



NEW ERA INSTITUTE

CRICOS No.: 03509B • National Provider no.: 41543

INTERNATIONAL STUDENT HANDBOOK

English Language Intensive Courses for Overseas Students (ELICOS)

ABN: 37 606 401 129 | ACN: 606 401 129

CRICOS no. 03509B | National Provider no.: 41543

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This Student Handbook remains the Property of NEW ERA INSTITUTE

International Student 24 Hour Emergency Contact – New Era Institute

New Era Institute

National Provider no. 41543 CRICOS no. 03509B

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Student Support and student services Officers:

1- Admission Officer

admissions@newerainstitute.edu.au

2- Student Support Officer

student_support@newerainstitute.edu.au

Landline: +61 2 89 64 64 57 (Monday to Friday from 9am to 5 pm) Sydney Time.

Counselling and Welfare support:

(Please see reception for contact details)

Emergency: Police, Fire, Ambulance – 000

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Introduction

Welcome to New Era Institute!

New Era Institute Pty Ltd is a Registered Training Organisation (RTO), RTO no. 41543, CRICOS no. 03509B. New Era Institute has large amounts of experience with helping people learn. We have taught hundreds of people, and we have helped them in their careers.

Our English courses are the latest addition to our services. We want your learning experience with us to be fun and successful.

More information can be found at www.newerainstitute.edu.au

This handbook

This information booklet is designed to provide you with information about the services provided by New Era Institute and our approach to providing you a safe, fair and supported environment to study.

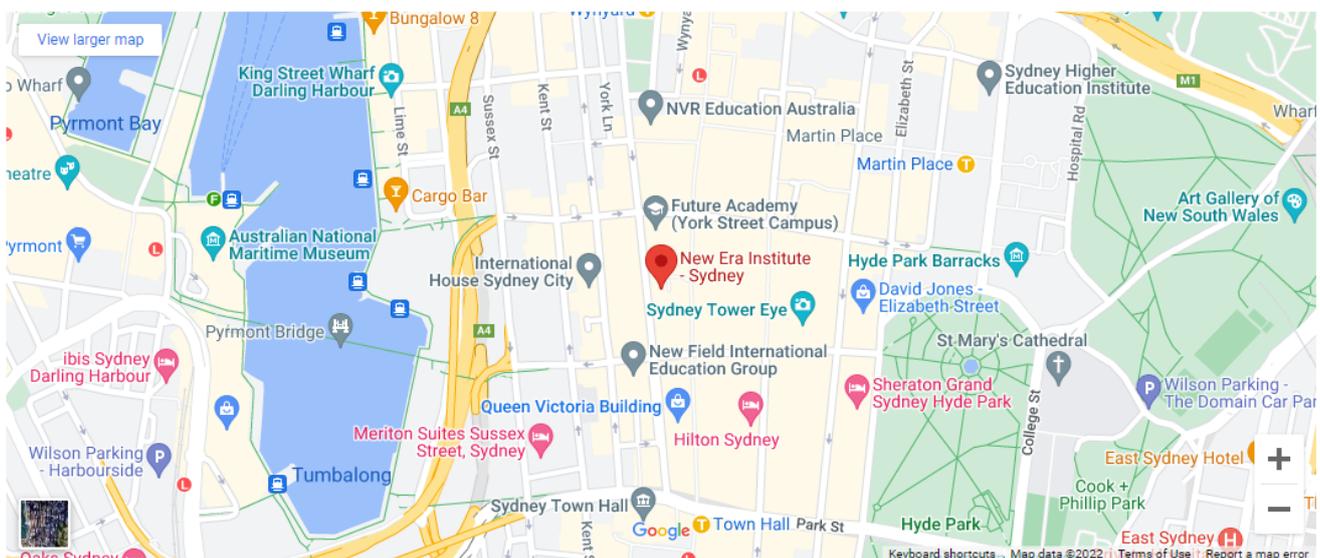
It explains many things about your English studies at New Era Institute. For example, it will help you to know about your course, what to do if you have a problem, and how to stay safe in Sydney. So, please read it carefully.

If you have any questions, just ask your teacher, or ask at the reception. The Director of Studies and other staff are also available to help you.

Good luck with your studies. We wish you every success!

New Era Institute Location

Sydney CBD Campus



Level 6, 56-58 York Street, CBD Sydney, NSW 2000

New Era Institute is in the heart of the Sydney Central Business District. It is within a few minutes walking distance from the Townhall train and bus station and the Westfield shopping centre which houses a dynamic mix of entertainment, fashion and food. People are often attracted to the Darling Harbour, Opera House and the Harbour Bridge which all are walking distances from the New Era Institute.

Our mission

New Era Institute's mission is to provide sustainable individualised English and Vocational skills and training services solutions for long term career benefits of organisations and individuals who aspire to sustain meaningful existence, both socially and economically within the wider community.

ESOS Framework

New Era Institute is committed to providing you with quality education and protecting your rights.

The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, and they include the Education Service for Overseas (ESOS) Act 2000 and the National Code.

Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider (a Institute) and in a course, that can be found on the Commonwealth Register of Institutions and Courses for overseas Students (CRICOS) at <http://www.studyinaustralia.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including location – match the information on CRICOS.

Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your rights to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. The following summarizes the cancellation of courses and refund policy at the Institute:

FEE	CONDITIONS	REFUND AMOUNT
Enrolment Fee (\$300)		No refund
Processing fee (\$250)		No refund
Tuition Fee	If you are refused a visa for entry to Australia	100%
	If the course is cancelled by the Institute	100%
	If the Institute is notified 28 days or more before the course starting date.	70%

	If the Institute is notified less than 28 days before the course starting date	50%
	If you have started your studies, but become so ill that you are unable to stay in Australia to complete your studies	<i>Pro rata</i> ; sent by bank transfer to the nominated account in the refund form
	If you do not start on the agreed course starting date or withdraw before completion, except in the case of extreme illness as above	No refund or transfer

- You should keep a copy of your written agreement.
- Your rights to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your rights to know:
 - How to use your provider’s student support services
 - Who the contact officer is for overseas students
 - When your enrolment can be deferred, suspended or cancelled
 - What your provider’s requirements are for satisfactory progress in the courses you study
 - If attendance will be monitored for those courses
 - What will happen if you change providers
 - How to use your provider’s complaints and appeals process

Your Responsibilities

- As an overseas student on a student visa, you have responsibilities to:
 - Satisfy your student visa conditions
 - Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
 - Meet the terms of the written agreement with your provider
 - Inform your provider if you change your address
 - Maintain satisfactory course progress

Code of Conduct for Students

- Be punctual and pay attention to your teachers
- Be respectful and obedient
- Do not cheat
- If you are absent from classes, it is your responsibility to complete any work on your own
- Respect New Era Institute facilities and resources by taking care of them when you are using them
- Be prepared for each lesson with a notebook, pen and your prescribed textbook; teachers will provide you some as well
- Keep the Institute up to date with your address and contact number.
- Dress appropriately, wear shoes and take off hats and caps when in class
- Maintain a minimum of 80% attendance
- Any unacceptable behaviour including petty theft, sexual harassment, refusal to follow instructions from staff members, and being disruptive, will be reported to the DoS who will take disciplinary action

As a student at New Era Institute, you have the right to enjoy a safe and supportive environment without harassment or discrimination.

Your course and your studies

Teachers

You will have appropriately qualified and experienced teachers to take your English classes.

There will be two (2) shifts for you to choose from:

Shift 1: Monday – Friday from 9am to 1:15pm and

Shift 2: Monday – Friday from 1:30pm to 5:45pm.

You will be exposed to a variety of English accents from your listening activities and experience different teaching approaches. Your teachers will work closely together to make sure they cover everything that is planned for your class and make your classes interactive and fun.

Textbooks

Each level has a textbook. Make sure you bring your book to your classes every day. Your teachers will also give you other materials. Do not copy more than one chapter or 10% of the book – this is illegal.

What happens in class?

Many people find that English study in Australia is different from English study in their own countries, especially if they last studied English at school. In your class, there will be:

- Lots of communication activities: you will do many activities in pairs (with another student) or in small groups, and you will speak a lot of English. This is because you get more practice this way: your teachers will expect you to speak more than they do – because YOU are here to learn the English language
- Practice of all four skills: speaking, reading, listening and writing. Sometimes your teacher will correct you to help with grammar and vocabulary; other times, to practice and improve your fluency, your teacher will encourage you to speak as much as possible without correction.
- Flexibility: your teachers will make sure that lessons meet the special needs of you or your class. For example, if your teacher finds that you or your class needs to improve writing more than other classes, you will have more writing practice.

At New Era, we believe that practice is important for your English. Thus, if you want to improve your English speaking, then speaking practice is important. Similarly, to improve your writing, you will have to do a lot of writing.

What can I do, to learn English faster?

Doing these things will help your English improve quickly:

Speak English as much as possible during and outside your lessons (only use your first language where you will have to)

Ask questions

Take notes during lessons: for example, write down the new words

Review your lessons at home

Do all your homework – this has been carefully chosen by your teacher to maximise your learning

Come to every lesson (unless there is an emergency, of course!)

Class organisation

We will give you a timetable at the beginning of your course. If this changes, we will tell you in class or by email or text message.

You are welcome to study outside class hours, but check at reception first, to find out which rooms are not being used.

New Era Institute opening hours

The Institute is open to students from 9am to 5.45pm from Monday – Friday.

Your first week

Most students take some time to get used to their class. For most students, the first week is the most interesting part of the course. You will have your orientation this week and your student ID cards will be made as well. Many students find that for the first few days, they don't understand their teacher or their classmates clearly. So, they use this time in getting to know many people and making new friends. They also get to know the teachers and what is expected of them as students. To help you feel comfortable, your teacher will take some time to introduce you to your fellow students.

Excursions

From time to time, your teacher may take you outside the Institute on excursions. There are many reasons for this: for example, the excursions could be to help you experience English in real life, or to do some research to use in later lessons. All are an important part of your course. They are planned carefully to help your English and, often, your study skills. They are an important part of your course and attendance is taken.

Tests

You will have regular tests, homework, assignments and other assessments. You will have weekly to fortnightly Formative Assessments and Monthly to 6-weekly Summative Assessments. In the Summative Assessments, you will be assessed for the previous 4-6 weeks of the content that you would have studied prior to the assessment. Your teacher will also listen carefully to you when you are speaking English in class and doing other activities, to identify your strengths and weaknesses. Your teacher will give you marks (grades) every week or two weeks (Formative Assessment Report), to see how well you are doing. You will also receive a report after your Summative assessments

Course progress

You will be given verbal and written personal feedback on your course progress every week you do any test. If you want to know more about your progress, ask your teacher. Your teacher will be happy to discuss it with you, and to help you with any problems.

It is a student visa requirement that you make enough progress in your course. So, it is very important to come to class. If you feel you are having problems with your progress, it is important to speak to someone. If the problems are personal (e.g. something outside Institute makes it difficult to study), you should speak with the Welfare Counsellor / Student Services Officer (see next page). If your problems are academic, the institution will run elective/specialised classes to address those gaps. These specialised classes will be run on a weekly basis. You will be a chance to attend a specialised class of your choice.

If a student does not make progress in their course, New Era Institute must report the student to the government. Before reporting, you will be well informed from the beginning by getting warning letters and the intention to report letter. The progress warning, reporting and the appeal processes are similar to the attendance.

At the end of your course

We will give you two documents when you finish your course. These will be a Completion certificate and an Academic Transcript. The completion certificate will state your starting and finishing dates and the number of weeks you have attended the course. The academic transcript will show your grades for each macro-skill and a final grade with explanations.

Who is who at the institute, and who to see:

The people you are most likely to speak with are:

Your teachers. For most questions and problems, these are the people you will speak with first.

The Director of Studies (ELICOS) looks after your studies at New Era Institute.

The Academic Counsellor (*currently the Director of Studies*) can answer questions about further studies in Australia and can also assist if you need help with your studies – for example, if you feel you aren't making progress.

The Student Services Officer / Welfare Counsellor will help you to have a good experience at New Era Institute. S/he can also help to organise your accommodation through the Homestay or real estate agencies (upon your request).

The Admission Department looks after application and enrolment details.

The Chief Executive Officer (CEO) is the main officer of the overall everyday operations at New Era Institute.

If you need help

This table shows who can help you with different problems. If the person you need isn't available, go to reception and make an appointment. Your teacher may also be able to help you find the right person.

For information about:	You can speak with:	Room:
Your studies at New Era Institute	First, your teacher. Second, the Director of Studies	Own classroom
Further studies in Australia	Director of Studies	Director of Studies' office
Your enrolment details, change of address etc	Admission Department	Admission's office
Institute facilities	Reception Level 6	Reception Level6
Health insurance (OSHC)	Student Services (SS) Officer	SS Officer's Office
Accommodation	Student Services (SS) Officer	SS Officer's Office
Visa	Student Services (SS) Officer*	SS Officer's Office
Practical things in Sydney (opening bank account, etc)	Student Services Officer	SS Officer's Office
Social and spare-time activities	Notice board: If the Institute or your teachers organise activities, they will let you know	SS Officer's Office
Help with personal problems	Welfare Counsellor	Director of Studies' Office and/or external Counselor.

* NOTE: No-one at New Era Institute holds a licence to give visa or migration advice. However, if you have a visa problem, it is important to let us know.

If you have a problem. What can you do?

How we can help

Always remember that there is someone here who can help you. We understand that studying in another country can be very different from studying in your own country.

If you have a problem with your lessons or studies, speak with your teacher firstly (or with the Director of Studies). If this doesn't help, then ask at reception to make an appointment with our Academic Counsellor (who is also the Director of Studies).

The Student Services Officer can also help with questions about further study. Again, just ask at reception for an appointment.

If you have another problem (maybe you're just feeling homesick, or you have culture shock, or there's a problem with your accommodation), you can speak with your teacher or Director who will try to solve your problem. If you still feel troubled, an external Counsellor will be involved to assist you with your problems.

If you can't find someone, or don't know who is best to speak with, you can always ask the reception.

Critical incident policy

New Era Institute recognises the duty of care owed to its students (**includes under 18 students as well**) and understands that planning for the management of a critical incident is essential. A critical incident is defined by

as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents include, but are not limited to:

- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide
- Natural disasters (e.g., earthquakes, floods, electrical storms)
- Fire
- Bomb or hostage threat
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

(Note: Non-life-threatening events may qualify as critical incidents.)

Responding to a critical incident

Staff, students, or visitors involved or witnessing a critical incident should immediately contact the Principal/CEO on +61 2 89646457 or mobile 0405843684 or Dr. Khaled Hammad (Director: Business Development) on +61 404 144 455

The senior Institution staff member present is the lead representative at the site until the arrival of the Principal. When the Principal arrives, he/she assumes responsibility for controlling the recovery from the incident. The Principal and Student Services Officer will ensure that debriefing occurs, and support services are available to those affected by the incident.

Notification of government organisations:

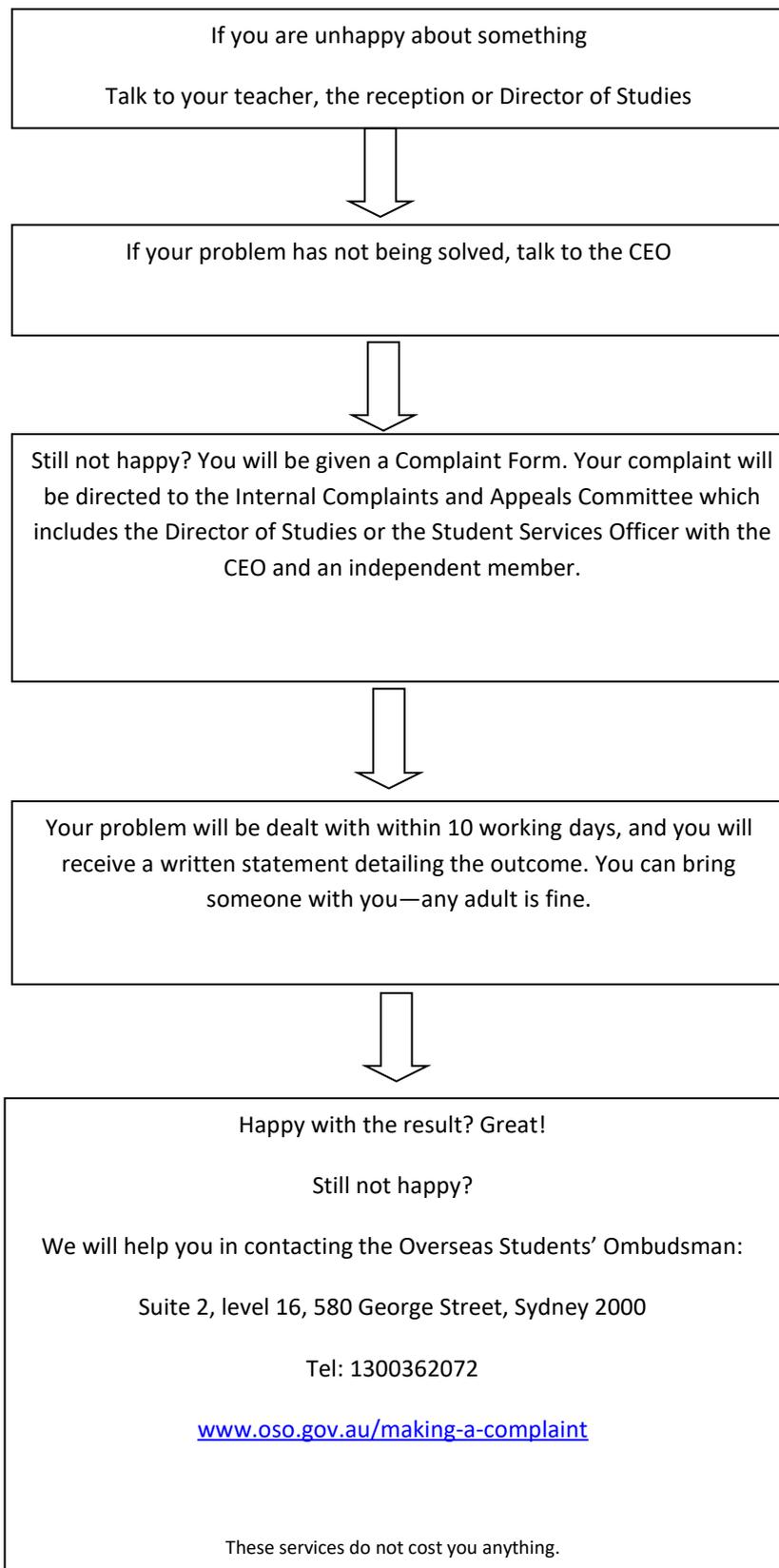
The ESOS Act 2000 requires NEW ERA INSTITUTE to notify the Australian Government (currently DHA) as soon as practical after the incident.

Complaints

We want your studies at NEW ERA INSTITUTE to be a good experience. However, we understand that there can be problems sometimes. If you do have any, we want to solve any problems quickly and fairly.

If you are unhappy about something, NEW ERA INSTITUTE staff will try to help. Firstly, speak to your teacher or reception. Or you could speak with the person in the table above. If you can't find the right person, just speak with reception. They will help you.

If you are still unhappy after speaking to the right person, you can make a complaint. Ask the Director of Studies, the Chief Executive Officer (CEO) or any other staff member. Or, you can write your complaint: just put it in an envelope, mark the envelope "complaint", and give it to reception. Make sure your name is on it, so we know who to get back to. The chart over the page shows what happens:



Some notes about the chart:

We will try to find the best solution for everyone, without causing problems for others

You will stay enrolled at New Era Institute while we consider your complaint or appeal.

We will keep a record of your complaint. These records will help us improve the Institute.

The Overseas Students' Ombudsman is a free service. If you want to call them in your own language, call the Translating and Interpreting Service on 131 450 (within Australia) or +61 3 9203 4027 (outside Australia).

Remember that you have rights under Australian laws. This policy does not change your rights. We have to say the same using legal wording: *Your agreement with the Institute does not remove the right to take further action under Australia's consumer protection laws. The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.*

Attendance

To improve your English, it's important that you come to every lesson according to your timetable.

You **MUST** attend at least 80% of your course; however, it's highly recommended that you come to every lesson (except if you're sick or any other urgent business).

If you are late or leave early, or come back late from a break, your attendance will fall. It is important to be on time! Your teacher will record your attendance for class.

The following are not good reasons for missing lessons:

"It was raining" (unless the transport you usually use was cancelled because of very bad weather)

"I worked late last night and was too tired this morning" (if you have a student visa, your main reason for being in Australia must be to study, not to work – this is the law)

"I have to leave early to start my job on time" (again, if you have a student visa, you cannot legally take a job that causes problems for your studies)

If you have a problem, and can't come to class

If you are having problems because of something outside Institute (such as homesickness) you should speak with the Director of Studies, or your teacher as soon as possible.

If you are ill and can't come to your lessons, you should go to a doctor and get a medical certificate. When you next come to Institute, give a copy of the medical Certificate to reception or to the Director of Studies. Even if you are sick, we still must mark you absent. But, if your attendance becomes a problem, i.e. it goes below 80%, the medical certificate will help.

We will check your attendance every week. The table tells you what we must do if your attendance is low. If there is anything you don't understand, ask any teacher or staff member.

Attendance problem	Action
If you miss five days in a row ...	<p>... we will try to contact you to find out the reason.</p> <p>If we can't contact you, we may contact your agent, a family member, or, if we are very worried, the police.</p>
If your attendance falls below 90%....	<p>... You will receive your First Warning letter from us. The Welfare Counsellor or the Director of Studies may also speak with you to check that you are OK, and to find out the reason for your low attendance.</p> <p>You must make arrangements to see the Director of Studies as soon as you receive the letter in order to discuss the reasons for the low attendance. Your reasons will be noted in your student folder.</p>
If your attendance falls below 85% ...	<p>... we will send you a Second Warning letter. The second letter will warn you about your falling attendance and the fact that you could be heading for problems.</p> <p>Again, you will have to make arrangements with the Director of Studies as soon as possible in order to explain the reasons for your falling attendance. Your explanation will be noted in your student folder.</p>
If your attendance falls below 80% ...	<p>... we will be sent an Intention to report letter (ITR). This time, you will have to explain the Institute (CEO) in writing about the reasons for attendance to be below 80%. This is not allowed if are under a student visa. You will be given 20 working days to appeal the decision made by the Institute or the Institute will be obliged to report you to the Department of Home Affairs (DHA).</p> <p>You will not be reported if your reasons fall under the 'Compassionate or compelling' circumstances. Compassionate and compelling circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes; • bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided); • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;

- a traumatic experience, which could include:
 - o involvement in, or witnessing of a serious accident; or
 - o witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

.... See the section about Complaints and Appeals. If you don't appeal, we will have to tell DHA by law.

Attendance records for student visa participants are legal documents. They must show what *really* happened. It is against the law to change them to make them false.

Other services Provided at New Era Institute

Noticeboard: if you would like to put a notice on the noticeboard, ask at reception. A staff member will assist you if you need them to. You can use the noticeboard in this way to let people know about parties, something you want to buy or sell, room that you might like to share with someone, etc (though we will not allow anything that might cause offence, such as political or religious material).

Further Studies Information: if you would like information about further studies in Australia, we are happy to help. Just see the Director of Studies or ask at reception.

Photocopying. If you need to photocopy anything, the reception will help you with that. You will be allowed to copy up to 10 pages for 10cents each page. Be careful not to break copyright law!

Ensure that:

- the copies are to help you with your studies
- you don't copy more than 10% or one chapter of any book
- you don't copy more than one article from a magazine

If you are not sure about whether you can legally copy something, speak with the Director of Studies. Or you can try to read the notice above the photocopier.

Internet access. You can use the Institute WIFI any time outside your lesson times. This is a free service. Do not use the computers for anything which other people might be unhappy with. NEW ERA INSTITUTE may monitor which internet sites you visit.

These computers are public. Therefore, always remember to log off from any site you visit. Do not select the option on the computer screen to remember any passwords. We strongly recommend that you do not use secure sites such as internet banking. The Institute is not responsible for security on these computers. The computers in the computer room must be used only for studies.

Lunch area: 6th floor (microwaves, sinks, boiling water and eating area)

Safety and security

In the Institute

- Never leave mobile phones, money, cameras or anything else of value in a classroom when you aren't there.
- If you see a fire, tell a staff member immediately. They will know what to do.
- If you hear the fire alarm, you must leave the building. **DO NOT** use the lift, and **DO NOT** stay behind. At orientation, someone will tell you where to go if you hear the alarm. The diagram below shows where the fire exits are.

Emergency Evacuation Procedures

During the event of an emergency that requires the evacuation of any New Era Institute campus, all students should follow the instruction of their trainer and the safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

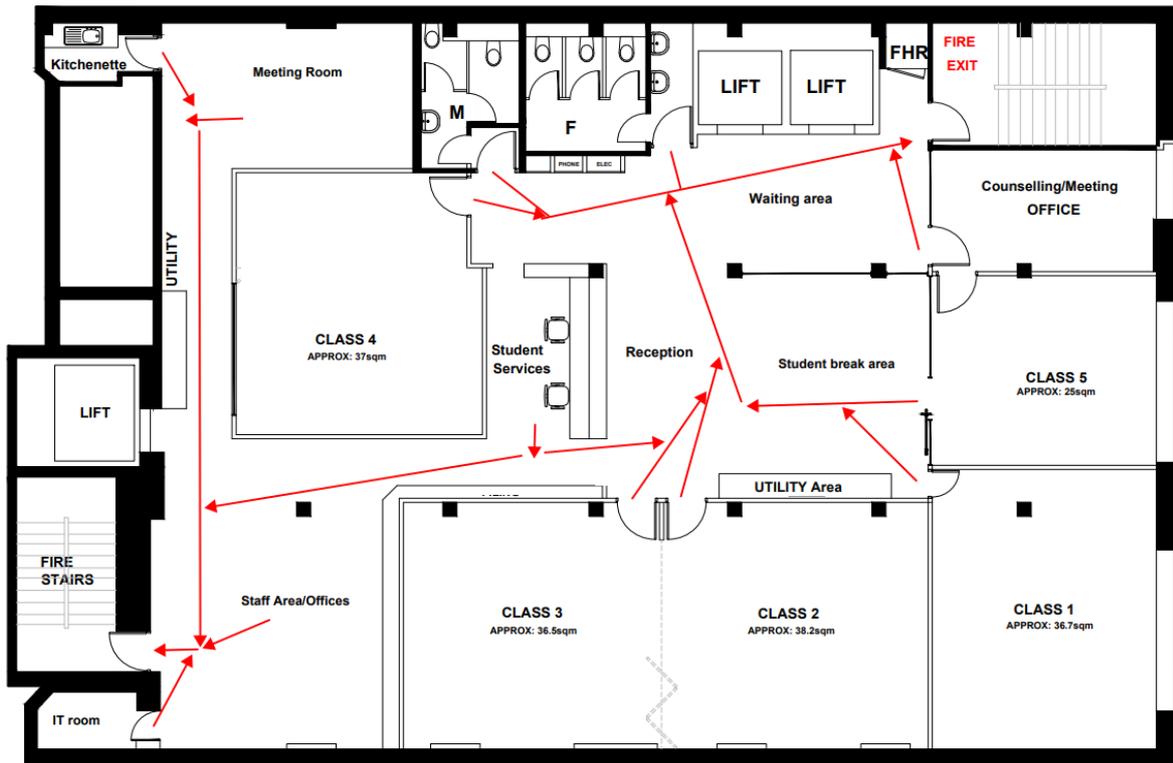
Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

New Era Institute agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Safety warden will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Safety Warden (one of NEW ERA INSTITUTE staff assigned by the CEO).

EMERGENCY EVACUATION DIAGRAM



Outside the Institute

Australia is generally a safe country, but there are a few things you need to know.

DO:

- **ALWAYS** be careful where you go after dark. You should avoid being alone on dark streets or parks at night—Australians avoid these places, unless they know the area very well
- **ALWAYS** keep your eyes and your mind on the things and people around you. It is easier for people to steal from you or attack you when you are not alert.
- Open a bank account as soon as possible, so that you don't have to carry so much cash with you. See later for how to open a bank account.
- **ALWAYS** keep your home secure. There are plenty of stray people in Australia, just like most other countries. Lock windows as well as doors when you are out and think about locking windows when you are in—people sometimes can't hear thieves when watching television or having a shower. Don't forget balcony doors – some thieves are very good at climbing!
- **ALWAYS** follow rules and regulations at the current times eg. For COVID: Observe social distancing and wear masks where needed.

Don't:

- Don't carry lots of cash with you. Australians usually try to pay by card when they can, because it's safer than carrying lots of cash.

- Make sure you can always see your bags and possessions. Some people put their bag behind them on their chair in cafes. **DON'T** do this! Thieves are very clever at taking things without you or your friends seeing.
- In a pub, never leave your drink unattended. Make sure your friends keep an eye on your drink. People often put drugs in drinks to make you sleepy, to make it easy to commit crimes—sometimes very serious crimes. Similarly, **NEVER** accept a drink from someone you don't know.
- If you live in an apartment block, **NEVER** let strangers through doors when you go through them. These people might be thieves, or worse!
- **DON'T** make it easy for people to steal things—keep your bags closed, and don't carry wallets or money in your back pockets.
- **DON'T** invite people into your home until you know them well.

The evidence shows that Australia is safer than many countries, but be careful: in your own country, you know which places are the safe and dangerous. In Australia, you probably don't – so you need to be careful everywhere.

Student Counselling

Students can access the following support:

- Educational counselling about their educational progress and future career plans
- Personal or cultural matters

Students can make an appointment at the reception to meet with the Student Support Officer who will provide them with support and/or referral if required.

More information about external sources of assistance can be found on www.newerainstitute.edu.au under Student Services

Life in Australia – Helping you transition!

Cost of Living

It is estimated that it costs around AUD \$21, 410 per year (as of October 2019) plus tuition fees and insurance to live in Australia. There is an additional living cost of 35% per year for a student's spouse and a further 20% per year for one child and an additional 15% per year for any other children. More details can be found on www.studyinaustralia.gov.au/global/live-in-australia/living-costs

On a student visa students are permitted to work up to 20 hours per week during. During holidays, such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application process:

- Go to www.ato.gov.au and apply online
- Go to 'For Individuals' and click 'Apply for a Tax File Number'
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished



The website is the best way to obtain a Tax File Number (TFN). You must be in Australia to do this. If you wish to speak a person you are advised to visit the Australian Taxation Office (ATO). The central City branch is at Shop 1, 32 Martin Place, Sydney.

Alternate branches can be found at www.ato.gov.au/About-ATO/

As an international student, you cannot work until you have started your course in Australia. Once you have started, you can work up to 20 hours per week when your course is in session. To find more information about your Student Visa conditions, you can visit the Home Affairs website:

<https://immi.homeaffairs.gov.au/>

Once you start your course, you can check carefully the websites below and choose the position that fits you and apply.

www.seek.com.au

www.careerone.com.au

www.jobsearch.gov.au

www.jobnet.com.au

www.gumtree.com.au

To understand your rights and responsibilities at work contact the Fair Work Ombudsman.

Phone: 13 13 94

Website: <https://www.fairwork.gov.au/>

They also have translation services and language assistance on: 13 14 50

Note: International students will need a passport number and Australian address.

Police

Police help line 131 444 (non – emergency line)

For Emergency call 000 (Triple zero)

www.police.nsw.gov.au

Post Office

Australia Post provides reliable and affordable postal, retail, financial and travel services.

<https://auspost.com.au/>

Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- New Era Institute Certificate of Enrolment (request this at the reception)
- Passport
- Driver's license
- Each bank will have other forms of identification – check with the bank

Check with your bank for the process of transferring funds to or from overseas.

ATM machines are located in banks and shopping centres.

Australian Post office offers ATM service as well Woolworth (supermarket).

Health and doctors

In Australia, sickness is usually dealt with a general practitioner in a local medical centre. Some medical centres accept appointments other allow you to wait in a queue (walk in patient).

You need to request a doctor's certificate to account for any absences caused by sickness or injury. On the first day of absence, please inform reception and upon return provide reception with a copy of the medical certificate and retain the original.

Using doctors is quite simple in Australia. Usually, you can just go to the doctor's surgery without an appointment. Most medical centres offer an online service to make appointments in advance as well so you can save on your waiting time. The website for the medical centre will provide you with a link to make appointments. Take your OSHC card with you. Speak to the receptionist when you arrive. There may be some forms to fill in the first time you go. Then, the receptionist will ask you to wait, and will call your name when it is your turn to see the doctor. Usually, you will have to pay at reception after seeing the doctor, then claim a refund from your OSHC insurance.

In Australia, you usually go to a general doctor first (called a General Practitioner, or GP). Most doctors in medical centres are GPs. GPs can deal with most problems, and they will send you to a specialist doctor if necessary. Unlike in some countries, you can't go straight to a specialist.

It's useful to know the difference between a hospital and a doctor's surgery. A hospital is a big building and is only for emergencies and quite serious illness. Doctor's surgeries, on the other hand, more in number, smaller, in more convenient places, and where people go first if the problem is not an emergency. Only go to hospital if you have had an accident or suddenly feel very seriously ill.

There is a list of doctors near New Era Institute which will be given to you during your Orientation on the first day at the institute. You are advised to visit your local GP closer to your home if you feel sick at home. As advised above, get a medical certificate if you must miss any classes due to your sickness.

Dentists

There are plenty of local dentists in each area of Sydney where you need emergency treatment.

Hospitals/Emergency Treatment

A list of public hospitals can be found at <https://healthengine.com.au/find/public-hospital/Sydney/>

Students can go directly to a hospital if the situation is urgent. However, there may be long waiting periods. The following link will guide you on the waiting period in the hospitals:

<http://www.emergencywait.health.nsw.gov.au/hospitals/rted/details.asp>

Other NSW Health contact numbers

- Alcohol and Drug Information Service Sydney 02 9391 9000 or 1800 011 511.
- <http://www.health.nsw.gov.au/mentalhealth/pages/default.aspx>
- NSW Poisons Information Centre 13 11 26.
- [Public Health Units](#)

Other useful numbers

- [DoCS Helpline](#) - 132 111
- [Domestic Violence and Sexual Assault Helpline](#) - 1800 200 526
- [healthdirect Australia](#) - 1800 022 222
- [Kids Helpline](#) - 1800 55 1800
- [NSW Rape Crisis Centre](#) - 02 9819 7357 or 24/7 Counselling 1800 424 017
- [Surgery Access Line](#) - 1800 053 456

- [Victims Support Line](https://www.victimssupportline.org.au/) - 1800 633 063
- Youthline - 02 9633 3666

Students may refer to these below services:

Lifeline: 13 11 14 - <https://www.lifeline.org.au/>

They have Free Translating and Interpreting Service (TIS)

Beyond Blue: 1300 22 4636 - <https://www.beyondblue.org.au/>

Salvation Army Family Welfare Centres: 13 72 58

<http://salvos.org.au/about-us/our-story/our-australian-work/>

Catholic Care, Family Support Service: 13 18 19

<https://www.catholiccare.org/family-and-individual-services/parenting-and-support/family-support/>

Transport: Getting around



Transport in Sydney is easy to use.

Taxis Combined	133 300
Public Transport information line:	131 500.

The main things to remember are:

Sydney uses a smartcard ticket system, called 'Opal', and it is a good idea to buy an Opal card as soon as you arrive as you'll need one to pay your fare on most public transport in Sydney and its surrounding areas. You add credit to it and can either top it up manually or set it up to do so automatically. You can find information of how to obtain one here: <https://www.opal.com.au/en/get-an-opal-card/>.

When you use an Opal card, it's important to remember to 'tap off' with the card at the end of your journey, otherwise you'll be charged the maximum amount for the day.

There is also the option of buying an Opal single ticket, but whether you choose a card or single ticket, buy it at the beginning of your travel or before, not at the end of your journey (you can be fined for travelling without a ticket), and keep it with you until you have finished your journey. This applies to trains, buses and ferries.

These days you can also travel by using your credit card which can be used just like the Opal card. Check timetables, especially at the weekend and in the evening. Trains and buses are not as frequent on some routes as they are in many other countries. You can do this on the internet at https://transportnsw.info/trip# or you can use the Opal Travel App (available for both Android and iOS devices). Smartphone apps such as Trip-View-Lite can help you to plan your journey and tell you whether your bus or train is running on time or late. You can download the application



on your mobile and use it for free as and when you need it.

It's possible to buy a single trip Opal ticket from machines at some stations (for train travel), from the driver of buses that aren't market as 'PrePay' at the start of your journey, and from some ferry wharves (for ferry journeys). However, these are more expensive and less convenient than a regular Opal card.

Trains: Tap your Opal card at the ticket barriers/gates before going to the platform and tap off again at the station where you get off.

Townhall is the station for you to use to reach the city campus at 56-58 York Street.

The **Light Rail** is one of the most recent additions to the Sydney public transport family. It runs though the city and to some further destinations. Please check the destinations carefully before you hop onto one.

Buses: Passengers get on through the front door, near the driver, and get off from the middle door if there is one.

Buy an Opal ticket from the driver. You can't do this on a 'pre-pay' route, or from Prepay bus stops such as those in the city centre or at certain interchanges in the suburbs. The 'pre-pay' areas are increasing all the time, so always check, and sometimes depend on the time of day – Prepay during working hours and not Prepay in the evenings, for example. To buy from the driver, just tell him/her where you want to get off, and he/she will tell you the fare. It's best to give exact money, or close, if you can and avoid notes of \$20 or above.

For "pre-pay" areas such as the city centre, you can usually buy from nearby newsagents, convenience stores or other shops that have a Sydney Buses sign.

Ferry: These are scenic ways to travel between other places such as Parramatta or Manly and the city centre. They are more expensive than buses and trains. Tap on and off with your Opal card at the wharf.

Uber (and **Ola**) is also a popular and convenient transport option. The system is similar to using a taxi, except you use the Uber app on your smartphone to organise a ride and pay via using PayPal or your credit card details (not with cash). Through the app (available for both Android and iOS devices), you can do the following:

Request a ride by setting your pickup location and final destination.

Get a fare estimate (and even split the fare between you and your friends when travelling together).

Check the driver/vehicle details, so you know who/what to look for (and you can also see their review rating).

Get an estimated time of arrival (ETA).

Taxis in Australia are quite expensive. They are generally safe, but it's a good idea to remember the number of the taxi you catch, just in case there is a problem. Taxi numbers are usually on the side of the taxi, on the dashboard (inside, at the front) and usually the same number is on the registration plate. You can also ask for a receipt—the receipt should show the taxi number.

It's a good idea to add the taxi numbers in your mobile contact list in case you need a taxi urgently. It's often safer to take a taxi than to walk along dark roads at night.

Taxi drivers should, by law, use the meter, and almost always do. The driver may add on extra charges, for example for booking by telephone or for travelling from the airport. These are usually legal, but it's best to ask him/her to explain.

Taxis are more expensive at night (between 10pm and 6am). Long journeys can be expensive; for example, Central to Sydney Airport can cost \$80 or more. You can always catch a train from Central to the Airport for a much cheaper price.

Emergency services

The number for fire, police and ambulance is the same all over Australia: **000**. If you can, use a fixed line phone, but all mobile phones will work, too, even if you are out of credit. Dialling 112 on a mobile phone will also work. If you use a fixed line phone, the emergency services can find your address easily.

Call 000 if you see a violent crime happening, fire, if someone is badly injured or if you have just been a victim of crime. Do not call 000 if, for example, something has been stolen from your accommodation – call 131 444 (New South Wales only). Keep the 000-number clear for emergencies.

If you are the victim of a crime, please let the Institute know as soon as possible after calling the police.

When you call 000, the operator will first ask, “police, fire or ambulance?” The operator will then ask some questions, including where you are. Try to remember (or find) the location (street name and number, and perhaps the name of the nearest side street), and mention also, ‘Sydney, New South

Wales'. The operators are patient and are very experienced with dealing with difficult situations, so don't worry about your English—just do the best you can.

Some other useful emergency numbers:

If someone is feeling depressed or very unhappy, you or they can call Lifeline on 13 11 14. This service is confidential: the operator won't tell anyone else what you said without your permission, not even the person you are talking about. The operators are trained to help people deal with serious problems in their life. Of course, you can always speak with someone in the Institute as well.

Translation in emergencies: 1300 655 010.

Free Legal Services

International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about Institutes or universities at Redfern Legal Centre. The student can also be advised on how these problems affect student visas.

Redfern Legal Centre is found at www.rlc.org.au

This service can also be accessed via the following phone number: 02 9698 7277.

Using a free telephone interpreter, call the Translating and Interpreting Service on 131 450.

Legal Aid NSW

Legal Aid NSW is a state-wide organisation providing legal services to socially and economically disadvantaged people across NSW. We deliver legal services in most areas of criminal, family and civil law. www.legalaid.nsw.gov.au

Phone: 1300 888 529

The Anti-Discrimination Board of NSW

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

More information can be found at www.antidiscrimination.justice.nsw.gov.au

Phone 1800 670 812

Disability Advocacy NSW (DA)

DA believes that people with a disability have the same rights (and responsibilities) as people who do not have a disability. DA's core purpose is to ensure that people with a disability realise these rights in practice by advocating with and for them.

DA's helps people of all ages with any type of disability or mental illness get fair treatment in the Hunter, New England, Mid North Coast, Central West, Central Coast and Hawkesbury-Nepean regions of NSW, AUSTRALIA. More information can be found at <https://da.org.au/>

Phone: 1300 365 085

Foreign Embassies and Consulates in Australia

Foreign Embassies and Consulates in Australia can be found at

www.embassypages.com/australia

Sun safety

The sun in summer is very strong. Even people with brown skin can get sunburnt. Sunburn can sometimes happen in only five or ten minutes. Sunburn is very painful, and you can become sick. Note that sunburn is very different from suntan – if you have a suntan, your skin becomes brown and there is no pain; with sunburn your skin becomes red and painful.

Sunburn is a bigger problem on the beach where the sand reflects the sun very strongly.

Skin cancer is also a big problem in Australia. It often comes from too much sun.

You should:

- Use strong sunscreen, even if your skin is quite dark (it should say “factor 15+”, or a higher number)
- Wear a hat and sunglasses
- It's best to cover as much skin as possible
- Carry water: it's very easy to get sick from not enough water
- Be especially careful in the middle of the day

Even on cloudy days, you could still get sunburnt!

Beach Safety

Going to the beach in summer is part of the Australian experience. But be careful: Australian beaches can be very dangerous. Sometimes the water flows very strongly.

Things to do:

- Swim only at beaches where there are lifeguards
- You will usually see flags on the beach. ONLY swim inside the red and yellow flags. If you don't see these flags, don't swim.
- Never swim by yourself, after dark, after drinking any alcohol, or just after eating.
- Make sure someone stays on the beach to guard valuables like money, mobile phones and cameras—these can easily be stolen
- If you are in trouble, put up your arm. This means “help, please rescue me”

Things **NOT** to do:

- Never go into the water when there are no flags

- Never go into the water when a red flag is showing
- Never swim outside the red/yellow flags
- Never swim at night
- Never swim after drinking any alcohol
- Never swim straight after eating
- Never dive into the water in an unknown area
- Never swim alone

If you are not sure about anything, ask a lifeguard. They will be happy to help—and are usually happy to have a conversation (great English practice for you as well!).

You will often see people breaking the rules. DON'T copy them: many Australians have grown up with the dangers and know how to deal with them.

Every year, people die in the sea in Australia. Often, these are overseas students or tourists. Don't be one of them!

For more information, see the Surf Live Saving Australia website:
<http://www.slsa.com.au/default.aspx?s=beachsafety>

Australia's countryside: The Bush

A visit to Australia isn't complete if you stay in the city all the time! Sydney is surrounded by national parks, and parts of them are easy to get to by public transport, such as train or boat. But there are some things to remember, to stay safe:

Check the weather forecast: www.bom.gov.au

You should be able to check on your mobiles as well.

Take lots of water (one litre per hour of walking per person is recommended)

Wear appropriate clothing for the season, including strong shoes. Sometimes shorts and t-shirt are not the best clothes, because bushes can scratch you, insects can bite and the sun can cause sunburn more easily.

Remember sun protection! See above.

Never walk by yourself—always be with another person

Never dive into rivers or pools.

Be careful on the edges of cliffs. The rock often breaks easily.

Don't start fires for cooking—this can easily start a bush fire

We have had a lot of uncontrolled bush fires claiming many houses and animals' lives

Don't go where there are bush fires, or if the bush fire risk is high. If you see smoke from bush fires, finish your walk and try to get back quickly to the nearest town. Fires can move and change direction very quickly

Accommodation

You have several choices for finding accommodation in Sydney, including:

Homestay

Share accommodation

Renting from a real estate agent (or directly from the owner)

Airbnb

Most overseas students stay in homestay and/or share accommodation.

Typical low prices outside the city centre are:

Sharing a room with another person: \$130+ per week

A room to yourself in share accommodation: \$200+ per week

Renting a studio (1 room) apartment: \$250+ per week

Accommodation closer to the city is usually more expensive. Older apartments are usually cheaper than new ones.

These prices are just indicators and you need to do your own search. If you need help, please talk to the student services officer at the reception.

Every time you change address, you MUST tell us.

This is the LAW if you are on a student visa. All you need to do is go to the reception and inform them. They will amend the information in your folder.

Finding any accommodation other than homestay is your responsibility, but if you are worried about a problem, speak with the Student Services Officer.

Homestay

If you would like to try homestay, just ask at reception. We use an agency to find and manage the homestay, so it is nice and easy for you.

If you are in homestay and you have a problem, you can contact the homestay agency, but let the Student Services Officer know. However, if the problem is urgent or if you are not happy with the homestay agency's response to a problem, speak directly with the Student Services Officer.

Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. Students are expected to follow a few simple considerations:

- Arrive home before the usual dinner time of your host family. Politely inform your host family if you will not be home for dinner
- Ask if you can help with dinner to actively participate in the host family life
- Ask permission before using the washing machine, phone, television, computer etc.
- Pay your host for any phone calls and do not use the phone for longer than 5 minutes

- Keep your bedroom clean
- Ask host family whether they wash/iron your clothes or you wash/iron your own clothes
- Do not use the bathroom for more than 15 minutes
- Clean the bathroom after use
- Use your own toiletries and buy your own washing powder
- Ask permission before you invite friends to the host family's home
- Friends are not allowed to stay late at night
- Communicate in English as much as possible
- Be polite to your Homestay family
- Turn the television and lights off at night
- Lock the doors when you leave and return home
- Avoid noise at all time (loud music and shutting doors)

Homestay is not a hotel. The Homestay host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life.

Homestay Advice

A part of your enrolment form, New Era Institute will contact a homestay provider who will in turn contact you to provide initial accommodation. If a student chooses to terminate their Homestay, 2 weeks' notice is generally required or 2 weeks cancellation fee is charged (the homestay may have a longer notice period – check before agreeing). Homestay provider may have additional fees if you change your homestay. All homestay related matters should be referred to the provider.

Alternative Accommodation

New Era Institute has a list of alternative accommodation available for students. Please advise Student Services if you require assistance with alternative accommodation. A list of alternative accommodation providers can be found on www.newerainstitute.edu.au

Share accommodation

Students can use the Institute noticeboard to advertise accommodation, including spare rooms. Check the noticeboard if you are looking for somewhere to live.

Another way to find share accommodation is to look at:

www.share-accommodation.net

www.flatmatefinders.com.au

www.shareaccommodation.org

By using these agencies, you may be able to find accommodation with Australians for less money than homestay – and the advantage of living with Australians is, of course, more opportunity to practise English!

If you use share accommodation, some questions to ask are:

- How much is the bond?
- Are bills included in the weekly price? If not, how much are they?
- What are the house rules?
- Do you have lots of parties?
- Will I get quiet times when I can study?
- Will I get free WIFI?
- How much notice do I need to give when I leave?

It is a good idea to get the answers in writing, or to sign a contract. It's important to tell the other people a lot about yourself as well, and to choose carefully: you probably won't want to live in a quiet household if you like parties.

Renting from a real estate agent (or directly from the owner)

Renting an apartment (perhaps with a few friends) can be possible if you are staying in Australia for more than six months or so. You can find apartments and houses for rent online at www.domain.com or <https://www.realestate.com.au> or by visiting real estate agents in the area where you want to live.

You should always visit the apartment before you make a final decision. Usually, the agent holds an 'open house' where anyone can look inside the apartment at a certain time. Look at a few before you decide and get to know what the normal costs are. It's a good idea to take a friend, so that you can discuss the accommodation you see.

Vocabulary notes: accommodation

bond: Money you give to the owner of the accommodation. You will get the bond back when you leave if you pay all of your rent, don't leave early and there is no damage. It is usually 4 week's rent (unfurnished accommodation) or 6 week's rent (furnished accommodation). If you rent through a real estate agent or direct from the owner, it should be kept by the government (the Rental Bond Board, in the Department of Fair Trading).

notice period: You must tell the owner, lease holder or real estate agent that you are leaving, a fixed time before you leave. This fixed time is the *notice period*.

unit: An Australian word for *apartment*, usually older ones. “Flat” is also used sometimes.

Some questions to ask the agent are:

- How long is the minimum lease period?
- How much is the bond?
- Who will keep the bond?
- How much notice do I need to give when I leave?

Typical terms and conditions you can expect are:

- The minimum contract is usually for 6 months (if you leave earlier than 6 months, you may still have to pay for 6 months)
- Four weeks rent as bond
- There is sometimes a security key deposit, which could be \$150 or more
- You must give 2-4 weeks’ notice before leaving (if you don’t, you may still have to pay the rent for that period of time)

You should get an official written contract.

The agent will also check the apartment carefully before you move in, and when you move out. When you move in, the agent will give you a list of any damages in each room; you must sign this list. When you move out, the agent checks the list again. If anything has changed, you will have to pay (it will usually come out of your bond, unless the value of the damage is more than the bond). So, it is important that you check that the list is correct when you move in and speak with the agent if you disagree with anything – don’t sign it if you disagree with it!

Airbnb

Another popular option for not only single rooms but also full apartments/houses is <https://www.airbnb.com.au/> . Although many of the listings are more suitable for short-term accommodation (e.g. upon arrival in a new city), there are often discounts available for longer-term stays. Always check the reviews and make enquiries with the host (the person advertising the accommodation) before making a booking if you are unsure of the conditions/fees etc.

Insurance

It is important to have insurance for your belongings. Sometimes travel insurance will work for this. Other times, you might have to organise your own contents insurance. Companies that sell contents insurance include AAMI, GIO and NRMA.

Safety in your accommodation

There should be smoke detectors in your accommodation, usually outside each bedroom. These are for your safety. They will make a very loud noise if there is smoke, which might be from a fire.

Tell your agent or the owner immediately, if you think the detector is out of date or if anything else is wrong with it. Also, contact your agent or the owner if you can't find a smoke detector.

Don't plug too many electrical appliances into the same socket – this can start a fire.

Switch off all electrical equipment before you leave your accommodation.

Be careful with heaters. Make sure there is no possibility of clothes or curtains touching them. Make sure all heaters are switched off when you go to bed and when you are out.

Don't smoke in bed.

If you use candles, put them out before leaving the room, even for a short time. Make sure you never sleep while a candle is burning. Keep the candles away from curtains, clothes and open windows.

When you are cooking, always stay in the kitchen. If you have to leave the kitchen, even for a minute, make sure the stove is switched off.

If there is a fire:

Crawl to the door—smoke rises, and it is dangerous. There is less smoke near the floor.

Close doors as you leave. This may slow down the fire.

Tell other people in the building.

Call 000.

Food and shopping

Most suburbs of Sydney have at least one supermarket. The most common supermarket names are Coles, Woolworths, IGA and Aldi. Supermarkets are usually much cheaper than smaller stores such as convenience stores. However, shops specialising in fresh fruit and vegetables may have similar prices to supermarkets, and the quality is sometimes better.

Supermarkets stock food from many countries, but if you want food from your own country you may have to travel to a suburb where there are many people from your country.

Markets are another possibility: Paddy's Market in Chinatown, near Central Station, is very popular with overseas students. It is open from Thursday to Sunday, and sells all kinds of seafood, meat, vegetables and fruits, including those common in many countries that overseas students come from. Later (Sunday afternoon), the stall holders try to sell all their stock, so if they have any left, they often sell it very cheaply. So—go early for the best quality, later for the best price!

Shop opening hours vary from shop to shop, but most shops are open between 9am and 5pm Monday to Saturday. Some are closed, or close early, on Sundays, and many open later on Thursdays (closing between 7pm and 9pm). Supermarkets are often open much longer hours.

Weather and the seasons

Remember that summer is from around December to February and winter is from around June to August. July and August are the coldest months. Winter temperatures in Sydney sometimes fall as low as 5 degrees centigrade or lower, though days are usually 10 to 15 degrees. You will need some warm clothes for this season.

Summer days are usually 25 to 35 degrees, though be prepared for some days when it reaches 40 degrees or more. The sun is much stronger than in many countries with similar temperatures—even people with brown skin can get painful sunburn! See earlier for very important information about how to stay safe in the sun.

Working in Australia

On a student visa, you can work up to 20 hours per week. Remember that when you applied for your student visa, you agreed that the main purpose of your visit to Australia was to study. At New Era Institute, we are here to help you get the most out of your study time, and we also feel that study should be your highest priority. Having said that, working in a country is a good way to get to know it and the country's culture and support you financially for your daily needs. Working may also give you extra opportunities to practise English.

There are some things to know about jobs. It is important that your job is legal.

Some things to watch out for:

Student visa holders usually can't work before they start their course

You will need a Tax File Number. You can apply for this online at www.ato.gov.au (you can legally work without giving your tax file number to your employer).

You should always be given a contract of employment, giving details such as hours of work, pay, and what your rights and responsibilities are.

There are very strict limits to what an employer can do—for example, minimum pay. See <https://www.fairwork.gov.au/> for more information.

You should get a payslip at the end of each pay period (usually every two weeks). This should show how much tax has been taken out. You will probably be able to get some tax back from the Australian Tax Office (ATO), but you will usually need a document from your employer (called a Payment Summary) to do so. You should be given this at the end of the tax year (after 30th June) or when you leave the job. Keep these carefully! Most people use an accountant to get the tax refund.

If you earn more than \$450 in a month, your employer should pay an extra 10.5% of your wages into a superannuation fund (a kind of saving scheme to pay money to workers when you have retired). It's important to understanding that this is ON TOP OF your pay, not a part of it. If you leave the country permanently, you can usually apply to get this money back.

Your employer should have insurance to cover accidents at work (called Workers' Compensation Insurance). You can legally ask to see proof of this at any time. If you have an accident at work, make sure that you use your employer's insurance.

If you feel that there is a problem with your employment and you don't feel comfortable speaking with your employer about it, you can call 13 13 94 (or 13 14 50 if you need translation). There is more information here: <https://www.fairwork.gov.au/about-us/our-role/corporate/open-letter-to-international-students>

Telephoning

There are many mobile phone companies in Australia, including Optus, Vodafone, Virgin, Amaysim and Telstra. Most of these have shops where you can ask questions. Prices vary so you will have to choose your provider carefully.

Be careful with mobile phone contracts—some are for fixed lengths, sometimes two years, which means you may have to pay even after you have left Australia. Companies usually have a “pre-pay” or “pay as you go” deal where you pay some money in advance and use this money up each time you make a call. Deals like this that don’t include a phone are often the cheapest and easiest to understand.

Check carefully the rates for:

- flag fall (a fixed cost for each call)
- cost per minute or per second
- any monthly fee
- the cost of the phone
- fees you will pay if you only stay with the company for a short time

Some useful questions:

- How long does the credit last?
- What is the most I will pay in one month?
- If I change to a different company next month, how much will I have to pay you?

It is a good idea to tell the phone company very clearly about when you expect to leave Australia.

Australian phone companies don’t usually charge for receiving calls.

Telephone numbers

To make international calls, dial 0011 + country code + the number in your country, including area code if there is one

To make calls to fixed line numbers within Sydney: just dial the eight-digit number, without any area code. For example, to call New Era Institute from anywhere in Sydney, dial 8964 6457.

To call fixed lines from outside the city where the phone is, use the area code (02 for Sydney numbers, 03 for Melbourne numbers, 07 for Brisbane numbers etc). For example, to call New Era Institute from Melbourne, dial 02 8964 6457.

For family and friends in your own country: to call an Australian number from outside, use the country code for Australia (61), area code without the zero, then the number. For example, to call New Era Institute Australia from your country, you would need to dial the code for international calls in your country, then 61 2 8065 2990.

Overseas Student Health Cover

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa

Holidays/ Special Leave

- If you want to take a holiday, collect a Leave request Form from the reception, complete the form and get it approved by the Director of Studies.
- Students would be eligible to apply for a leave if they meet the following criteria at the time of application:

- o be enrolled for at least three (3) months
- o satisfactory completion of 2 exams
- o meets the attendance requirement of 80% or more
- Students can take two (2) weeks of holiday for a 12-week (3 months) study or four (4) weeks of holiday for a 24-week (6 months) study.
- Students must apply for their holidays at least 2 weeks in advance.

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
 - o Involvement in, or witnessing of a serious accident; or
 - o Witnessing or being the victim of a serious crime,
 - o which has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or suspension of study for special leave is one study period (one term/10 – 12 weeks).

A student's enrolment may not be deferred or suspended more than one (1) Term without the circumstances being re-assessed under the CRICOS Standard 13. The student will be notified in advance of the reasons and the timeframe of the suspension. Student must notify Student Services at New Era Institute if a critical incident requires a further suspension.

More information on Student Deferment, Suspension and Cancellation can be found on the New Era Institute website www.newerainstitute.edu.au

Sick leave

Students who are absent due to medical reasons **MUST** provide a medical certificate (in English) from a registered doctor. Where illness is for an extended period of time the student must notify Student Services at New Era Institute as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, New Era Institute records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student diary on RTO manager (RTOM).

Students must keep the original medical certificate(s). New Era Institute may have to report your sickness to the Department of Education if requested.

Public Holidays

The Institute will be closed on public holidays. The table shows the public holidays in New South Wales from 2022- 2023 (some public holidays are different in other states).

	2022	2023
New Year's Day	3 Jan	2 Jan
Australia Day	26 January	26 January
Good Friday	15 April Friday	7 April Friday
Easter Saturday	16 April	8 April
Easter Sunday	17 April	9 April
Easter Monday	18 April	10 April
ANZAC Day	25 April	25 April
Queen's Birthday	13 Jun	12 Jun (Mon)
Labour Day	3 Oct	2 Oct
Christmas Day	25 Dec (Fri)	25 Dec
Boxing Day	26 Dec (Mon)	26 Dec

Remember that many shops are closed on public holidays—so, where there are a few public holidays close together (e.g. around Easter and Christmas), you may have to do your important shopping before the holidays start! Boxing day which has extra specials on items, is best for shopping.

New Era Institute Campus

Campus Guidelines

New Era Institute students are expected to:

- Behave and speak to everyone at New Era Institute in a polite and friendly manner
- Respect all nationalities, religions, genders
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published grievance and appeals processes to solve problems
- Contribute to the positive learning environment
- Treat New Era Institute equipment and facilities with respect

- Maintain hygiene
- Contribute to the safe learning environment
- Access New Era Institute grievance and appeals process with a positive attitude
- Social distancing and COVID-19 instructions

NOTE: Smoking is not allowed in the building which hosts the campus. In Australia, smoking is prohibited in the workplace, inside buildings, shopping centres, restaurants and offices. Smoking is also prohibited at bus stops, inside railway stations and other public spaces. More information can be found on www.health.nsw.gov.au/tobacco/Pages/smoke-free-laws.aspx

New Era Institute will contact relevant government authorities if a student brings any of the following to the campus:

- Drugs
- Alcohol
- Weapons
- Pornography

Students who bring any of the above to New Era Institute campus will be reported to authorities, may be terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

Classroom Guidelines

During theory and practical classes students will:

- Put mobile phones on silent mode and refrain from taking calls
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the teacher's instructions
- Respect the right of all classmates to learn
- Respect the right of the teacher to teach and assess
- Request the teacher's permission if it is essential to leave the classroom
- Submit their assessments on time

Student Feedback

Students will be asked to complete surveys e.g. at the end of the course, agent feedback and when it is required.

Students are requested to answer the survey questions honestly to assist New Era Institute to undertake continuous improvement of training, assessment, facilities, and services. It is a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

Students Rights and Responsibilities

New Era Institute staff and students participate equally in ensuring that New Era Institute provides a safe learning environment and where student's rights and responsibilities are transparent and communicated through a wide range of ways including but not limited to:

- Orientation
- Student Handbook
- Policies & Procedures (www.newerainstitute.edu.au)
- Direct written communication
- Special notices
- Posters
- Flyers

Student Support

New Era Institute students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study. New Era Institute Students are offered Learning Support sessions. Appointments can be arranged as individuals and small groups with Student Services.

Orientation

Prior to Orientation, you will receive a welcome letter by email outlining visa/travel/ accommodation and arrival information that you need to consider. Student Services will liaise with you if you need further assistance.

The Orientation is the essential first step for New Era Institute students to ensure they clearly understand their visa conditions for studying in Australia, what is required for a successful educational experience, including meeting course progress requirements.

During orientation, the following will be covered but not limited to:

- An opportunity to complete required New Era Institute forms
- Welcome session including meeting key New Era Institute staff
- Overview of life in Australia
- Academic and general administrative matters
- Confirming or obtaining your Unique Student Identifier (USI)
- Student support services
- Students rights and responsibilities
- New Era Institute policies & requirements for course progress
- Maintaining current contact information
- New Era Institute student card issuance
- Accommodation details (if applicable)
- Contact details
- Next of kin details
- Overseas Student Health Cover (OSHC)
- COVID-19 information

An opportunity will be given to Students to ask questions and have any concerns addressed at the conclusion of Orientation.

The Unique Student Identifier

If you're studying a nationally recognised qualification in Australia from 1 January 2015 (Under the Student Identifiers Act 2014), you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your passport or driver's licence number. Our enrolment process will clarify what you need to do.

Fact sheets –available to download [Student Information for the USI](#)

Change of Address or Contact Details

Students must notify New Era Institute of changes to their contact details within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where New Era Institute issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to Institute communication and you will be reported to the Department of Education.

New Era Institute will formally verify student contact details each 6 months by email and letter.

Student Card

In order to obtain a student card, students must go to reception and provide 2 passport size photos for student identification purposes or email their electronic photo to student_support@newerainstitute.edu.au The Student Card will be ready within 5 working days. Students must carry the New Era Institute student card at all times when attending classes.

The New Era Institute student card can be used as a concession card at museums, theatres, cinemas and transportation. If a student loses their student card and requires a replacement, a fee will be charged as per published fees and charges on www.newerainstitute.edu.au

Student Transfers

New Era Institute will not enrol international students transferring from their principal course (ie. the main course of study or the highest qualification indicated on the student's current visa) with another registered provider before they have completed 6 months of their principal course with that registered provider.

This requirement must be applied unless:

- the original registered provider or course in which the student is enrolled has ceased to be registered
- the student has a valid letter of release from the original registered provider agreeing to the transfer
- the original registered provider has had a sanction imposed on its registration
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

New Era Institute will release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not commenced their principal program
- has a realistic and accurate understanding of what the transfer represents to their study options
- can no longer be provided with the training delivery and assessment services in the principal course by New Era Institute

New Era Institute will not release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not met satisfactory course progress and is seeking a transfer to avoid being reported to the Department of Education via PRISMS.

Your Privacy

New Era Institute takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (2014).

Here's what you need to know:

New Era Institute will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, and your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the Enrolment Form and through your completion of administrative related forms and based on your training outcomes.

Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems are protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

New Era Institute is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, New Era Institute is required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Department of Home Affairs, the Tuition Protection Service, the Australian Skills Quality Authority.

In all other cases New Era Institute will seek the written permission of the student for such disclosure.

Student Declaration

(This page must be completed and sent to admissions@newerainstitute.edu.au)

New Era Institute is required under section 19 of the ESOS Act to inform the Department of Home Affairs about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

I understood that the information provided by New Era Institute may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

I have read, understood, and agree to comply with the information outlined in this Student Handbook.

Student's Full Name:.....

Student's Signature:

Date:

Please sign and send this page to admissions@newerainstitute.edu.au