

Pre-departure & Arrival Guide

Pre-departure Information for Students

We are delighted you have chosen to study in Australia with Navitas English and we hope your experience and adventure is a rewarding one.

To guide you on what to expect, we have produced this pre-departure document to give you an idea of things to come and to prepare you on your journey with us.

1.0 Before you arrive in Australia



Things TO bring with you:

- Small amount of cash & credit card
- Passport, ID card, eCOE, accommodation and airport pickup confirmation letter
- Toothpaste, toothbrush, towel, shampoo, conditioner and sunscreen
- Travel medical pack + prescription document from your country
- Dictionary and some stationery
- Spare pair of glasses + sunglasses
- Clothes for four seasons and special occasions i.e. a suit
- Sewing kit + convertible adaptor, power cord



Things NOT to bring with you:

- Fresh flowers, seeds, meat, seafood, fruit, vegetables, dairy and egg products
- Chinese medicine and herbs

For more information, see:

<http://www.agriculture.gov.au/travelling/arriving-in-australia#food> (leaflets in different languages)



Things NOT to be posted by your family to Australia:

If you're a student studying in Australia, it's important to tell your family and friends overseas about Australia's biosecurity laws and ask them not to send food, plant and animal products.

Refer to <http://www.agriculture.gov.au/travelling/bringing-mailing-goods/mail>

2.0 Arrive in Australia



Customs and Quarantine:

- Get your passport ready
- Get your incoming passenger card ready
- Anything to declare?

YES – **Red**

NO – **Green**

NOT SURE – PLEASE DECLARE and say YES!!

Step 4. Keep all documentation in a safe place

Step 5. Contact your family to let them know you have arrived safely

When leaving the airport, you can catch a train, bus or a taxi/Uber, or you can use the Navitas English airport pickup service. If you have selected the airport pickup service you will be emailed details before you arrive in Australia of the pickup point in the arrivals area, name of person collecting you and their mobile and email address. Please have these details to with you. If you are delayed or experience a problem, contact the driver as soon as you can.

3.0 Living in Australia



Currency:

Notes: \$100, \$50, \$20, \$10, \$5

Coins: \$2, \$1, 50c, 20c, 10c, 5c



Shopping:

Shopping malls opening hours:

- Weekday & Saturday 9am – 5pm
- Sunday 10am – 4pm

(Late night shopping maybe available)

Food Shopping – supermarkets:

- Weekday 7am – 9pm
- Weekend 8am – 5/6pm

Two of the largest food-stores in Australia are Coles and Woolworths with smaller stores offering varieties of food such as Chinese, Japanese, Korean, Vietnamese, Indian style, French, Italian and Thai.

Please note that shops and supermarket opening times vary in each location and the hours above might not correspond to the trading hours at your local shops.



Mobile service providers:

You can choose a monthly plan or Pay-as-you go.

OPTUS

TELSTRA

vodafone

For parents making calls to Australia

Area Code: NSW (2), VIC (3), QLD (7). SA/WA (8)

Calling to Australian Land Line in QLD -07 8888 6666

Example: 0060 61 (7) 8888 6666

0060 (connecting number-depends on your local international roaming provider)

Calling an Australian Mobile - 04 1234 5678

Example: 0060 61 (4)1234 5678

0060 (connecting number-depends on your local international roaming provider)

For students making calls from Australia

0011 + Country Code + (Area Code + Telephone Number)



Banking services providers:

Office hours: 9.30am - 4pm (Monday – Thursday), 9.30am-5pm (Friday), 10am-1pm (Saturday)

+ ATMs are available 24/7

nab

Commonwealth Bank

ANZ

westpac

HSBC



Electrical Appliances:

Australia = 240 Voltage



Emergency phone number:

For life threatening emergencies call 000 for assistance.

For non-life-threatening emergencies call NE 24/7 on 1300navitas (1300 6284827)

4.0 Homestay Experience



Staying with a Homestay family is a great way of experiencing family life and improving your English. Good communication is essential to a successful and happy stay with a family. Don't be afraid to start conversations yourself – any time is a good time for conversation practice!

Tell your Homestay "mother" or "father" if you will be home late at night, are staying with a friend or are going to miss dinner. This is polite and will stop them from worrying about where you are!

Ask your family's permission before inviting people to visit you – usually your Homestay family will be happy for you to do this, but it is polite to ask.

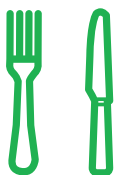
You will also have some hints and tips on what to expect about internet/Wi-Fi, meals/food (including dietary requirements), public transport (including how to get to your Navitas English centre), bathroom facilities and usage plus laundry. It is important to prepare and book your accommodation well in advance of arriving in Australia. By making that booking early, you will ensure you have the best option available to you.

To start the process, complete the homestay preference form and submit with your application so when you complete your enrolment, we can start looking for the perfect homestay for you.



Keys:

Your Homestay family will give you a house key, so that you can come and go as you like.



Food:

You will get breakfast and dinner every day, and a lunch snack on weekends.

It's okay to tell your Homestay family about what you like and don't like!

It is polite to ask before you take food from the kitchen.



Changing or Cancelling Homestay:

You must talk with us **two weeks** before extending, changing or leaving your Homestay. If you do not, or cannot, you may have to pay an amendment fee and two weeks cancellation fee.

If you take a holiday during your course and want to return to the same Homestay family, you need to pay \$100 per week so that we can keep your room for you.

For students under 18 years old and staying with a Navitas-organised homestay family, the student should follow the rules provided in Declaration E of the Under 18 Form

5.0 Beach Safety



Please be careful as waves, currents, underwater rocks, rip tides, sun, and jellyfish can be dangerous. Here is some advice to help you stay safe and have fun at Australia's beaches:

- Swim between the red and yellow flags.
- Swim where you can see lifeguards.
- Read safety signs.
- Avoid big waves because they can cause permanent & serious injuries.
- If you are in a rip tide, relax and swim parallel to the beach to get out of the rip tide area, then let the waves bring you back to the beach.
- Wear sunscreen and drink lots of water.

6.0 Medical & OSHC Information



Am I covered by Medical Insurance?

If you are on a Tourist Visa or Working Holiday Visa you should have taken out private medical insurance before you came to Australia.



Overseas Student Health Cover (OSHC) (student visa applicants only):

It is an Australian Government requirement that if you enter Australia on a Student Visa, you must be insured by Overseas Student Health Cover (OSHC) even if you already have your own private medical insurance. If you are on a Student Visa, you will already have paid for medical insurance in your home country and will therefore be covered by OSHC. (This is not a full cover and only covers part of the medical expenses. Please visit the link below for more details if your OSHC was organized by Navitas English).

Navitas English arranged your OSHC with its preferred provider Allianz.

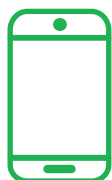
When you receive your OSHC card you need to set up your account so that you can access it online. The online account allows you to:

- Update your current contact details including dependents' details
- Order a new membership card
- Print temporary certificates
- File a claim



Global Assistance OSHC registration:

- Go to the website: www.allianzassistancehealth.com.au
- Click on "log-in" on top right corner, select "student login"
- Select the option "create account"
- Verify your account - enter your policy number, date of birth and family name.
In most cases your policy number will be your student ID number followed by the institution abbreviation (NVT-S) e.g. 1234NVT-S **You can also find your policy number on your OSHC Certificate of Insurance
- Enter your preferred email address and create a password. The password must contain a capital letter, a lower-case letter, a number and must be at least 8 characters long. For example, **Sammy123** would work
- Check your email inbox and choose the purple option that states "Verify".
You must then enter your email address and newly created password to verify your account.
- After this, go to the app/ Google Play store and download the app "My OSHC"
- Enter all the requested details, select "next".
- Enter the same password that has just been created
- Create a unique 5 digit pin code for your device
- You're in!



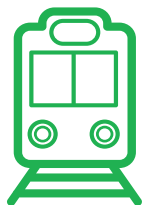
Allianz OSHC App:

Once you have activated your account, why not download the OSHC app to your smartphone. Go to the app store and search OSHC. For more information visit:

<http://www.navitasenglish.edu.au/apply/insurance/>

If you have any questions or need any help, then please speak to student services at reception.

7.0 Transport Information



There are no concession tickets for international students apart from Perth – Western Australia. However, you can buy special international student discounted tickets, or you can buy regular adult tickets.

Travel cards

Travel on trains or buses - remember to **tap on** (when you get on the bus or train) and to **tap off** (when you leave) for each trip to **avoid paying a default fare** which may be higher than your normal fare. **The Opal travel card** week runs from Monday to Sunday for the purpose of this calculation.

When travelling at **off peak times, some discounts** on full price fares may apply. These periods are mainly:

- on weekends (up to \$2.70 cap on Sunday)
- on public holidays
- before or after the weekday morning and afternoon peaks as per the example below:
 - 7-9am and 4-6.30pm weekday
 - 6-8am and 4-6.30pm weekdays

SmartRider travel card – Perth reusable travel cards cost \$5 and it has a minimum of \$5 for recharges.

A discount fee applies with concession fares starting from \$0.80 up to \$4.48 per ride depending how far you are travelling from the city centre.

8.0 Information about working in Australian if you are an international student



All people working in Australia, including international students and young workers from overseas, have rights and protection at work. These include being paid for all the hours you work and sometimes getting extra pay for working late at night or on the weekends.

All companies in Australia have to follow Australian workplace laws even if their workers are here from overseas to study and work.

The Fair Work Ombudsman can help you learn more about the things your company has to give you.

- Find free tools and resources to help you with workplace issues at **www.fairwork.gov.au**. There's great information about pay, leave and discrimination.
- Check out the **language assistance page** with information in 27 languages including:
Arabic / Chinese / Portuguese / Japanese / Korean
- Visit the **YouTube channel** for videos in many languages about working in Australia
- Find information about working in Australia for **international students**

You can also use the tools on the website to help you sort out issues with your company before the problem increases.

- Take a look at the **Online learning centre** for tips on starting a new job and advice on how to have a difficult conversation with your manager.

Remember that it's ok to ask your manager about your pay and conditions at work.

You can also ask the Fair Work Ombudsman for help if something isn't right and you and your manager can't find a solution. Visit the **website** for more information about this.

9.0 What happens on day 1 at Navitas English



We will provide you with information about our attendance policy and procedures in the following ways:

- **Student Orientation (Day 1)** – you will undertake a placement test and interview to assess your level and meet fellow students. You will be guided around the centre and shown the facilities
- **Navitas English Student Handbooks** – this will give you lots of information about what to expect including attendance, your class timetable and what to expect when studying at Navitas English
- **Centre Signage** – such as fire exits, and student lounge/kitchen facilities where you can relax during your break and socialize with other students
- **Attendance Letters** – these advise you about your attendance. You need to maintain your attendance in order to comply with your visa obligations. If you don't comply, your visa may be cancelled



Student Cards:

Student cards are issued at reception during your first week. If you are not in reception at this time you will need to wait until the following week to receive your card. The card will get you discounts at the movies and other city attractions, but it is not for public transport discounts. The number on your card is your computer log in number. To log in to a computer for the first time, enter your number in the “user ID” box and then press enter. You will then be asked to create a password. Please create a password that you will remember. (See special instructions page).



School Arrival time:

- Sydney Campus: all courses 8am
- Brisbane Campus: all courses 8am
- Perth Campus: all courses 9am



English Only Policy:

Navitas English has an English Only Policy covering the whole school. If you do not speak English at all times you run the risk of not having a positive statement asserting your compliance with this policy on your certificate. Please see the sheet at the back of the booklet for full information. Your teacher will also expect you to speak English in class at all times.



What to do if you are sick:

If you are sick and you go to the doctor, a medical centre or hospital you should ask for a medical certificate. Once you have got a medical certificate please bring it to a Navitas English reception. Please be aware that hospital consultation fees are higher so if it is not an emergency, medical centers should be the first option.

If requested, you must show medical certificates to The Department of Home Affairs or other departments.



Mobile Telephones:

Mobile telephones must be **switched off** at all times during lessons and myStudy unless your teacher asks you to use your mobile phone for educational purposes.