is added to some of the above items.

The prices may vary according to season, store, product quality or brand name.

All prices are quoted in Australian Dollars – guide only

Queensland Smoking Laws

The Queensland Government introduced non-smoking laws that regulate smoking in public places. Please be aware of these rules. Progressive changes took effect from January 2005. For further information please refer to the Queensland Health website on

<http://www.health.qld.gov.au/atods/tobaccolaws/index.asp>

Driver's Licence

If you have a driver's licence from your own country, you must have it translated when you arrive and then carry the translation, the original driver's licence and your passport with you when you are driving.

If you don't have a driver's licence, but are going to stay for more than six months, you can

apply for a Queensland licence.

There are two tests – a practical driving test and a written traffic rules test. You can get a 'Rules of the Road' book from Motor Vehicle Driver Licensing. Telephone: 132380.

Rent-A-Car

All the big international companies such as Avis and Hertz have offices on the Gold Coast. There are also some cheaper, but good quality companies. Please see Reception for more information.

- In Australia, we drive on the left side of the road.
- Seat belts must be worn in the front and back seats of the vehicle.
- There are penalties for driving under the influence of alcohol.
- Check the driving laws carefully before you drive.
- Please observe the speed limits, as there are speed cameras everywhere!

Rental Accommodation

We can help you with general information about rental flats, houses or hostels. You can find advertisements for rental properties in the local newspaper, or you can contact a real estate agent.

Health Cover

If you are here on an Australian Study Visa and have Overseas Student Health Cover (OSHC), this pays 100% of Doctor's fees for standard consultations, 85% of Doctor's fees out of hospital, 100% of ambulance fees, 100% of partner private hospitals, up to \$50 for prescription medications and 100% of fees incurred as an inpatient at a public hospital.

Banking

When you open a bank account, you will find that the most useful account is a savings account with a card that you can use in automatic cash machines. With this card you will receive a PIN (Personal Identification Number), which you should not show to anyone else.

In Australia, there is a 100 point identification system. Each identification document is worth a certain number of points. To open a bank account you will be required to provide documents to the value of 100 points. Acceptable documents include:

- Passport
- Photo identification card
- Another bank card or credit card with your name on it
- A letter sent to you with your name and address in Australia

Please refer to the bank for more information regarding the value of each form of identification.

If you want money sent to you from overseas, telegraphic transfer is the fastest method. You should give the following information to the person sending you the money:

1. Your account number;

2. Name of your account;
3. Name of your bank;
4. Branch identification number/BSB;
5. SWIFT Code

Currency:

Australia's decimal currency includes notes for \$5, \$10, \$20, \$50 and \$100. Coins include the gold \$1 and \$2; silver 50c, 20c, 10c and 5c. Odd numbers of cents are rounded up or down to the nearest 5c when making a purchase.

Changing Money:

There is a money exchange at the airport, which is open for the arrival of all flights. You can also exchange your money at any bank.

Post Office

Australian postage stamps must be used on all mail posted in and out of Australia. The Post Office at the beach end of the Centro Centre (see Surfers Paradise map) is open 8.30am – 5.30pm Monday to Friday and from 9.00am to 12 noon on Saturday. After hours stamps can be purchased from newsagents in the Centro Centre and Dolphin Centre.

Time – EST

Gold Coast is an Eastern Standard Time (EST), which is ten hours ahead of GMT, from October to mid March, time differences to Victoria, New South Wales, ACT, Tasmania and South Australia increase by one hour because of daylight saving but this does not apply to Queensland.

Electricity

Domestic electricity supply is 230 – 250 volts AC 50 cycles. Standard three pin plugs are fitted to domestic appliances.

Religious Institutions

Australia is a multicultural country, which prides itself on its religious freedom. Different religions from many parts of the world are practised here. Please ask at Reception for help locating your relevant institution to practice your religion.

Surf Safety

SWIMMING TIPS

***Always swim in areas patrolled by lifeguards
Swim inside the area where the red and yellow flags appear
Wait 30 minutes after a meal before swimming
Do NOT swim when the red DANGER flag appears***



Too much sun can cause skin cancer, so make sure you apply sunscreen and wear a hat when in the sun. It's a good idea to avoid direct exposure to the sun during the hottest hours of the day – between 10am and 3pm.

Remember: Slip, Slop, Slap – Slip on a shirt, Slop on sunscreen and Slap on a hat.

Medical and Doctors

If you feel unwell, become badly sunburned or have any other physical complaint, you should contact a doctor. Your Homestay Program family or a GCLC staff member may recommend their family doctor for you. In an emergency, you should go directly to the casualty ward of the nearest public hospital.

Surfers Paradise 18 hr National Medical Centre

Galleria Shopping Centre ANA Hotel
Telephone: 5538 8099

The International Medical Centre

2nd Floor, above McDonalds
The Esplanade, Surfers Paradise
Telephone: 1800 686 099

The closest hospital with an emergency casualty ward is:

Gold Coast Hospital
Nerang Street, Southport
Telephone: 5571 8211

Australian Customs

In Australia, it is considered polite to look people directly in the eyes when you are speaking to them. Eye contact is important for effective communication.

Remember to always say 'please' when you ask for information or service or 'thank you' after you have received assistance.

Australians enjoy being friendly and helpful to others. They will be interested in you and your Australian experience and will respond to your questions with warmth and enthusiasm. Ask your Homestay family and your new Australian friends questions about their lives to show that you are also interested in them.

Smoking is not allowed in public buildings, theatres, shopping centres and buses or trains in Australia.

Public Holidays 2010

New Year's Day	Jan 1 2010	Australia-wide
Australia Day	Jan 26 2010	Australia-wide
Labour Day	Mar 1 2010	WA
Eight Hours Day	Mar 8 2010	TAS
Labour Day	Mar 8 2010	VIC
Adelaide Cup Day	Mar 8 2010	SA
Canberra Day	Mar 8 2010	ACT
Good Friday	Apr 2 2010	Australia-wide
Easter Monday	Apr 5 2010	Australia-wide
Easter Tuesday	Apr 6 2010	TAS Limited Statewide
ANZAC Day	Apr 26 2010	Australia-wide
May Day	May 3 2010	NT
Labour Day	May 3 2010	QLD
Foundation Day	June 7 2010	WA
Queen's Birthday	Jun 14 2010	Australia-wide except WA
Picnic Day	Aug 2 2010	NT
Royal Queensland Show Day	Aug 11 2010	QLD Brisbane metro only
Queen's Birthday	Sep 27 2010	WA
Labour Day	Oct 4 2010	NSW/ACT/SA
Melbourne Cup Day	Nov 2 2010	VIC (Melbourne metropolitan only)
Christmas Day	Dec 25/27 2010	Australia-wide
Boxing Day	Dec 26/28 2010	Australia-wide except SA
Proclamation Day	Dec 28 2010	SA

Translation Services

A 24-hour-a-day, seven-day-a-week telephone interpreter service operates throughout Australia to help those with language difficulties. Ring 131450 (cost of a local call) anywhere in Australia to use this service.

Trading Hours

Prices may differ from store to store and from one season to another. Tipping is not required. Trading hours vary in the Gold Coast. In Surfers Paradise, most shops and businesses open between 9.00 and 10.00 am, and do not close until late. Thursday is late night trading and most shops close at 9.00pm.

Activities

GCLC offers international students the opportunity to combine quality education and a lifestyle of relaxation, work or activity.

- **Other weekend activities:** Dreamworld, Movieworld, Seaworld, scuba diving, sky diving and golf lessons (Students can purchase discounted tickets at the reception desk)

Places of Interest

1. Currumbin Wildlife Sanctuary

A wonderful sanctuary for koalas, wombats, kangaroos and dingoes.

2. Carrara Markets

Over 600 shops selling food, fashion, gifts, jewellery, pets, plants and more! Open every weekend from 5am until late. A free courtesy coach leaves from Dolphin Arcade 10 minutes past each hour and 20 minutes before each hour.

3. Wet n 'Wild Water Park

Open all year round from 10am, Wet n'Wild is a spectacular water park with waterslides, evening movies and shallow pools. Coaches leave from Dolphin Arcade.

4. Sea World

The world of the sea comes to life right before your eyes. Marine life wonders, aquatic action and rides to dare and dazzle you.

5. Movie World

Warner Bros brings a taste of Hollywood to the Gold Coast. Spend a day in the fantastic, star-filled excitement of the world of movies.

6. Dreamworld

Dreamworld has 11 amazing worlds packed with fun and fantasy.

PLEASE SEE RECEPTION FOR DISCOUNTED TICKETS AND OTHER OPTIONS

Transport

Trains to and from Brisbane:

There is an express train running at regular intervals from the Nerang and Robina stations on the Gold Coast to the Brisbane Transit Centre in Roma Street. Tickets and timetables are available at the stations or at www.transinfo.qld.gov.au

Buses to and from Brisbane:

Buses leave from the Brisbane Transit Centre in Roma Street and travel to Coolangatta (near New South Wales border) via Southport and the Surfers Paradise Bus Station.

The Surfers Paradise Bus Station is on the corner of Beach Road and the northbound Gold Coast Highway (see Surfers Paradise map). At the Bus Station, you can have a hot shower and luggage lockers are available.

Local Buses:

The Surfside Bus Line services the Gold Coast region. Tickets and timetables are available from the bus drivers.

Push Bike:

A convenient and enjoyable way of commuting on the Gold Coast, a Push Bike can be purchased at a second hand bike shop or general stores such as K-mart (Approximate Price: \$100.00). Don't forget to wear a helmet as required by Australian Law.

**FOR INFORMATION ABOUT BUS, RAIL, FERRY AND TAXI TRANSPORT IN
SOUTHEAST QUEENSLAND, PHONE 13 12 30**

Gold Coast Learning Centre Rules

We hope you have a great time here at our college, for the enjoyment and convenience of all please read the following rules:

1. Speak English at all times when at GCLC – the College is an 'English Only' zone.
2. All courses listed on CRICOS are delivered face-to-face with a minimum of 20 contact hours per week
3. Attend your classes every day. You must maintain an overall attendance rate of at least

80%. If you hold a student visa and your overall attendance falls below 80%, GCLC must report you to DIAC about your attendance.

4. If you fail to meet the recommended attendance level (80%) or course requirements this may affect your performance and grades.
5. Attend all classes on time. For students who are 15 minutes late, the teacher will mark you absent. It is also the teacher's right to ask the student to wait to enter the class at the next break in the lesson.
6. If you borrow a GCLC textbook, you must not write in it or damage it. If the textbook is damaged, or not returned, you are liable for the replacement cost of the textbook.
7. To request a change in your Homestay Program booking, you must give at least 2 weeks' notice.
8. As requested by DIAC (for the duration of your course) you are obligated to inform the college of any changes to the original address and telephone number you have given during orientation within 7 days of change. Personal information may be made available to Commonwealth, State agencies and Health Insurers and the Fund Manager of the ESOS Assurance Fund when applicable under the National Code of Practice.
9. Smoking is not permitted in the building. A designated student smoking area is located outside at the rear of the building.
10. If you hear the fire alarm, please make your way down the fire stairs and then head toward JAL Square (your teacher will direct you).
11. Switch off mobile phones before class. No food or drink is allowed in the classrooms or computer room.
12. Do not leave valuable items in the classroom. Take them with you. They are your responsibility.
13. All bicycles, surfboards, boogie boards and skateboards to be kept outside only.
14. Please talk to our staff if you have any questions or problems.

Frequently asked questions by students

CAN I EXTEND MY COURSE ONCE I HAVE STARTED AT GCLC?

YES you can! This is very easy to do. You can speak to your teacher or any staff member at the reception desk for more information.

WHAT IF I WANT TO CHANGE MY WORKING HOLIDAY OR TOURIST VISA TO A STUDENT VISA?

This is also very easy to do for many nationalities and it helps you a great deal if your attendance is above 90%. Immigration likes to see working holiday and tourist visa students who are serious about their study.

WHAT DO I DO IF I WANT TO TAKE HOLIDAYS DURING MY STUDY AT GCLC?

If you want to take holidays during your study you need to go to the reception desk and ask for a 'Holiday Request' form. You must give the college a minimum of two (2) weeks' notice no later than Tuesday for your leave to be approved.

WHAT IS AN AHM OSHC CARD AND WHAT DOES IT DO?

All student visa holders have paid for Overseas Student Health Cover' (OSHC). The health insurance company who covers overseas students is called AHM. After you start your course your card will arrive at the college and can be collected from reception. If you need to go to the doctor or hospital before your AHM card arrives you need to pay the doctor and keep your receipt. As soon as your card arrives you can fill out the claim form, attach your receipt and get your money back.

CAN I CHANGE MY CLASS?

Students are placed in a class based on their speaking and grammar test. If you wish to change your class, you will need to fill out a 'Transfer Request Form' (TRF) all forms are available at Reception. The form will be returned to you with the decision. Changes are completed at the end of each week, students that have been approved will be able to change classes the following Monday.

If you have any questions during your time at GCLC, just ask any of the staff at the reception desk or your teacher.

We are here to help you, so please come and talk to us whenever you have a problem.

Computer Usage

The computers at GCLC are for the benefit of all students

1. Students are not authorised to use computers without appropriate supervision.
2. Students may not use another Student's ID#/Password to gain unauthorised access to the Internet, network, or drives.
3. Students may not modify, delete, or copy any programs, applications or operating system files.
4. Students may use only designated departmental programs on computers. Students may not load, download, or install any application software or program files on computers or networks.
5. Students may not move/relocate, damage or attempt to damage peripheral hardware (mice, keyboards, printers, speakers, microphones, etc.)
6. Students may save data to assigned locations only. System space is limited and may be deleted periodically. Students are encouraged to backup data to a USB or CD.
7. Non-educational games are prohibited at all times (before, during, or after school). If unsure of the definition of "educational", ask your lab teacher/supervisor.
8. Students are responsible for proper shutdown of computers and return of materials when completed with work or at the end of the hour.
9. Students are expected to show RESPONSIBLE use of Internet/Network at all times. (Additional Internet expectations include, but are not limited to the following:

RESPONSIBLE USERS:

- a. May not use the Internet for any illegal purpose.
- b. May not use impolite or abusive language or access materials that may be considered inappropriate or offensive.
- c. May not violate the rules of common sense and etiquette.
- d. May not send or get copyrighted materials without permission.

- e. May not download software, plug-ins, games or other without express permission from the network administrator.
- f. May not use Chat rooms.

10. Individual school personnel may impose additional rules.

ADDITIONAL COMMENTS:

If you are uncertain about any of the rules above – ASK!

PRIVACY – Computer storage space may be treated like school lockers. School personnel may review computer content to maintain system integrity and insure that students are using the system responsibly. Each person has the right to expect that his/her own work will be secure and confidential. Violating a person's privacy and copyright is a criminal offense and offenders will be dealt with accordingly.

Be prepared to be held accountable for your actions and the loss of privileges and/or other disciplinary action if these rules are violated. When applicable, law enforcement agencies may be involved.

Homestay

Homestay policy: changes are made for the student's benefit. Please note that any student bookings for 4 or more weeks must complete the first 4 weeks before any changes can be made. This is so that arrival and the process of familiarisation for both the families and the student maybe more comfortable. After the first 4 weeks, you must give GCLC and your Homestay Program family 2 weeks' notice before moving out of Homestay Program accommodation.

Address

Please remember that as requested by DIAC (for the duration of your course) you are obligated to inform the college of any changes to the original address and telephone number you have given during orientation within 7 days of change. Personal information may be made available to Commonwealth, State agencies and Health Insurers and the Fund Manager of the ESOS Assurance Fund when applicable under the National Code of Practice.

Behaviour & Attitude

GCLC is a highly respected English language college. While at the college, please speak English only. Students must behave in a way that respects the teachers and staff of the school. Bad language ('swear words') is disrespectful and therefore unacceptable at the college. If you do use bad language, you may be asked to leave the classroom and/or the college.

Counselling Sessions

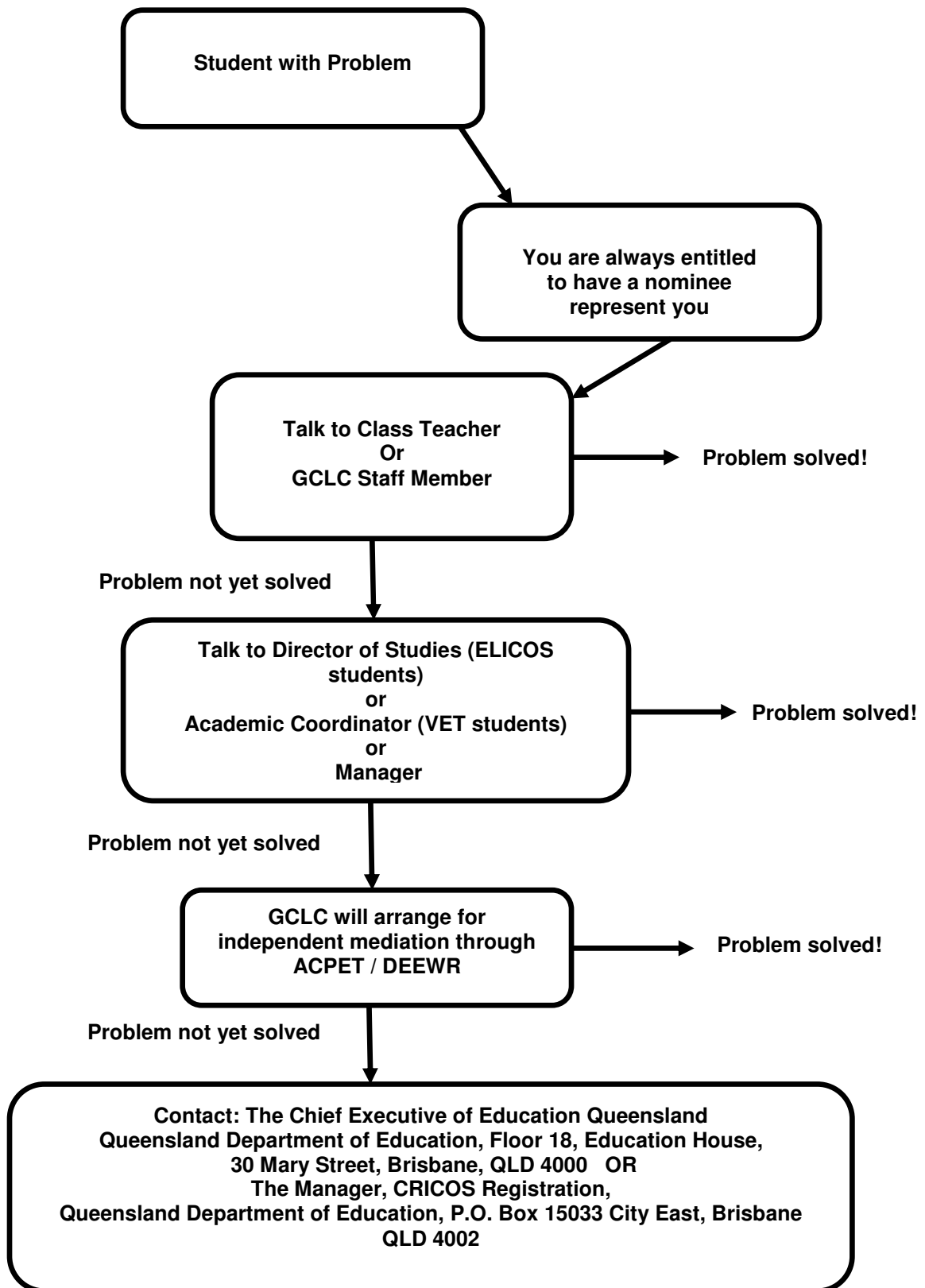
GCLC has allocated a specific time for Homestay Program students to discuss any Homestay issues. Please feel free to see the Student Services Officer in the counselling room to talk about any of the following Homestay issues during the scheduled counselling time (Please see reception for session time and room):

- Change of Homestay
- Extension or cancellation of Homestay
- Any other issues regarding your Homestay

Please feel free to see the Director of Studies or Senior Teachers to talk about any of the Academic/ Educational issues as required throughout the week.

Student Complaints and Appeals Process

If you have any problems or questions, don't worry – there are many ways we can help you!



Airport Arrival & Departure Information

Quarantine

Australia has been an isolated continent for many years and is relatively free from pests and harmful insects. There are very strict quarantine laws controlling the importation of food and plants.

Travellers coming into Australia's international airports will have their luggage screened – either by detector dogs, x-ray machines or inspection of their bags. International students must declare food, wooden items or items of plant and animal origin that they are carrying with them.

All international travelers entering Australia, who do not declare quarantine risk items, face an on-the-spot fine. This could happen as a result of failing to declare something as small as a piece of fruit! **For more important information:** www.aqis.gov.au

All Asian food products and most European food products are readily available in Australia and you do not need to bring these with you.

GCLC Airport Transfer Bookings

Airport greetings

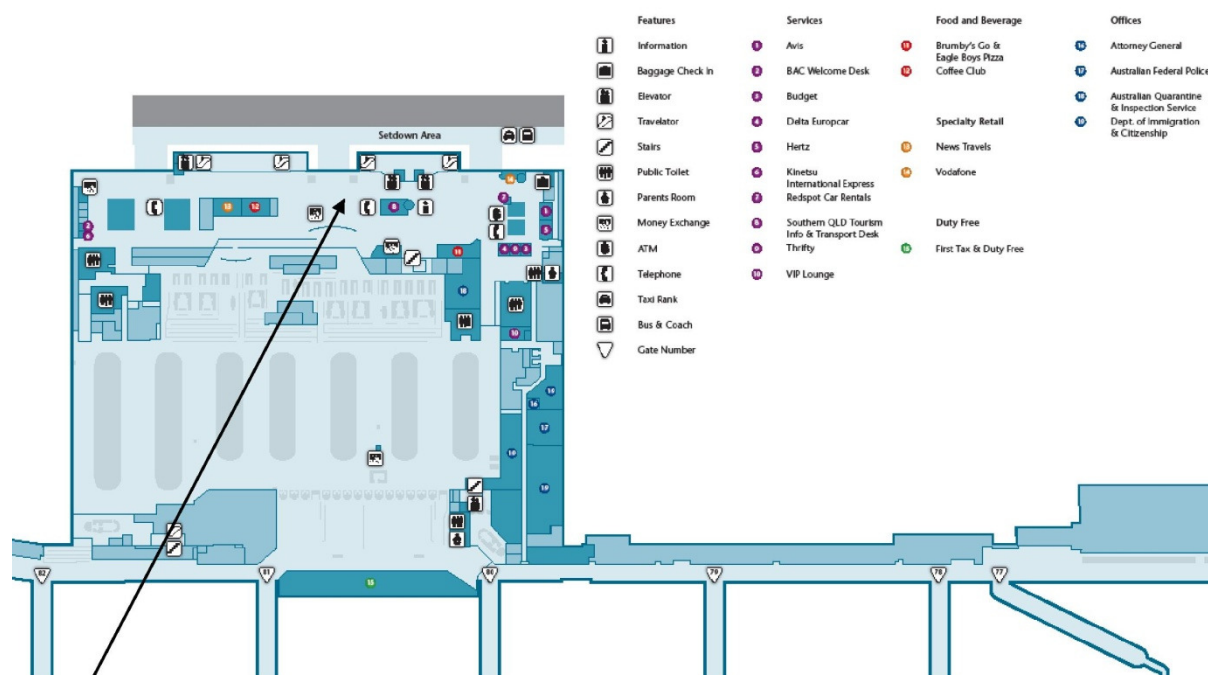
If you have booked an airport transfer, please keep the **EMERGENCY NUMBERS** with you. When you arrive, please remember to look for the GCLC GOLD COAST representative and refer to the airport transfer confirmation given to you by your agent. If there are any problems with your airport pick-up, please contact GCLC GOLD COAST on 07 5531 6788 between 8:30 am -5:00 pm Monday to Friday or on our 24-hour emergency contact number **0438 372 881** for all other times.

When you are ready to leave the Gold Coast, we can arrange your transfer from your accommodation to the airport in Brisbane or Gold Coast (Coolangatta). The Student Services team can help you book your transfer. Please note that it is GCLC policy that if you are entering GCLC Homestay Program, you are required to use our airport transfer service.

Bus transfer OR car transfer available:

- From your accommodation on the Gold Coast to the Brisbane/Gold Coast (Coolangatta) Airport.
- From Brisbane/Gold Coast (Coolangatta) Airport to your accommodation on the Gold Coast.

Brisbane International Airport Map



Meeting Point (International):

Please look for your name as you come out of the exit door from Customs. A driver will be there to pick you up.

Meeting Point (Domestic)

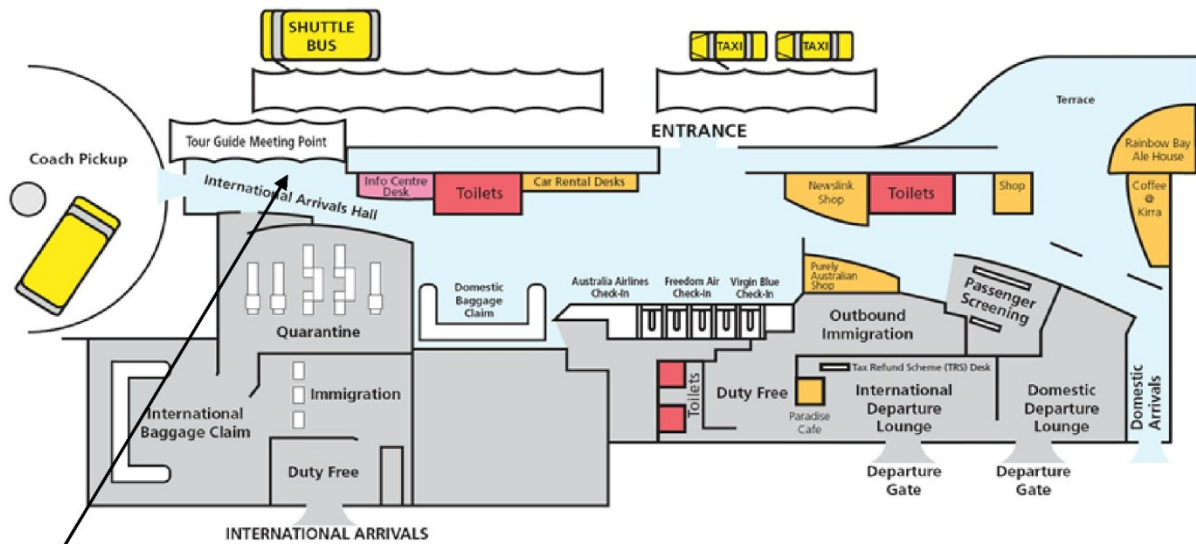
Please look for your name at your luggage carousel. A driver will be there to pick you up

It can take up to 30 minutes for your bus to arrive; if after 30 minutes your driver has not arrived please call the Koala Blue Tours emergency number: 0412 570 661.

PLEASE DO NOT LEAVE THE AIRPORT.

Gold Coast International Airport Terminal

Gold Coast International Airport Terminal 2 Map



If the driver fails to arrive within 20 minutes, please phone the Emergency number 0438 372 881.