

Navitas English Sydney Hyde Park

Student Handbook

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Welcome to Navitas English!

Hello, welcome to the school and we are very glad you have chosen to study with us. Navitas English Sydney has a very friendly and dedicated team of teachers and administrative support staff who all work very hard to make your studies and life in Sydney both successful and enjoyable.

Please read this student guide carefully because it will give you lots of information about your course and ways for you to make the most of your time with us. It will also explain how the different staff members at Navitas English Sydney can help you with any problems you may have.

Enjoy your course with us



*Lucy Worthington
Centre Manager and Director of Studies*

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Your Courses

You might be studying Academic English, General English, IELTS Preparation or Cambridge Examination Preparation or a combination of these courses with Navitas English.

All our courses are currently in face-to-face study mode with no courses taught online. There are 4 hours of face-to-face classes each day, 20 hours of classes per week. Some students choose to study part-time which is 4 hours of face-to-face classes Mondays to Thursdays. Part-time study is for non-student visa holders only.

The maximum number of students in all Navitas English courses is 18 students per class.

Academic English (AE)

Academic English is for students who want to prepare for and gain entry to further and higher education courses without needing to take an official test such as IELTS or Pearson Academic.

The Academic English program is divided into 4 levels. Each course level runs for 10 weeks.

Level	Language level
Academic English – Level 1 CRICOS code: 11367A	Low Intermediate to Intermediate
Academic English – Level 2 CRICOS code: 11368M	Intermediate to Upper Intermediate
Academic English – Level 3 CRICOS code: 109382J	Upper Intermediate to Advanced
Academic English – Level 4 CRICOS code: 109383H	Advanced

What will I study in Academic English?

Academic English courses provide the skills and confidence to study at all types of college or for most university undergraduate or post graduate program. Successful completion of the Academic English – Level 3 and 4 courses gives direct entry to many institutions without the need for a further English test.

Level 1 Academic English provides an introduction to academic writing, reading, listening and speaking skills through general coursework, seminars, factual reports, and assignments. Test taking skills are developed and practised.

Level 2 Academic English provides a broad academic language foundation and introduces students to a range of academic texts, building on the skills base of the Level 1 course.

Level 3 Academic English provides further skills development to advanced levels in academic writing, listening, reading and speaking. Independent research skills are practised for seminar preparation and written essays.

Level 4 Academic English has an integrated approach to the development of academic skills of writing, reading, listening and speaking at an advanced level, focusing on critical analysis of information. Independent research skills are practiced for seminar presentations and academic reports.

Academic English students are given detailed course outlines on the first day of the course.

Direct Entry

On successful completion of Navitas English's Academic English courses you may gain direct entry [to over 70 of Australia's leading colleges and universities](#) (undergraduate and postgraduate courses). Some institutions from the full list are:

Universities	Vocational Colleges (degrees available too)
La Trobe University, Sydney and Melbourne	Le Cordon Bleu, many locations
Charles Darwin University, Sydney and Darwin	TAFE in NSW, e.g. TAFE Sydney
Charles Sturt University	SAE (Sydney and other locations globally)
Western Sydney University, Sydney City Campus	ACAP Australian College of Applied Psychology
Macquarie University and Macquarie University International College (MUIC), Sydney	JMC Academy
Flinders University, Adelaide	International Film School Sydney
Curtin University of Technology, Perth and Singapore	National Art School (Sydney)

Assessment & Course Progress for Academic English

Requirements to achieve satisfactory course progress

Academic English 1 & 2

Students are required to achieve:

- an overall total of at least 60%
- a minimum of 55% on all written coursework assignments and the Seminar assessment
- a minimum of 55% for the combined total of the Unit A and Unit B examinations for Reading, Writing, Listening and Speaking
- a minimum of 55% in the Participation assessment

Academic English 3

Students are required to achieve:

- an overall total of at least 60%
- a minimum of 55% on all written coursework assignments
- a minimum of 55% for the combined total of spoken coursework assessments
- a minimum of 55% for the combined total of the Unit A and Unit B examinations for Reading and Listening
- a minimum of 55% in the Participation and e-Portfolio assessments.

Academic English 4

Students are required to achieve:

- an overall total of at least 60%
- a minimum of 55% on all written coursework assignments

- a minimum of 55% in the integrated examination
- a minimum of 55% for the combined total of spoken coursework assessments
- a minimum of 55% for the Unit B examinations for Reading and Listening
- a minimum of 55% in the Participation and e-Portfolio assessments

In each course, students are allowed to either resit one in-class examination or submit a main assignment. Students who do not pass based on the above have the opportunity to take either half, or all of the same level of Academic English again.

Note that some Navitas English direct entry partners have their own additional requirements. For further details refer to the [list of Direct Entry agreements on the Navitas English website](#).

Failure to achieve satisfactory course progress

Students are considered to have failed an Academic English course if they are unable to pass according to the criteria detailed above.

Academic English course outcomes can also be found on the Navitas English website [here](#)

Assessment Appeals Procedure

If you wish to have your assessment results reviewed you may request this through your teacher, who will ask the Academic English Senior Teacher to arrange a reassessment of your work. If you are not comfortable talking to your teacher about this, you may discuss it with the Academic English Senior Teacher. Any unresolved academic disputes may be referred to the Director of Studies.

Appeals against assessment results must be made within six months of the assessment or before the issuing of certification, whichever comes first.

General English (GE) CRICOS Code: 0101937

General English is for students who want to improve their overall English skills and using topics in class such as travel, lifestyle, technology, and entertainment. The course is ideal if you need to improve your English before starting an exam preparation course like IELTS Preparation or Cambridge Preparation.

We have five levels of **General English** at Navitas English. Students usually spend **10 -15 weeks** at each level:

Language level	Course duration*
Elementary	10 – 15 weeks
Pre-Intermediate	10 – 15 weeks
Intermediate	10 – 15 weeks
Upper-Intermediate	10 – 15 weeks
Advanced	10 – 15 weeks

*students may need to study more or less than 10-15 weeks for each level depending on their level when they start the course, their attendance, and their language learning abilities and effort. Students can start the GE course any Monday and they can choose how many weeks to study depending on visa type limitations.

What will I study in General English?

You will study speaking, listening, writing, and reading skills plus grammar and vocabulary that improve your overall English skills. There are lots of opportunities to learn about your classmates, their cultures and interests. GE is a fun and exciting language learning course that can help you at work, play and with the next steps for your career or higher education goals.

How does Navitas English decide which class to put me in?

On your first day at Navitas English, the academic team will test your English and they will put you in the class most suited to your overall English language ability. If you have submitted an official test score such as IELTS or have a result from the Navitas English Overseas Test and it has been accepted and confirmed by Navitas English in writing, you are not required to do a test on your first day to determine your level.

However, the academic team will do a speaking assessment with all new students on day one to check your level. It helps them to know your strengths and weaknesses so your teacher can work with you on improving your needed areas.

Assessment & Course Progress for General English

Requirements to achieve satisfactory course progress

Students are required to demonstrate communicative competence in 3 of the 4 macro skills (speaking, listening, reading and writing) sufficient for progression to the next highest level after 10 -15 weeks of study at a particular level, both in weekly assessments and participation in interactive classroom activities.

For example, after spending 10-15 weeks in Elementary (CEFR A2) a student is expected to demonstrate communicative competence at Pre-Intermediate level (CEFR B1) in at least 3 of the following: speaking, listening, reading and writing.

Students who are not able to demonstrate progress on this basis may continue to study in the same level beyond the first 15-week period and then have a maximum of 10 more weeks to demonstrate communicative competence at the next highest level.

Failure to achieve satisfactory course progress

Unless there are justifiable reasons (see below), a student who is unable to demonstrate communicative competence in 3 of the 4 macro skills sufficient for progression to the next highest level after 25 weeks in the same level of General English is considered to have failed to achieve satisfactory course progress and may be reported to immigration. For example:

GE Level	Duration of Study	Action
Pre-Intermediate	15 weeks (3 of 4 macro skills fails)	Academic counselling with the Teacher or Senior Teacher
Pre-Intermediate	10 more weeks (up to 25 weeks of study at the same level)-no progress is shown; 3 of 4 macro skills fails.	Meeting with the Centre Manager <i>Intend to report letter</i> for the lack of progress* Reported to Immigration for not meeting student visa requirements

*In accordance with complaints and appeals procedures (see page 27 of this handbook), you will have up to 20 working days to make an internal appeal before you are due to be reported by the centre manager. You will also be provided the information regarding how to make an external appeal.

Navitas English will consider any justifiable reasons for students not to progress after 25 weeks.

These may include: learning difficulties, conditions such as stress, anxiety, ongoing homesickness and personal matters impacting studies such as financial hardship or relationship issues. You will not be reported if you demonstrate evidence of such issues but may be encouraged to take a course break and in some cases, to seek professional help.

Students who are reported for failure to make course progress may be demonstrating in-class behaviour such as purposefully not concentrating or participating in class activities, not paying attention to the teaching such as in constant use of their mobile devices, showing no commitment to advice from the teacher(s) or senior teachers after 15 weeks of study at the same level, and not taking advantage of study support such as 1:1 teacher appointments and attending the myStudy program.

General English course outcomes are on the Navitas English website [here](#)

IELTS Preparation CRICOS Code: 093053F

IELTS (International English Language Testing System) is an internationally recognised test. People use IELTS scores for work, migration (visa), and further study at vocational colleges or universities. The course will help higher level students develop their speaking, listening, writing and reading skills. There are two class levels:

IELTS Levels	IELTS Band score	Course Duration
IELTS Upper-intermediate	5.0 to 5.5	1-30 weeks
IELTS Advanced	5.5 to 7.5	1-30 weeks

What will I study in IELTS?

You will study speaking, listening, writing, and reading skills with test preparation strategies for both the Academic and General test components of the exam. You will do regular practice tests and mock tests so that you are fully prepared for the official IELTS test. Navitas English recommends a minimum of 4 weeks of study so you are familiar with all the test sections, but students can start any week and choose the number of weeks they study depending on visa type limitations.

Assessment & Course Progress for IELTS

Requirements to achieve satisfactory course progress

In weekly practice IELTS tests, students are required to demonstrate an improvement equivalent to half an IELTS band in at least 3 of the 4 skills sections after 10-15 weeks.

Students who are not able to demonstrate progress on this basis may continue to study in the same level beyond the first 15-week period and then have a maximum of 10 more weeks to demonstrate the required improvement.

Failure to achieve satisfactory course progress

Unless there are justifiable reasons (see below), a student who is unable to demonstrate an improvement equivalent to half an IELTS band in at least 3 of the 4 skills sections after 25 weeks in the same level of IELTS Preparation is considered to have failed to achieve satisfactory course progress and may be reported to immigration. . For example:

IELTS Level	Duration of Study	Action
Upper-Intermediate 5.0 to 5.5 (equivalent)	15 weeks (3 of 4 macro skills fails to reach 5.5)	Academic counselling with the Teacher or Senior Teacher
Upper-Intermediate 5.0 to 5.5 (equivalent)	10 more weeks (up to 25 weeks of study -no progress is shown; 3 of 4 macro skills fails to achieve a half band increase to 5.5)	Meeting with the Centre Manager <i>Intend to report letter</i> for the lack of progress* Reported to Immigration for not meeting student visa requirements

*In accordance with complaints and appeals procedures (see page 27 of this handbook), you will have up to 20 working days to make an internal appeal before you are due to be reported by the centre manager. You will also be provided the information regarding how to make an external appeal.

Navitas English will consider any justifiable reasons for students not to progress after 25 weeks.

These may include: learning difficulties, conditions such as stress, anxiety, ongoing homesickness and personal matters impacting studies such as financial hardship or relationship issues. You will not be reported if you demonstrate evidence of such issues but may be encouraged to take a course break and in some cases, to seek professional help.

Students who are reported for failure to make course progress may be demonstrating in-class behaviour such as purposefully not concentrating or participating in class activities, not paying attention to the teaching such as in constant use of their mobile devices, showing no commitment to advice from the teacher(s) or senior teachers after 15 weeks of study at the same level, and not taking advantage of study support such as 1:1 teacher appointments and attending the myStudy program.

IELTS Preparation course outcomes are on the Navitas English website [here](#)

Cambridge Preparation

Cambridge exams are world recognised and can be used for work, study, and migration (visa) purposes. The C1 Advanced exam is accepted for student visa applications in Australia in addition to IELTS. There are four class levels:

Course Name	Language level	Duration
B1 Preliminary CRICOS code: 030816M	Pre-Intermediate to Intermediate	10 to 12 weeks
B2 First CRICOS code: 030815M	Upper-Intermediate to Advanced	10 to 12 weeks
C1 Advanced CRICOS code: 030817K	Advanced	10 to 12 weeks
C2 Proficiency CRICOS code: 030818J	High Advanced / Proficiency Level	10 to 12 weeks

What will I study in Cambridge Preparation?

You will study speaking, listening, writing, reading skills, learning new vocabulary and grammar and test preparation strategies. You will do regular practice tests and mock tests so that you are fully prepared for the official exam. You do not have to take the final exam but it might help to motivate you and the Cambridge certificate does not have an expiry date.

Assessment & Course Progress for Cambridge courses

Requirements to achieve satisfactory course progress

In each Cambridge course there are 2 mock Cambridge tests. Students are required to pass at least 3 of the 4 skills sections in the final mock test.

Students who do not achieve satisfactory course progress on the basis of the above are allowed one full retake of each level of Cambridge preparation.

Failure to achieve satisfactory course progress

Unless there are justifiable reasons, a student who is unable to pass at least 3 of the 4 skills sections in the final mock Cambridge test at the end of their second attempt to pass a particular level is considered to have failed to achieve satisfactory course progress and may be reported to immigration. For example:

Cambridge B2 First	Duration of Study	Action
Upper-Intermediate to advanced	10 -12 weeks – 3 of 4 macro skills do not pass in final mock	Academic counselling with the Teacher or Senior Teacher
Upper-Intermediate to advanced	10 -12 more weeks to repeat course. After up to 24 weeks of study - no progress is shown; 3 of 4 macro skills fail to achieve a pass at B2 First level in final mock	Meeting with the Centre Manager <i>Intend to report letter</i> for the lack of progress* Reported to Immigration for not meeting student visa requirements

*In accordance with complaints and appeals procedures (see page 27 of this handbook), you will have up to 20 working days to make an internal appeal before you are due to be reported by the centre manager. You will also be provided the information regarding how to make an external appeal.

Navitas English will consider any justifiable reasons for students not to progress after 24 weeks.

These may include: learning difficulties, conditions such as stress, anxiety, ongoing homesickness and personal matters impacting studies such as financial hardship or relationship issues. You will not be reported if you demonstrate evidence of such issues but may be encouraged to take a course break and in some cases, to seek professional help.

Students who are reported for failure to make course progress may be demonstrating in-class behaviour such as purposefully not concentrating or participating in class activities, not paying attention to the teaching such as in constant use of their mobile devices, showing no commitment to advice from the teacher(s) or senior teachers after 15 weeks of study at the same level, and not taking advantage of study support such as 1:1 teacher appointments and attending the myStudy program.

Cambridge Preparation course outcomes are on the Navitas English website [here](#)

Special Needs and Considerations

Some students may have 'special needs' such as a permanent disability or impairment or, may have a 'special consideration' which is often a short-term circumstance which negatively affects their ability to study. Navitas English has a special needs policy and will try to help students with any special needs but please inform the team as soon as you can and in the application stage if possible.

If you are not sure if you have a special need or consideration, please make an appointment to speak to a senior teacher. Navitas English has first aid officers and first aid mental health trained staff who can speak to you with confidentiality.

Certificates

All students will get a Navitas English certificate via email at the end of each course they study. For General English (GE), your certificate will be the level that you achieved in your final GE course with us for example, upper-intermediate level.

Academic English (AE) students also receive a 'hard copy' for each AE course they complete. If you would like a hard copy certificate for your courses (General English, IELTS Preparation and Cambridge Preparation), please ask the student services team at reception who can prepare one for you.

Your Timetables

There are 3 timetables at Navitas English Sydney. Your timetable will be provided to you when you receive your confirmation of enrolment (CoE). The timetables may change from time to time.

Timetable 1 - Day (morning) - General English and Cambridge Preparation

Lesson 1 8.10 to 10.10	Break 10.10 to 10.30	Lesson 2 10.30 to 12.30	Break 12.30 to 13.00	myStudy 13.00 to 14.00
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Timetable 2 - Day (afternoon) - Academic English and IELTS Preparation

myStudy Assignment Work 11.30 to 12.30	Break 12.30 to 12.35	Lesson 1 12.35 to 14.35	Break 14.35 to 15.05	Lesson 2 15.05 to 17.05
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Timetable 3 - Evening - General English, IELTS and Cambridge Preparation

Lesson 1 17.10 to 19.10	Break 19.10 to 19.30	Lesson 2 19.30 to 21.30
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myStudy Options

For Timetable 1 students (1pm - 2pm, Monday to Friday)

myStudy is an individual learning program for day students and is structured to support your studies, allowing you to focus on your most important learning skills. Students can choose what to study with guidance from their teachers. You can study one hour of myStudy each day and some example choices are:

myStudy Reading & Writing – this myStudy activity combines your reading and writing skills and will help you improve to move up to your next General English level or enter courses like IELTS and Cambridge Exam Preparation or Academic English .

myStudy Speaking & Listening – in this myStudy activity you will make conversation with other students from other classes, practice using your grammar and vocabulary and use your listening skills to reply. Using different topics to discuss, this activity can help build friendships and increase your confidence when you speak to people inside and outside of school.

myStudy Pronunciation - in this myStudy activity you will practice the pronunciation of words and sentences so you can be more easily understood and increase your confidence in speaking.

myStudy Progression & Development - you can make a one-to-one appointment with your teacher to talk about your individual learning goals and your progress in your course. This is an opportunity to ask about your main areas of need and receive extra practice.

myStudy Masterclasses - in this myStudy activity you will learn about other courses at Navitas English and see examples of lessons and tests for those courses. This helps student to choose a future course and it could be an IELTS class, an Academic English classes or any of the Cambridge exam preparation courses.

myStudy Exam Practice – in this myStudy activity you can practice both your reading and listening skills and become familiar with test formats like in IELTS and Cambridge exams. You can also work on your timing and find out more about your strengths and weaknesses.

myStudy Business Communications & Culture – in this myStudy activity you will learn about workplace culture in English speaking environments, learn to build a strong resume and cover letter and study business terminology. This will help get you job ready.

myStudy Pop-Up Lessons – this myStudy activity can change from week to week and depending on what student would like to learn and what their teachers feel they need. It could be learning vocabulary through music, playing grammar games or listening to a guest speaker.

For Timetable 2 students

You teachers will show you where you can study and provide study support to you during this time and for exam practice, assignment work and one-to-one academic appointments.

For Timetable 3 students

myStudy options are only offered to Timetable 1 and 2 students.

Your Attendance

Attendance for Student Visa Holders

The Australian Government and [Education Services for Overseas Student Act 2000](#) requires Navitas English to check, monitor, and report on each student visa holder's attendance. Navitas English monitors your attendance for each Confirmation of Enrolment (COE) which can either be:

- One course per COE
- Multiple courses grouped together under one COE

Navitas English requires all student visa holders (visa condition 8202) to maintain minimum attendance levels on all COE's otherwise we may need to inform immigration.

- You must attend a minimum of 80% of classes
- If your overall attendance falls below 80% we may have to report you to immigration.

Attendance Information

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

- Student Orientation (Day One)
- The Navitas English Student Guide
- Attendance Letters

The Navitas English attendance policy & procedure is on our website [here](#)

How do we calculate your attendance?

We calculate your attendance in 2 ways:

Current Attendance – Your attendance since you started the course

Overall Attendance – This is your attendance for your whole course, which is the best possible attendance you can achieve if you do not miss any further classes under your COE.

We use *Overall Attendance* to monitor your attendance for visa reporting purposes.

How do we tell you about your attendance?

You can ask reception at any time to find out your attendance. We will send you letters by email if your overall attendance is below certain levels. These letters tell you about your attendance and give you the opportunity to talk to our staff. The table below tells you all about attendance letters and when we send them out.

Stage	When	Navitas English will:	What you can do
1	Overall Attendance is under 90%	Send you an Attendance Under 90% letter with information and your teacher will explain it to you	Come to school more often and talk to your teacher if you have questions
2	Overall Attendance is under 85%	Send you an Attendance Under 85% letter with information and your teacher will explain it to you	Meet with the Centre Manager and Director of Studies or a Senior Teacher to talk about your attendance
4	Overall Attendance is under 80%	Send you an Attendance Under 80% letter explaining our plan to report you to Immigration for failure to maintain attendance (visa condition 8202) and explain what you can do	Meet with the Centre Manager & Director of Studies, or a Senior Teacher. You may need to submit an Internal Appeal Form and evidence explaining why Navitas English should not report you to the Department of Home Affairs (DHA)

- It is very important for students to read their attendance letters and to talk to our staff to make sure they understand the attendance procedure
- If a student's CoE is cancelled, the student may not be able to continue their studies with Navitas English. Navitas English does not want this to happen, but we must follow the Australian government's immigration rules
- Student Visa holders must have a CoE to study in Australia. If Navitas cancels a CoE because a student falls below 80%, if the student still has a long time to study, Navitas may issue a new CoE.

How do we record your attendance/absences (including lateness)?

Your attendance/absence (including lateness) will be recorded using the below criteria which applies if you arrive late for class and if you leave early:

- You will be marked absent for each full 15-minute period which you have been absent

For example:

1. If you enter class 60 minutes after the scheduled start time you will be marked absent for 60 minutes
2. If you leave class 30 minutes early, then you will be marked absent for 30 minutes

Navitas English will give you the following leeway at the start of each class. If you arrive for class **before** the end of the leeway/cut off time you will not be marked absent for the period missed:

Timetable	Scheduled Class Start Time	Leeway/Cut Off Time
Timetable 1	8.10am	8.20am
Timetable 2	12.35pm	12.45pm
Timetable 3	5.10pm	5.30pm

What you should do if are absent from school

IMPORTANT: If you miss school for example if you are sick and you go to the doctor, medical centre, or hospital you should ask for a medical certificate. Once you have got a medical certificate, it is important to keep this. If your overall attendance drops below 80%, you will receive a letter from the school and will be asked to talk with the Centre Manager & Director of Studies or a Senior Teacher (see stage 4 above). They will ask for any documentation you have that gives reasons for your absences from school and this may result in your absences being 'uncounted.' This means that your overall attendance will increase. This is very important if your attendance increases from 70% - 79% to 80% or above because this means your CoE will not be reported to immigration.

If you are going to be absent from school for long periods of time for example if you need to stay in hospital, please email the school or ask to talk to a staff member as soon as you can. It may best for you to take a holiday or defer your studies for longer periods of absence.

What do we do if you are absent from class?

If you are absent from class your teacher will call you to check you are ok:

- Over 18 – your teacher will call you if you are absent for 3 consecutive days
- Under 18 – your teacher will call you if you are absent for 1 whole day

The English Only Policy

Navitas English has an English Only policy. Students are encouraged to speak English at all times but it is strictly enforced in classrooms during lessons by all the teachers. This is because we want our students to improve their English quickly and confidently and to make the class atmosphere comfortable for all students and nationalities. Please talk to a member of staff if you have any questions about our English Only policy.

Asking for help

Type of question	Who to speak to
About your class About your textbook About myStudy	Your teacher(s)
About your changing your class or course About changing schools About your attendance About your learning progress	A senior teacher
About attendance About your fees e.g. payment instalment plan About accommodation About the Boomerang social activities program About overseas health cover About your certificates	Student services & experience staff

A Navitas English staff member may ask that you make an appointment with the Centre Manager and Director of Studies or the Student Services and Experience Manager.

Counselling

Navitas English Sydney's senior teachers can help you in the following areas:

We can help you to enrol in Australian educational institutions

Technical and Further Education Colleges (TAFE)
Private Colleges
Universities

We can help you to apply for recognised English language tests

We can provide information about all recognised English language tests, such as: IELTS, Pearson Academic, Cambridge exams etc. and can help you to apply for these tests.

We can help you to develop study skills

We can help you develop study skills and plans. Navitas English Sydney offers individual counselling with your teacher(s).

We can help you with career pathways

Students can discuss their career ambitions with a senior teacher and look at study options for future careers.

We can help you with welfare and personal matters

Navitas English Sydney provides welfare and personal counselling options for students to support them during their stay with us. You can see a Welfare Counsellor about a range of matters related to settling into life in Australia, including homesickness, social interactions and Australian culture.

If you are not feeling good, please talk to a senior teacher and do not be shy – we have spoken to many students who are not feeling good, are homesick, lonely or feeling depressed. We can help.

Support Services

Emergency (Police/Fire/Ambulance) call Triple Zero **000**

Non-emergency (Police Assistance Line) **131 444**

Lifeline (crisis support) **131 114**

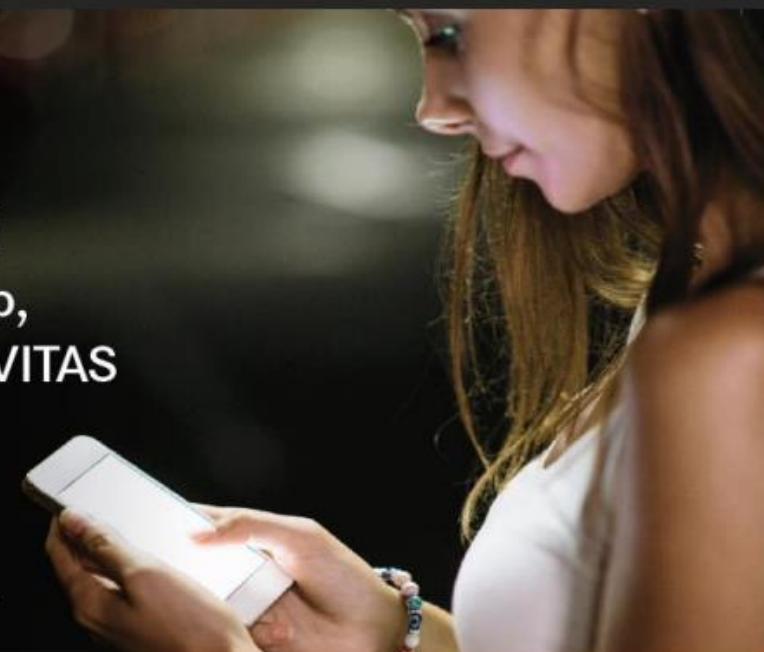
Alcohol and Drug Information Service **02 9361 8000**

Sexual Assault, Domestic and Family Violence Counselling Service **1800 737 732**

Telephone Interpreter Service **131 450**

International Student Legal Advice **02 9698 7645**

Department of Immigration and Citizenship **131 881**



**If it's late and
you need help,
call 1800 NAVITAS**
(1800 628 4827)

This is a special
after-hours telephone
hotline for international
students on our campus.

The Student Code of Conduct

Navitas English is an adult learning community which follows both staff and student code of conduct. The student code of conduct is part of your conditions of enrolment as is also available on the Navitas English website [here](#)

Navitas English's Student Code of Conduct

Navitas English is committed to providing a supportive learning environment which is:

- safe
- respectful
- relaxed & comfortable

for our students, visitors and staff.

Students are expected to behave appropriately at all times. There are certain things which are never acceptable at Navitas English:

Aggressive or dangerous behaviour

- physically hurting someone
- damaging or stealing resources or property
- profane, offensive, intimidating or threatening language or behaviour
- bullying, stalking or harassment
- possessing a knife or other weapon
- inappropriate behaviour or interaction with younger students

Drugs and alcohol

- smoking/vaping inside
- arriving drunk or stoned for class
- possessing illegal drugs

Intolerance

- racism or sexism
- homophobia
- disrespect for religious or political beliefs and practices
- general discourtesy
- displaying or forwarding pornography

Cooperation

- disrupting teaching & learning in class
- not following the reasonable directions of staff
- not following other Navitas English Policies and Procedures
- unfairly damaging the reputation of Navitas English
- Not following the approved care arrangements (only for students under 18 years of age)

Information Technology (IT)

IT systems, services and equipment must not be used for the following:

- Using the internet to access inappropriate material

- Inappropriate material includes: information or media that could be illegal, harassing, offensive, sexually explicit, racist, sexually discriminatory
- Using college IT systems for gambling or internet gaming
- Any political activity
- Downloading malicious software or applications
- Browsing, sharing, downloading from or otherwise accessing illegal websites
- The use of on-line security scanning or hacking/cracking tools
- Use of IT systems for personal financial gain, solicitation or private business purposes
- Downloading or storage of data subject to intellectual property or copyright

Providing Fraudulent Documents

- Providing fake documents such as medical certificates for attendance matters
- Adjusting or manipulating a document so the information is not genuine e.g. for an appeal

Consequences

Students who do not follow the code will be asked to meet with the Centre Manager and Director of Studies or Student Services Manager to discuss whether Navitas English is the right place for them to be. Any behaviour described in the Code of Conduct may cause your course to be suspended or terminated, and/or you being asked to leave. If this happens, tuition and other fees may not be refunded, and certificates may not be issued. You may not be able to study with Navitas English in the future. Criminal behaviour may be referred to the police.

Reporting a Code of Conduct breach

Both students and staff can report a code of conduct breach by asking to see the Centre Manager and Director of Studies or the Student Services Manager. They will listen to you and take action if necessary and can also treat your report as confidential.

This Code of Conduct is part of the Navitas English Conditions of Enrolment. If you would like to talk about the Navitas English Code of Conduct, please see your Centre Manager and Director of Studies.

Navitas English has a Critical Incident Policy which means all staff and students can report any serious incidents, for example if you see someone get assaulted or you are a victim of assault. The Critical Incident Policy is available on the Navitas English website [here](#)

Course or Centre Changes

Please talk to a senior teacher or the Director of Studies if you want to change your course or you want to change to a different Navitas English school. They will help you to make sure it is the right choice and give you a form to complete.

Airlink

The Navitas English Airlink program offers all students who are studying for more the 17 weeks the option of a free flight if you transfer between Navitas English centres. Please speak to reception if you would like more information.

Airlink Fact File

- Airlink is only available to students studying at Navitas English for more than 17 weeks
- Students must study a minimum of 4 weeks at each Navitas English centre
- If you want to use Airlink you must speak to reception at least 4 weeks before your intention to use Airlink
- Domestic tickets will be booked by Navitas English

Applying for a course break (a holiday)

You may take a course break if:

- You speak to a staff member **at least 2 weeks in advance** (please do not make any flight bookings before your holiday has been approved)
- You are over 18 years of age
- Your attendance is over 80% (for student visa holders only)
- You are an Academic English student and the holidays do not interfere with your pathway study plans
- The holiday leave entitlement for Academic English students is a maximum of 5 weeks taken at the end of a course term (10-week Academic English) in line with the intake dates
- Holiday applications may be approved or declined, depending on your course, your attendance level, any relevant further study plans and visa expiry dates
- If your holiday request is not approved but you decide not to come to school, you will be marked as absent. This will affect your course attendance % and you will lose the course week/s (for which you were absent) from your enrolment.

Your Student Portal

The Student Portal is an essential tool designed to provide students with easy access to important information and resources throughout their studies. Accessible 24/7 from any device, the portal allows students to manage their profiles, track academic progress, and stay informed about key updates.

To register for the Student Portal, simply scan the QR code displayed around campus or visit the link: <https://ebecas.equatorit.net/StudentPortal/#public/Login/ne>.

You will be required to enter your student number, date of birth, last name, and the email address used during your initial registration. Upon successful registration, you will receive your login credentials via email.

Key features of the portal include:

- **Attendance Monitoring:** View your attendance records and details of any absences.
- **Class Schedules:** Access your weekly timetable, including class details, room locations, and instructor information.
- **Holiday Requests:** Stay informed about your holiday schedule and book holidays during your course.
- **Profile Management:** Update personal details such as contact information, ensuring your profile remains current.
- **Direct Communication:** Reach out to student services through the portal or via the email addresses provided for support.

Students are encouraged to regularly check the portal for important announcements, news, and updates regarding their academic journey.

Your Student ID Card

The digital Student ID card serves multiple purposes throughout your time with us. Not only can it be used to obtain discounts at various restaurants, shops, and other participating establishments, but it also contains your unique student number. This number is crucial, as it allows our team to efficiently identify and assist you within our system.

If you have not yet received your student ID card, please follow the guidelines outlined below:

- **For students who have already taken a photo and provided their email address:**

You should have received an email from ID123 containing instructions on how to access your digital student card. Please check your inbox, as well as your spam or junk folders, for this email.

Important: If you have not received the email from ID123, kindly inform us so we can take the necessary steps to assist you in obtaining it.

For students who have not yet taken a photo: Please visit our reception at your earliest convenience, where we will assist you in capturing your photo and completing the necessary steps to issue your student ID card.

Should you have any questions or require further assistance, feel free to reach out to us. Your student ID card is an essential part of your student experience, and we are here to help ensure you have access to all its benefits.

Your Accommodation

Homestay

If you have arranged a homestay with Navitas English, before you start your studies with us you will receive a placement report which has all the information about your homestay family and advice about what to expect when you arrive and start living with your new family. Navitas English partners with AHN (Australian Homestay Network) to provide quality homestay to all our students wanting to live with and experience an 'Aussie home.'

Information about homestay including our Homestay Guest Conditions and frequently asked questions (FAQs) can be found on our website [here](#)

Changing or cancelling Homestay

You must talk to reception staff **at least two weeks** before extending, changing or stopping 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 50% of your usual fees per week so that we can keep the accommodation for you.

Problems with Homestay

If you have any problems with your Homestay, please speak to the Student Services & Experiences Manager (SSEM). Often what feels like a problem or worry can be solved with our understanding and help.

Independent Accommodation

Navitas English Sydney works closely with some independent accommodation providers to make sure students can live in suitable conditions at a fair price. You can read about these providers on our website and through this link:

[Navitas English Sydney Independent Accommodation Options](#)

Please come and talk to us at reception if you need help to find accommodation in Sydney

Your Safety

Please be careful and considerate of other people when using the facilities, lifts and stairs at Navitas English Sydney. Do not run up or down the stairs at any time.

When using lifts, remember to use the handles and ensure that the main lift door is closed properly. Notify reception if you have any problems with the lifts.

Do not leave your bags unattended at any time. Navitas English takes no responsibility for loss or theft of personal belongings.

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.

Fire Safety

Please see the notice board in your classroom for information on Fire Safety, Fire Exits and Fire Drills at Navitas English Sydney. Please note that during your course at Navitas English Sydney you may need to participate in regular Navitas English Fire Drills.

Smoking/vaping is not allowed on Navitas English premises (including all toilets) or in the entrance area.

First Aid

If you have any minor problems, please ask for a First Aid Officer at reception for assistance.

Allianz Overseas Student Health Cover (OSHC)

When you receive your OSHC details 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

Activating your OSHC Account

1. Go to <http://www.allianzassistancehealth.com.au/> from the Welcome email Allianz sends you
2. Select students login or students
3. Select click here for assistance
4. Enter your policy number and enter your email address

Email matches (got to step 5) or email does not match (go to step 7)

5. If your email matches the details on the Allianz OSHC records you will receive an email with a hyperlink to set up your account
6. Please enter your:
 - Policy number
 - Family name
 - Date of Birth
 - Email address
 - New password

Your online account has now been created

7. If your email does not match then please contact Allianz OSHC on 13 67 42 (option 2) where an Allianz representative will confirm your account so that it can be activated

Allianz OSHC App

8. Once you have activated your account then download the OSHC app to your smartphone. Go to the app store and search OSHC. For more information visit - <https://www.oshcallianzassistance.com.au/app/>

Doctors and Hospitals

We understand that being sick away from home can be extra stressful, and we will do everything we can to help.

Your Homestay family can help you make an appointment to see their doctor. If you prefer, there is a medical centre close to the school and we can make an appointment for you.

Often you will need to pay the doctor first and use the receipt to get the money back from your insurance company. This can be done online, or you can fill out a claim form.

Your insurance may pay for most of what you need if you need to visit a public hospital, including an ambulance. You can also choose to visit a private hospital if you like.

If you need help finding medical centres please ask school staff.

Welfare Checks

If you are absent from class beyond a certain number of days, the school will contact you to do a 'welfare check' to make sure you are safe:

- **Over 18 years** – the school will try to contact you if you are absent for **3 consecutive days**.
- **Under 18 years** – the school will try to contact you if you are absent for **1 whole day**.

If your contact details change (i.e., your phone number and address), please provide the new contact details to the school as soon as possible, because it is *very important for the school to be able to confirm your safety*.

Please note that if the school is unable to contact you to confirm your safety, it may be necessary to ask the Police to visit your address to do a welfare check.

Live, study and play safely in Australia

- ✓ You have a right to feel safe
- ✓ Support is available from Navitas
- ✓ Report crime to the police

Read our advice on staying safe in Australia



Out and about

Be seen

- Try not to walk alone at night
- Walk with friends or on busy streets
- Walk where you can be seen. Use well-lit paths where other people can see you

Be focused

- Be aware of what is going on around you
- Walk confidently and with purpose
- Using headphones, a mobile or drinking too much alcohol can be dangerous if they distract you from your surroundings

Be safe

- Trust your feelings and instincts
- If you feel in danger, ask for help or enter a shop and wait until you feel safe
- Don't meet strangers alone, in your house or get into a stranger's car



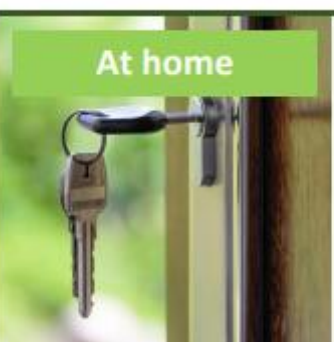
Valuables

Money and credit cards

- Only carry the money you need for the day
- Put money into your wallet before you walk away from a cash machine (ATM)
- Never write down the PIN numbers for your cash or credit cards

Your bag

- Keep your bag in front of you
- Don't leave your bag or valuables where you can't see them
- Don't fight a thief for your bag or belongings— your safety is more important



At home

Lock up

- Lock your doors and windows every time you go out
- Don't hide spare house keys around your home

Meeting people

- Never arrange to meet people you don't know at your house or their house
- Arrange to meet strangers (for example, sellers on Gumtree or private tutors) in public places such as cafes or libraries

Please speak to Navitas staff if you have any issues affecting your safety or wellbeing. Psychological, sexual and physical abuse are never acceptable and should be reported immediately. Students are assured that their complaints will be taken seriously and assistance will be provided to ensure their ongoing safety and welfare.

Sydney Transport Information

There are no concession tickets for international students in Sydney. If you buy a concession ticket you could be fined up to \$200. However, you can buy special international student discounted tickets or you can buy regular adult tickets.

Opal Card

Tap into transport services across Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands capped at \$15.80 a day (excluding Sydney Airport station access fee) no matter how much you travel.

Remember to **tap on** and to **tap off** for each trip to **avoid paying a default fare** which may be higher than your normal fare. After 8 paid journeys in a week, all journeys after that are half price to customers. The Opal week runs from Monday to Sunday for the purpose of this calculation.

With Opal you can travel on the following services:

- All Sydney Trains and NSW TrainLink Intercity services
- All buses in Sydney, the Blue Mountains, Central Coast, Hunter and Illawarra
- All Sydney Ferries and the Stockton Ferry in Newcastle
- All light rail

The Benefits of Opal Card:

Daily Travel Cap (excluding Sydney Airport station access fee)

With an Opal card you can enjoy travel all day for no more than \$17.80 per day for Adult

Sunday \$8.90 Travel Cap (excluding Sydney Airport station access fee)

Travel all day on Sunday with Opal for no more than \$8.90. Travel as much as you want as an Opal customer and pay no more than \$8.90 from 4:00am Sunday morning until 3:59am on Monday morning - you could even pay less than \$8.90 with off-peak train fares!

Weekly Travel Reward (excluding Sydney Airport station access fee)

The Opal card offers you a reward for frequent travel. Complete 8 paid journeys between Monday and Sunday with an Opal card and your fares for the rest of the week are half-price.

Opal Transfer Discount

If you make several trips using the same mode of transport, as long as your transfer occurs within 60 minutes of tapping off from your last section of the trip, it counts as a single journey and a single fare.

If you switch modes of transport during a journey, you can get an Opal Transfer Discount of \$2 each time you transfer to a new mode of transport, e.g. Train to ferry to bus to light rail. To benefit from the Opal Transfer Discount, you will need to transfer to your new mode of transport within 60 minutes of tapping off from your previous mode.

Off-peak train fares

A 30% off-peak discount on full price Opal fares applies to all train journeys taken:

- on weekends (up to \$8.90 cap on Sunday)
- on public holidays
- before or after the weekday morning and afternoon peaks as below:
 - Sydney Trains network area: 7-9am and 4-6.30pm weekday
 - NSW TrainLink Intercity services area: 6-8am and 4-6.30pm weekdays

Where tap on occurs at a station shared by Sydney Trains and NSW TrainLink networks, the peak times are as for Sydney Trains.

If you're using an intercity station, there are some exceptions to the off peak times

N.B. Off-peak fares only apply to travel by train.

Travel anywhere on the Opal enabled network for no more than \$63.20

Using your Opal card, you'll never pay more than \$63.20 a week when travelling on all modes of Opal enabled transport from Monday to Sunday excluding the Sydney Airport Station Access Fee

Get an Adult Opal Card

It's easy to order an Adult Opal card. You can get one:

- online at www.opal.com.au
- at an Opal retailer (only available for unregistered Adult and Child/Youth Opal cards)
- at selected Transport Customer Service Centres and Shops
- by calling **13 67 25 (13 OPAL)**

How to Top Up

You can top up your Opal card:

- online (one off top up or auto top up) at www.opal.com.au
- over the phone on **13 67 25 (13 OPAL)**.
- at selected Transport Customer Service Centres and Shops
- via a retailer
- at a top up machine

You'll need a debit or credit card to top up online or by phone, and the minimum top up is \$40.
Adult Opal card: \$40, \$60, \$80, \$100 and \$120

^Please note that an online and phone top up may take up to 60 minutes to take effect.

+ Once value is added, you must tap on at an Opal card reader within 60 days to collect the top up value on your card, otherwise your top up value will be reversed to your credit/debit card account. Some retailers require their customers to pay minimum transaction values or a service fee to cover credit/debit card merchant fees.

Further Information

Transport Information and Timetables – www.131500.com

Sydney Trains Information - www.sydneytrains.info

Sydney Buses Information – www.sydneybuses.info

Sydney Ferries Information – www.sydneyferries.info

International Student Travel Discounts - www.131500.com.au/international-students

Opal Card - www.opal.com.au

Working in Sydney

Student visa holders can work up to 48 hours a fortnight (a fortnight = 2 weeks) while their course is in session. Students are not allowed to work until they have started their course. Family members of students are also allowed to work for up to 48 hours a fortnight once the student visa holder begins their course.

If you would like further information about your visa conditions, including permission to work, please contact the Department of Immigration on 131 881.

The nearest Department of Immigration office is located at:

26 Lee Street, Sydney NSW 2000 (opposite the Mercure Hotel at Railway Square near Central Station).

Counter Hours: 9am - 4pm on Monday to Friday

Website: www.border.gov.au

Tax File Number (TFN) information

A tax file number (TFN) is your personal reference number in the tax and superannuation systems.

It is free to apply for a TFN.

Your TFN is:

- an important part of your tax and super records
- an important part of your identity – make sure you keep it secure
- yours for life, even if you change your name, change jobs, move interstate or go overseas.

You don't have to have a TFN, but without one you pay more tax. You also won't be able to apply for government benefits, lodge your tax return electronically or get an Australian business number (ABN).

If you need to apply for a Tax File number, please contact the Australian Taxation Office (ATO).

The nearest ATO is located at:

Sydney City

2 Lang Street Sydney NSW 2000

Office hours – 8.00am-6.00pm

Tel: 132 861

Note: A valid passport is required when the application is submitted.

The online Tax File number registration system is available 24 hours a day, seven days a week via the Tax Office website at: www.ato.gov.au

If you do not have access to the internet, or the system experiences significant down time, you can get a paper version of the TFN application or enquiry for permanent migrants and temporary visitors

Complaints and Appeals

Navitas English are committed to managing complaints and appeals that:



Our principles include:



Your Options

There are three options for Navitas English students with a problem or complaint, or who want to appeal a decision we make:

1. Informal Discussion

If you have a problem or complaint, please talk with one of our staff. We will do our best to help you and fix the situation. You can come with a support person (someone to help you).

2. Internal Appeal

If you are not happy after an *Informal Discussion*, or you want to appeal a decision that Navitas English has made, you can make an *Internal Appeal*:

- Talk with a Navitas English manager and write down your complaint or appeal
- You can come with a support person (someone to help you)
- We will respond to you within 10 days, and do our best to fix the situation quickly
- Our response will tell you the result of the Internal Appeal, and the reasons for our decision.

If you make an *Internal Appeal* about our decision to report you for deferral, suspension or cancellation of enrolment, Navitas English will not actually report you until the *Internal Appeal* is complete.

3. External Appeal

If you are not happy after an *Internal Appeal*, you can make an *External Appeal*:

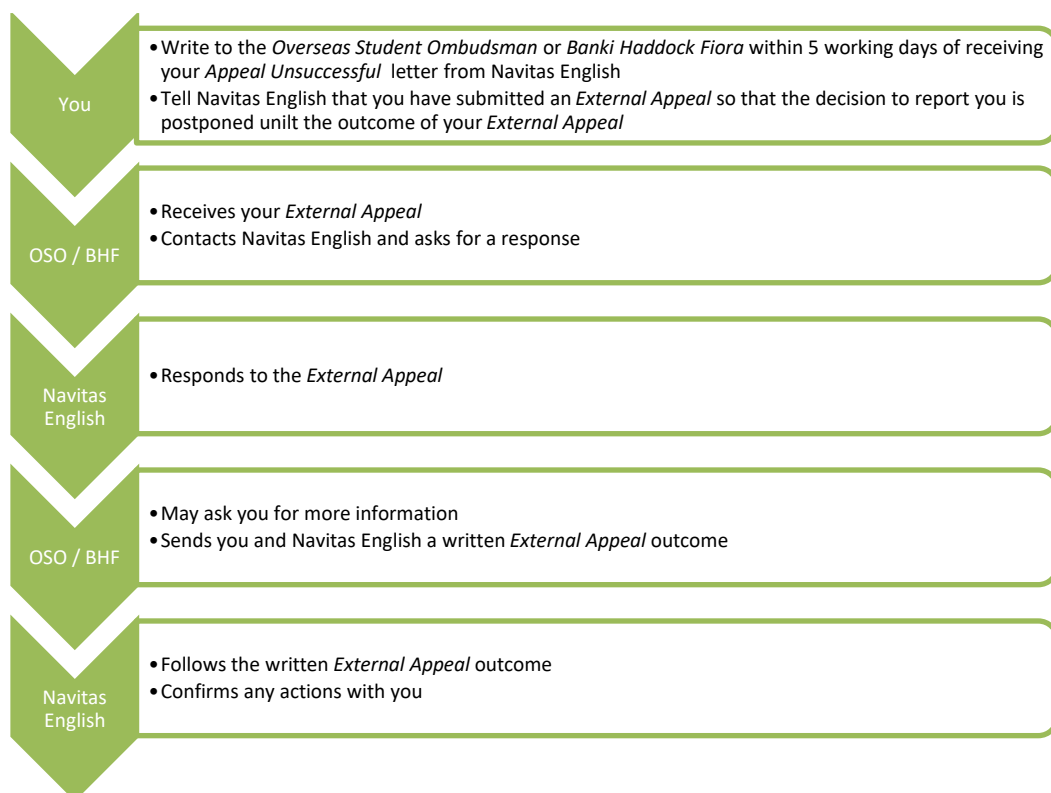
If you have a Student Visa, contact:

**Overseas Students
Ombudsman**
Level 5, 14 Childers Street, Canberra,
ACT, 2601
Telephone: 1300 362 072
Email:
ombudsman@ombudsman.gov.au
Web: www.ombudsman.gov.au/making-
a-complaint/overseas-students
Cost: Free

If you do not have a Student Visa, contact:

**Banki Haddock
Flora**
Level 10, 179 Elizabeth St, Sydney,
NSW, 2000
Telephone: 02 9266 3400
Email: email@bhf.com.au
Web: www.bhf.com.au
Cost: \$192.50

Here is the process for submitting an *External Appeal*:



If you make an *External Appeal* about our decision to report you to Immigration for unsatisfactory attendance or unsatisfactory course progress, Navitas English will not actually report you until the *External Appeal* is complete.

More Options

You can also contact these organisations if you have a complaint:

Tertiary Education Quality and Standards Agency <https://www.teqsa.gov.au/>

- GPO Box 1672, Melbourne, VIC, 3001
- Telephone: 1300 739 585 or Email: complaints@teqsa.gov.au

Information for Under 18-year-old Students

Navitas English is committed to ensuring the safety and wellbeing of younger overseas students.

Australia is a very safe country to live, study, work or for a holiday but sometimes you might need help and Navitas English can help with any problems or questions, don't be afraid to ask us please!

Who do I talk to if I have a problem or question?

Kind of problem or question	Who to ask for
Academic: for example: your class, English level, studies, your attendance	Ask your teacher or a senior teacher
Administration or accommodation: for example: your fees, course changes, transport, homestay problem	Ask for the Student Services Manager
To make a complaint	Ask for the Centre Manager and Director of Studies
You have an injury: for example: a cut, burn or feeling sick	Ask for the First Aid Officer
Not feeling happy: for example: feeling sad, homesick, missing your family, want someone to talk to about how you are feeling	Ask for the First Aid Officer or the Student Services Manager
Any problem or emergency outside of the school: for example: you are lost, can't find your house key, you don't feel safe, you are in trouble	Call your Carer or Homestay Family. You can also call 1800 Navitas student helpline (1800 628 4827) any time, any day (24/7) to speak a senior Navitas staff member
Who to contact in an emergency situation: For a serious emergency, for example: traffic accident, attack, or serious health issue. For any other emergencies:	Call the police and ambulance number: 000 (triple zero) Contact the school Centre Manager and Director of Studies The Navitas English Sydney Centre Manager and Director of Studies is: Lucy Worthington E: Lucy.Worthington@navitas.com P: +61 2 8246 6854
How to seek assistance and report any incident of sexual, physical, or other abuse	If you experience any sexual, physical or other abuse, please talk to your Carer, the Centre Manager and Director of Studies or the Student Services Managers as soon as you can. We will listen to you, talk to you and we can help you. Navitas English takes these matters very seriously and has a duty of care for all students.

You can contact a Navitas staff member from 8am to 5pm at the Sydney school by calling +61 (02) 8246 6800

Remember, Navitas English has a 24-hour student assistance helpline: **1800 Navitas (1800 628 4827)**. Please give your full name, name of your school and explain your problem to the operator who will contact a Navitas English staff member if urgent.

Please remember! If any of your contact information changes (the phone number and email address for you, your parents, your carer or homestay family), please let the student services team know what these changes are as soon as possible

Tip! – take a picture of our contact details and save it on your phone.

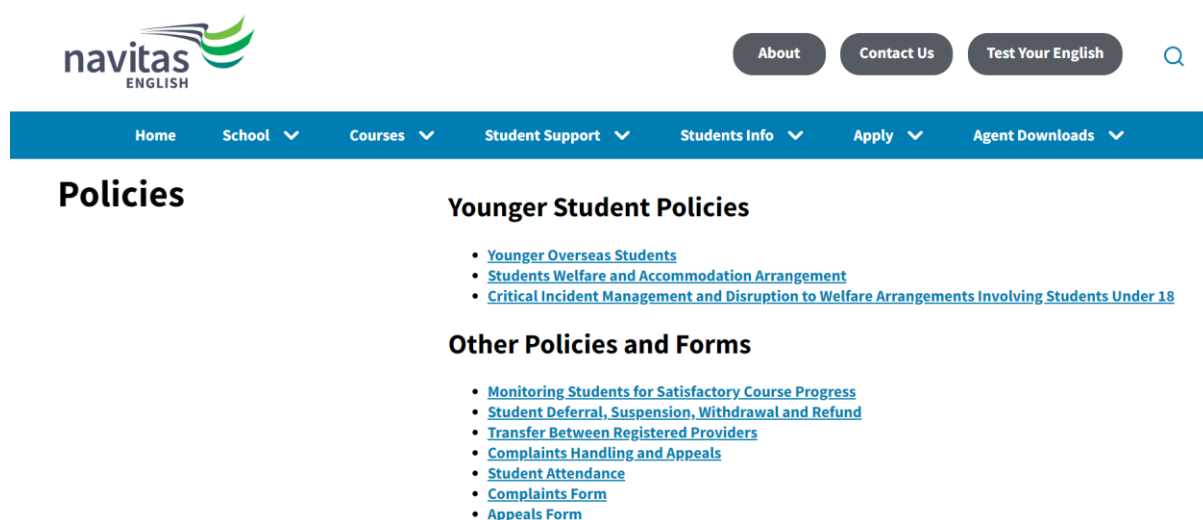
Navitas English's Younger Overseas Policy and Procedure is on our website and also [here](#)

Navitas English Policies and Forms

[Navitas English Policies and Forms](#)

Using the link above to our website, Navitas English students can read what to do if they have a question, concern or request in regard to matters such as attendance, course progress, making a formal complaint or wanting to change education providers.

Please talk to our student services & experience staff or a senior teacher if you need help with these



Study aspects such as tuition fees and service fees can be found on our website:

<https://www.navitasenglish.edu.au/apply/fees> (Fees are subject to change).

Student Photos Privacy Notice

During your time with Navitas English, we may take photos and videos of you at an activity to promote the student experience at Navitas English. Because these photos or videos could be taken at any time by any member of the college staff, it is not possible to gain consent (get permission) from all students each time. Instead, we have used "legitimate interests" as a lawful basis instead of consent, in line with privacy and data protection requirements.

However, it is important that you understand that you have a "right to object" (to say "No") at any time. This means you just need to email your college, or the privacy team on privacy@navitas.com and we will make sure any photos or videos are not taken of you.

This is 100% your choice, so please let us know if you do not want photos or videos taken of you.

The full Privacy Notice can be found on the Navitas English website:

<https://www.navitasenglish.edu.au/privacy>