



2012 COURSES

GENERAL AND SPECIALISED ENGLISH

Start any Monday (except public holidays)	Super Intensive® ** ++ Specialised Super Intensive 25 hours per week (30 lessons) 2-52 weeks	Intensive® ** ++ Specialised Intensive 20 hours per week (25 lessons) 2-52 weeks***	Basic ++ 16 hours per week (20 lessons) 1-12 or 1-17 weeks
Cricos Course Codes: Course Fees: 1-3 weeks 4-7 weeks 8-11 weeks 12-18 weeks 19-23 weeks 24+ weeks	005690F, 065515B AU\$205 Enrolment Fee AU\$320 per week AU\$315 per week AU\$310 per week AU\$305 per week AU\$295 per week AU\$285 per week	0061167E, 065516A AU\$205 Enrolment Fee AU\$290 per week AU\$285 per week AU\$280 per week AU\$275 per week AU\$265 per week AU\$255 per week	AU\$205 Enrolment Fee AU\$260 per week AU\$255 per week AU\$250 per week AU\$240 per week

Text Book Security Deposit: AU\$70 (refunded to student when text book is returned in good condition)

OPTIONAL ELECTIVES IN SPECIALISED INTENSIVE AND SUPER INTENSIVE COURSES

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

EXAMINATION AND UNIVERSITY PREPARATION

IELTS (Academic and General)

Start any Monday (except public holidays) (see Course Overview for course cycles)	Specialised Super Intensive for Exam Preparation® ** ++ 25 Hours per week (30 lessons) 2-52 weeks	IELTS Intensive ++ 20 hours per week (25 lessons) 1-12 or 1-17 weeks	IELTS Basic ++ 16 hours per week (20 lessons) 1-12 or 1-17 weeks
Course Fees: 1-3 weeks 4-7 weeks 8-11 weeks 12-18 weeks 19-23 weeks 24+ weeks	Cricos Course Code: 065514C AU\$205 Enrolment Fee AU\$320 per week AU\$315 per week AU\$310 per week AU\$305 per week AU\$295 per week AU\$285 per week	AU\$205 Enrolment Fee AU\$290 per week AU\$285 per week AU\$280 per week AU\$275 per week	AU\$205 Enrolment Fee AU\$260 per week AU\$255 per week AU\$250 per week AU\$240 per week

Examination Fees Additional: IELTS AU\$317 *** Flexible Examination Dates: See www.ielts.org
Text Book Security Deposit: AU\$70 (refunded to student when text book is returned in good condition)

CAMBRIDGE EXAMINATIONS

Cambridge Examination Preparation® ** ++

Cricos Course Codes: 32436F and 032436G

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

Hours of Tuition: 25 hours per week (30 lessons)
Length of Course: 12 weeks
Enrolment Fee: AU\$205
Tuition Fee: AU\$3660

Course Dates:

19 March 2012 - 8 June 2012 (PET, FCE, CAE, CPE)
 10 September 2012 - 30 November 2012 (PET, FCE, CAE, CPE)

Written Examination Dates:

PET: 1 June 2012 and 7 December 2012
 FCE: 12 June 2012 and 4 December 2012
 CAE: 13 June 2012 and 5 December 2012
 CPE: 14 June 2012 and 6 December 2012

Listening and Speaking Tests:

Held in the two weeks prior to the Written Examination

Text Book Security Deposit: AU\$70 (refunded to student when text book is returned in good condition)

- All course fees do not include consumables or examination fees and are subject to change without notice
- Textbook Fee: \$AU70. Refunded when textbook returned in good condition.
- Free Internet/Email Access available
- ** REGISTERED COURSES - REGISTERED COURSES OF MORE THAN 12 WEEKS USUALLY REQUIRE A STUDENT VISA
- ++ Students on Working Holiday Visa may study for up to 17 weeks; Students on Visitor's Visa may study for up to 12 weeks

- *** Minimum of 5 weeks for Student Visas (GEI) - course applicants should produce evidence of sufficient education to cope with a course in English for Speakers of Other Languages (ESOL). This should be a minimum of 9 years' schooling or equivalent, which is accepted as evidence of literacy in the mother tongue.
- + Subject to student numbers
- +++ Subject to change without notice

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EUROCENTRES

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DIVING ADVENTURE ENGLISH PACKAGES

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

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

Diving English - start any Monday **AU\$1720**

- 25 hours General English
- 4-Day Diving Course (PADI Open Water Certification)
- PADI Manual
- All Diving Equipment
- Two day trips to the Great Barrier Reef
- Half Day White Water Rafting or Kuranda Experience (Skyrail Rainforest Cableway and Scenic Train)
- 2 Week Homestay
- 18 years and over

[excludes Medical Assessment and Reef Tax/Environment Levies]

ENGLISH AND WORK SKILLS PROGRAM

Specialised Super Intensive English® + Work Skills

Length of Course: - 12 weeks package

8 weeks English + 4 weeks Work Skills

- 17 weeks package

13 weeks English + 4 weeks Work Skills

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

Cricos Codes: 005690F, 065515B

- 35 hours per week Work Skills

(Certification by Cairns Business College RTO No. 0095)

Enrolment Fee: \$205

Tuition Fee: \$300 per week

Package includes English + Essentials for Working in Australia

- Food & Beverage and Barista Courses
- RSA (Responsible Service of Alcohol)
- RSG (Responsible Service of Gambling)
- OHS (Occupational Health and Safety)

Work Experience Placement available for successful graduates

BUSINESS & SPECIALISED ENGLISH®

FULL TIME

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

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

Length of Course: 10 weeks

Enrolment Fee AU\$: \$205

Tuition Fee AU\$: \$3100

Textbook not included

PUBLIC HOLIDAYS

The College will be CLOSED on the following days:

25 January 2012 - New Year's Day Holiday 26 January 2012 - Australia Day 6 April and 9 April 2012 - Easter
 25 April 2012 - Anzac Day 7 May 2012 - Labour Day 11 June 2012 - Queen's Jubilee 20 July 2012 - Cairns Show
 1 October 2012 - Queen's Birthday

The last day of classes in 2012 will be on Friday 21 December.

The school will be closed from 22 December 2012 to 6 January 2013 and will re-open on Monday 7 January 2013.

HIGH SCHOOL PREPARATION®

Cricos Codes: 050281E, 050282D, 050283C

FULL TIME - start any Monday

Ages: 12 - 17 years
Hours of Tuition: 25 hours per week (30 lessons)
Length of Course: 10 - 30 weeks
Enrolment Fee AU\$: \$205
Tuition Fee AU\$: \$330 per week
Guardianship Fee AU\$: \$44 per week
Homestay AU\$: \$235 per week (Full Board)*
Textbook/Resources AU\$: \$110 per term (10 weeks)
Activities/Excursion AU\$: \$220 per term (10 weeks)

* Homestay fees do not include daily transfers

ISLPR and IELTS Examination Fees Additional

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

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

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

PRIVATE TUITION

One-on-One AU\$93 per lesson; AU\$372 per 5 lessons

- All course fees do not include consumables or examination fees and are subject to change without notice
- Textbook Fee: \$AU70. Refunded when textbook returned in good condition.
- Free Internet/Email Access available
- ⊗ ** REGISTERED COURSES - REGISTERED COURSES OF MORE THAN 12 WEEKS USUALLY REQUIRE A STUDENT VISA

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+ Subject to student numbers

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SPECIALISED AND CUSTOMISED PROGRAMS

- Learn and Earn Program
- Young Learners Program
- English + Business or Business Management Course
- Corporate English
- English + Work Experience/Internships
- English + Volunteering
- English + Tourism or Hospitality Course
- Study Tour Programs

(contact International Student Services for more details)

ACCOMMODATION AND ARRIVALS/AIRPORT TRANSFER**

HOMESTAY – (minimum 7 nights)

Placement Fee:	AU \$190
Half Board	
Single	AU \$205 per week
Double-Couple (per person)	AU \$190 per week
Additional Nights (per person)	AU \$ 30 per night
Airport Pick-up	No Charge
Full Board	
Single	AU \$235 per week [#]
Double-Couple (per person)	AU \$220 per week
Additional Nights	AU \$ 35 per night
Airport Pick-up	No Charge

HOMESTAY ARRIVALS/AIRPORT TRANSFER

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

Pick-up Fee: NIL (one way)

SHARE HOUSE/APARTMENT (minimum 4 weeks)**

[18 years and over only]

Placement Fee:	AU \$190
Single Room	AU \$152 per week
Double - Couple (per person)	AU \$135 per week
Additional Nights (per person)	AU \$25 per night
Key Deposit	AU \$20 - \$50 [∞]
Bond/Security Deposit	AU \$100 - 120 [∞]

[∞] payable directly to accommodation manager

*subject to availability *no meals included

SHARE ARRIVALS/AIRPORT TRANSFER

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

Share Pick-up Fee: AU\$70 (one way)

PRICES QUOTED ARE PER PERSON

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

STUDENTS UNDER 18 YEARS

Students under 18 years of age must study full time (25 hours per week) and stay with an approved homestay family (full board)[#].

Australian Government guardianship conditions apply. Guardianship Fee: AU\$44 per week.

Return transfers are provided by host families*.

*Excluding High School Preparation students.

OVERSEAS STUDENT HEALTH COVER^{xx}

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

PER MONTH

Single AU\$36

Family AU\$72

ADDITIONAL ALLOWANCES⁺⁺⁺

POCKET MONEY/LIVING EXPENSES⁺⁺⁺

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

⁺⁺⁺ approximate costings

OPTIONAL EXTRAS⁺⁺⁺

Sports AU\$ 0 - 15 per week

xx subject to change without notice

⁺⁺⁺ approximate costings

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COURSE OVERVIEWS

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

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

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

Weekly Plans: Show the topics, tasks, skills, grammar and vocabulary which will be the focus for the week for the class. Assessment is continuous and ongoing with formal and weekly assessments, including bi-weekly student-teacher interviews.

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

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

Knowledge of English extended through cultural and social programs.

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

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

General English *(Start any Monday)*

BASIC:	16 hours tuition per week (20 x 50 minute lessons)
INTENSIVE / SPECIALISED INTENSIVE: ®	20 hours tuition per week (25 x 50 minute-lessons) Specialised electives in IELTS, Business English, Hospitality/Tourism English
SUPER INTENSIVE / SPECIALISED SUPER INTENSIVE: ®	25 hours tuition per week (30 x 50 minute-lessons) Specialised electives in IELTS, Business English, Hospitality/Tourism English
Course Levels:	Beginner (ESL Level 1, Elementary (ESL Levels 2 and 3), Intermediate (ESL Levels 4 and 5), Upper Intermediate (ESL Levels 6 and 7), Advanced (ESL Levels 8 and 9)
Who is the Course For?	For students who want the maximum amount of progress in the minimum length of time.
Students progress through levels at individual pace	

Course Levels

Beginner and Elementary { ESL Levels 1 (A1)* and 2 (A2)* }: Emphasis on speaking and listening skills

- Practical vocabulary building
- Some writing and reading comprehension

Pre-Intermediate { ESL Level 3 (A2+) }: Emphasis on communicative use of a language through speaking and listening activities

- Practice of grammatical structures and interactional functions
- Practical reading and writing tasks

Intermediate { ESL Levels 4 (B1)* and 5 (B1+) }: Speaking and listening skills developed

- More emphasis on reading comprehension and vocabulary building
- Improving writing skills

Upper Intermediate { ESL Levels 6 (B2)* and 7 (B2+) }: Emphasis on accurate and confident language use

- Extensive practice of speaking, listening, reading and writing skills
- Comprehensive use of grammatical structures
- Extensive vocabulary development

Advanced { ESL Levels 8 (C1)* and 9 (C2+) }: Emphasis on writing and reading comprehension skills necessary for work and pleasure

- Advanced vocabulary building
- Advanced communication skills

Proficiency { ESL Level 10 (C2)* }: Fluency, understanding and accuracy in all areas of the language

*Common European Framework of Reference

Examination Preparation Cambridge® and Specialised Intensive for Exam Preparation ®

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

Cambridge and IELTS Examiners on staff.

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

CAMBRIDGE: PET*, FCE, CAE, CPE, BEC*(12 wks)

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

IELTS (Academic and General) and English for Academic Purposes ®

Course cycles commence: 3 January, 13 February, 26 March, 8 May, 18 June, 30 July, 10 September, 22 October 2012

High School Preparation ® *(Start any Monday)*

Quality High School Preparation Program with rigorous curricula, specialist subject focus (Science, Mathematics), high school integration, social development activities and character-building. **Small Classes and Outstanding Results.** 100% successful transition to High School.

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

® Registered courses suitable for Student Visas

* Subject to student numbers

(Cont Over)





COURSE OVERVIEWS

ALL COURSES (continued)

Business English/English for Business®

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

Skilled and Experienced EFL and Business Teachers

Part-Time: Start any Monday

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

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

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

Diving Adventure English Packages (Start any Monday)

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

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

® Registered courses suitable for Student Visas

* Subject to student numbers

SAMPLE TIMETABLES

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

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

OPTIONAL ELECTIVES SPECIALISED ENGLISH COURSES

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

EXAM PREPARATION - CAMBRIDGE SUPER INTENSIVE AND IELTS (SAMPLE)

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

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REFUND POLICY

The Cairns Language Centre/Eurocentres Cairns [the College] Policy of Fee Refunds and Tuition Fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 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.

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

PLEASE NOTE: Refunds must be collected within three months of the cancellation date. In the event of a re-application within a 12-month period the non-refundable enrolment and placement fees will not be re-charged. * All refunds will be made directly to the person who contracted with the College within 4 weeks of advice of visa refusal.

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 following steps are available:

- Discuss or resolve the difficulty with the student or staff member(s) in question, for example:
 - If the issue concerns class work or a course the problem should be discussed with your teacher
 - If the issue concerns accommodation it should be discussed with the Homestay Co-ordinator
 - If the issue concerns fees it should be discussed with administration
 - If the issue concerns changes to some aspect of the College life it should be discussed with a teacher
 - If the issue concerns a financial dispute see the College Refund Policy which is determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 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.
- Either person may nominate a support person to accompany them at any stage of the process. The student will maintain his/her enrolment throughout the process.
- If a resolution cannot be reached, discuss the difficulty with the Director of Studies, a senior member of staff nominated by the Director of Studies, or in the absence of the Director of Studies, a person nominated by the Principal. An interpreter may be used to help resolve the issue. A mediator with knowledge of the student's culture or a mediator or support person may be brought in to help with the resolution process. The mediator will be brought in at the student's expense. Independent mediators are available upon request or ring Dispute Resolution Branch, Department of Justice and Attorney General on 1800 017 288
- If the difficulty has still not been resolved either person from step 3 may make a written request for resolution of the matter to the Director of Studies or a senior member of staff nominated by the Director of Studies. The matter is now considered a complaint and the process will commence within 10 working days of lodgement of the complaint and support information. Written requests will only be accepted if steps 1 and 2 have been completed.
- The Director of Studies may then attempt to resolve the grievance through further negotiation or mediation, or may advise the complainant in writing that the grievance is considered to be frivolous and/or vexatious, and that no enquiry is to be made.
- If the grievance has not been resolved nor the complaint dismissed the Director of Studies will convene a College Grievance Committee, which would be established on an ad hoc basis and would usually consist of 2-3 people for each case.
- The outcome of the College Grievance Committee's deliberations will be communicated in writing to both parties involved in the grievance. This communication should normally include an offer from the Director of Studies or a senior member of staff nominated by the Director of Studies to debrief or otherwise provide further assistance to either party. All written communications should be signed by the parties and photocopies will be kept in order to provide evidence of the receipt of the document.
- The Director of Studies or a senior member of staff nominated by the Director of Studies may monitor, or be directed by the College Grievance Committee to monitor, the resolution of the dispute for a maximum period of one month, and may wish to make further recommendations (in writing) should the settlement not resolve the dispute to the satisfaction of both parties.
- A grievance case would be considered closed upon receipt by the Director of Studies of a written withdrawal of the grievance by the complainant or of a written agreement between both parties.
- Decisions by the College Grievance Committee, the Director of Studies or the senior member of staff nominated by the Director of Studies may be appealed in writing to the Principal.
- The Principal shall then investigate the matter, and may establish a Grievance Appeal Panel to consider the matter, which would be established on an ad hoc basis and would usually consist of 2-3 people for each case. If a student is concerned about the actions of this College they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education and Training. The Director-General of the Department of Education and Training has the power to suspend or cancel the College's CRICOS registration if a breach of the requirements of registration provision is proved.
- The decision shall be communicated in writing to both parties.
- The decision of the Principal or the Grievance Appeal Panel shall be considered final. These procedures do not limit a student's rights to follow other legal remedies. After the process has been completed if a Student Visa student is concerned about the action of the College please contact in writing Qld Department of Education, Senior Education Officer, Office of Non-State Education, PO Box 15033, BRISBANE CITY EAST, QLD 4002 or the Overseas Ombudsman on overseas.students@ombudsman.gov.au or call 1300 362 072.

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