

Student Handbook

Navitas English Brisbane

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11 October 2007	Updates made to reflect requirements of the National Code 2007
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17 Nov 2008	Updated Grievance Procedures for International Students
18 October 2010	Rebranded to Navitas English and updated Complaints and Appeals and Transferring to Another Provider procedures

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Welcome to Navitas English

We are pleased you have chosen to take an English Course with us, and hope your studies will be rewarding, enjoyable and successful.

Navitas English Courses are famous all over the world for the high quality of teaching and materials, and for the commitment and professionalism of our teachers. Our extensive experience, range of courses and excellent facilities mean you have chosen one of the best places in the world to study English.

Your progress and well-being are of central importance to us. We have created this Student Handbook to give you some basic information about:

- Navitas English
- Brisbane
- living in Australia

If there is anything we can help you with - questions, problems or information - just ask.

Power English Levels

We have six levels at Navitas English. Students usually spend 12 weeks at each level:

100	Elementary
200	Pre-Intermediate
300	Intermediate
400	Upper-Intermediate
500	Pre-Advanced
ADV	Advanced

We take great care in placing you in the best class for your abilities. If you feel the class is too easy or too difficult, or if you have any other questions, talk to your teacher first, as they know you best.

If the problem persists, make an appointment to see a senior teacher or the Director of Studies

Classes

For most students, classes begin at 8.20 and finish at 2.30.

Timetable 1 Power English	Timetable 2 Cambridge/ IELTS/ Business/ TOEIC/ EAP	Timetable 2b Cambridge/ IELTS/ TOEIC/ Business
Lesson 1 8:20 – 10:20		
Break		
Programmed Self Access 10:40 – 11:40	Lesson 1 10:25 – 12:25	Lesson 1 10:25 – 12:25
Lunch		
Lesson 2 12:30 – 2:30	Break	Lunch
	Exam Practice 12:40 – 1:30	Exam Practice 1:30 – 2:20
	Lunch	Break
	Lesson 2 2:35 – 4:35	Lesson 2 2:35 – 4:35

- Students enrolled in part-time courses at Navitas English do not study on Fridays
- Students enrolled to study full-time study 20 hours in the classroom PLUS five hours programmed self access (PSA) every day
- At Navitas English, we believe the most important things in learning English are SPEAKING AND UNDERSTANDING. Your teachers will give you lots of opportunities to speak English in class, and it is very important you PARTICIPATE in all classroom activities. Don't be shy, we can learn from our mistakes. Please do not speak your language in class. You are here to learn English and it's rude to students from other countries. Your English will improve if you make friends from other countries. You will be given a timetable showing the details of your class. If you forget your timetable, look at the student noticeboard for your room number and the name of your teacher
- You will receive a coursebook when you start your class. This is part of your materials fee. Please take care not to lose your course book as if you need it replaced you will have to pay for the new copy. For certain classroom activities, your teacher may give you photocopies. Keep these carefully in your Navitas English folder; they are important for revision.

Nationality Index on the wall inside

The Level Index is linked to your course, and shows you practice materials useful for each week of Main Class. The Nationality Index lists materials that will help you with pronunciation problems for people who speak your first language.

3. Study Rooms

Study Rooms are always available for quiet work, with a teacher to help you. This is an excellent opportunity for you to work on areas you find difficult, to look again at things you studied in your main class, or to do your homework.

If you aren't sure what to do, the teacher can help you choose something useful.

4. DVD Club

DVD Club helps you to develop your listening skills, extend your vocabulary, and improve your pronunciation by watching films. We show a different movie or series each week - look at the PSA menu for this week's film. All movies have English sub-titles.

5. Conversation Club

Join a teacher and other students for English conversation practice. This is a great choice for students who need to develop confidence and fluency with speaking.

Homework

Homework is a very important part of your course. We set at least one hour of homework every night.

If you want to do more work outside class time, talk to your teacher who will be happy to set you more.

General information about studying at Navitas English

Navitas English is an adult learning community. We have very few rules, but we ask that you respect them so we can all work in a professional environment.

English Only Policy

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

Your teacher will also expect you to speak English in class at all times.

Attendance

It is extremely important for the success of your courses that you attend all lessons.

If you have a Student Visa, the Australian Government requires you to attend a minimum of 80% of lessons.

If you are sick and visit a Doctor, you must ask for a Medical Certificate. You should keep all your medical certificates to present if required.

Failure to achieve 80% attendance could result in your visa being cancelled, an early flight back to your country, and make it much more difficult to travel to Australia in the future.

What happens if my attendance is low?

Step	What	Notes
1	If you are away for 3 days in a row your teacher will call you to see if you are okay	Please make sure your teacher has your correct phone number
2	If your attendance is below 87% your teacher will counsel you and give you an Attendance Warning letter	
3	If your attendance drops below 83% you will be given an Intervention Notification Letter . This gives a time and date you need to meet with the Director of Studies to discuss why you are not coming to class.	If you cannot make this time, go to reception to reschedule the meeting.
4	If your attendance is below 80% you will receive a Notification of Intent to Report letter advising you that Navitas English intends to report you to DIAC in 20 days for breaching your student visa condition 8202 and a copy of the appeals and complaints process .	This is also the same if your attendance is below 70% at any time. See the grievance procedures on page 13
5	Twenty working days after you received the Notification of Intent to Report letter, if you have not provided adequate compassionate or compelling circumstances as assessed by the DoS , the DoS completes Reporting students for non-compliance with visa conditions . This means you will be reported to immigration and your student visa will be cancelled.	This is very serious, you may be asked to leave the country.

Lateness

It is important that you are on time for all classes so that you do not disturb the teacher and waste the time of students who make the effort to be in class ready to work.

If you are up to 5 minutes late in the morning, your teacher will ask you to wait outside the class room until it is a convenient time to enter. If you are more than 5 minutes late, you will not be allowed into class until the start of the next lesson.

Students who are late after break or lunch may not enter the class. Latecomers are also marked absent.

This serious policy is for the benefit of all students; please respect it

Applying for Holidays

You can take a holiday only if:

- you tell us **at least seven days before** you want the holiday (please do not make any flight bookings before your holiday has been approved)
- you have already **completed 12 weeks** of your course at the time you go on holiday
- you have a course which total **20 weeks or more**
- you are **over 18** years of age
- your attendance is **over 90%**
- you are in Power English
- you are on a student visa

Transferring to another Centre or Provider

Transfer to another Navitas English centre

If you would like to change your school and study at another Navitas English centre or at Hawthorn-Melbourne, please see reception at least 2 weeks before you would like to leave.

Navitas English centres available: Bondi Junction, Sydney, Manly, Perth, Cairns, Darwin, Singapore, Melbourne (Hawthorn-Melbourne).

You may change between Navitas English centres at any time, as long as the following conditions are met:

1. A Change of Campus/College Form has been completed and signed by you and the Academic staff of the original campus
2. You must have sat the entrance test and been accepted into the destination college (if applicable)
3. You have paid any upgrade fees (if applicable)
4. Your attendance is not jeopardized by your move

Transfer to another ELICOS registered provider

Requests to transfer to another registered provider may be granted under exceptional circumstances, where it is considered to be in the best interests of the student, academically or personally. You may apply to transfer to another registered provider subject to the Conditions of Enrolment.

If you have completed the first six months of study, you will need to provide:

1. A valid Letter of Enrolment from another provider
2. A request for transfer in writing
3. Under 18 students will need to provide a request for transfer in writing from their parent requesting the transfer. Written confirmation that the registered provider will accept the responsibility for approving your accommodation, support and general welfare arrangements will also be required.

Navitas English may refuse a request for transfer for any of the following reasons:

1. The basis of the request to transfer is not deemed to be exceptional circumstances relating to your welfare;
2. The transfer is perceived as detrimental to you;
3. The transfer request is to study a program of an academic level that is considered lower than their current program and the School's support services have not been exhausted;
4. You are under 18 and there is no written evidence that your parent or legal guardian supports the transfer; and/or no written confirmation that the new provider will accept responsibility for approving your accommodation, support and general welfare arrangements;
5. There is no written confirmation from another registered provider that a valid enrolment offer has been made.

Navitas English will consider each request and advise you of the outcome in writing, within 10 working days from receipt of the request and all supporting documentation. If your application is unsuccessful for any of the reasons detailed above, Navitas English will provide written advice as to why the request was refused, and you will be informed of their right to appeal the decision in accordance with the Complaints and Appeals Procedure.

Course Progress

Your teacher will monitor your progress in class via regular formal and informal assessment against your course objectives. You will be given counselling and support from your teacher or the coordinator if you are not achieving your learning goals.

Smoking

Navitas English is in a Smoke-Free building.

Please do not smoke anywhere inside the building, including the entrance area. You must be at least 4 metres from the entrance to any building if you are smoking. Please ensure you extinguish your cigarettes and then put them into a public rubbish bin. Throwing any rubbish on the street or at Navitas English's entrance areas will incur a fine.

Please check where you can smoke before lighting a cigarette.

Eating & Drinking

Please do not eat or drink in any classroom, the Listening Centre or Computer Centres. This helps keep these areas clean.

You are very welcome to eat and drink in the Student Room on the first floor or the lounge area on the second floor.

Mobile Telephones

Mobile telephones must be switched off at all times during lessons and PSA.

Australian Student Visa Regulations

1. If you have a Student Visa you have said to the Australian Government that your primary reason for being in Australia is full-time study. Navitas English requires you maintain a minimum of 80% attendance to satisfy course progress requirements.
2. You are required to give the school your address in Australia on the first day and no later than 7 days after arriving. If you change your address and/or telephone number, you must give your new address and/or telephone number to Reception within 7 days of the change.
3. If you want to extend your Student Visa, we can help you. Please talk with Reception as soon as you know - we recommend four weeks before your old visa finishes.

Boomerang Club

The Navitas English Boomerang Club offers you a great choice of different trips and social activities during the week and at weekends.

We will visit your classes to tell you about what is happening. You can also check the Boomerang desk in Reception.

Bookings can be made for activities between the following hours:

08:00 – 10:30

14:30 – 17:00

We can also help you arrange car hire and various other activities and tours - just ask!

Homestay

Staying with a Homestay family is a great way of experiencing family life and improving your English. You will also learn something about Australian life and culture. Don't be surprised if things are different to your life in your own country!

Good communication is essential to a successful and happy stay with a family. Don't be afraid to start conversations yourself – any time is a good time for conversation practice!

We recommend that you:

- Tell your Homestay "mother" or "father" if you will be home late at night, are staying with a friend or are going to miss dinner. This is polite, and will stop them from worrying about where you are!
- Ask your family's permission before inviting people to visit you - usually your Homestay family will be happy for you to do this, but it is polite to ask.
- Say "please" when you are asking for something, "thank you" when somebody does something for you, and "sorry" or "excuse me" if you do something wrong or make a mistake. All these are normal in Australia.
- Homestay is not a hotel. As a member of the family, you will need to keep your room tidy, make your bed, take part in conversation, and help the family with small jobs like clearing the table, making a cup of coffee, etc.

Keys

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

Food

You will get breakfast and dinner every day, and lunch at weekends. It's okay to tell your Homestay family about what you like and don't like!

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

Washing Clothes

Some families may want to wash your clothes for you, or you may wish to take care of your own washing. You can discuss this with your Homestay family.

If you want to iron your clothes - that's your responsibility!

Telephone

Please ask your Homestay family before using the telephone.

You can buy telephone cards which make your calls free for your Homestay - and they are much cheaper for you when you call internationally. If your Homestay would prefer you not to use their phone, you can also use these cards from Public Telephones, Mobile / Cell Phones, and the telephone in the school.

Paying for Homestay

All money for Homestay should be paid direct to Navitas English at Reception. This makes things easy for you and your Homestay family.

Changing or cancelling Homestay

You must talk with us two weeks before extending, changing or stopping your Homestay.

If you don't, or can't, you may have to pay a change fee.

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

Problems with Homestay

If you have any problems with your Homestay, please speak to Kaylene or Tina.

Often what look like big problems can be easily solved with our understanding and help!

Share Accommodation

If you are here for a long time, Share Accommodation can be a good option.

Check the student notice board to find out information regarding this.

You can also look in the newspaper on Wednesday and Saturday, or on the internet.

We are always happy to help with information and advice, but we can't actually organise this type of accommodation for you.

Money and Banks

We are very happy to help you open a bank account - just ask in Reception.

We recommend Westpac Bank it's close to the school and completely free to open and use your account. Normally you get an ATM card that you can also use in shops.

Banks are closed on Saturdays, Sundays and public holidays, but ATMs are everywhere, and you can use any one! Try to use only Westpac machines, as you have to pay to use other banks' machines.

Health and Travel Insurance

If you have a Student Visa, you already have a special health insurance called OSHC Worldcare. You should apply online for your insurance card at www.oshcworldcare.com.au. If you have any problems, please see Reception.

If you have another visa, we strongly recommend that you get health insurance. We also recommend that every student get personal travel insurance. This will help if things get lost or stolen.

If you don't already have both of these - talk to us and we'll help.

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 on-line or you can fill out a claim form.

Your insurance will almost certainly pay for everything if you need to visit a public hospital, including an ambulance. You can also choose to visit a private hospital if you like.

Please see the attached sheet for a list of medical centres near the school.

Legal Services in Australia

If you require legal advice while studying in Australia, please contact the Director of Studies or Administration Manager at your campus. They will be able to assist you in finding legal services close to the campus or your accommodation. Some centres offer subsidised or free services – your campus staff will help you to locate these.

Shopping

The usual shopping hours for stores in are 8.30 - 5.00. Shops open late (until 9.00) on Thursday nights in suburbs and late (until 9:00) on Friday nights in the city.

Speak to Reception or your teacher if you would like more information or recommendations on shopping or restaurants in the city.

Post / Mail

The main Post Office is the GPO in Queen Street, opposite Post Office Square. Ask at Reception for information on stamp and prices.

Emergencies

The number to call if there is something really serious happening, and you need the Police, Fire Service or Ambulance:

000

Complaints and Appeals Procedures for International Students

We are committed to effective grievance procedures which:

- give students a voice
- give the college an opportunity to find out where problems exist
- negotiate realistic outcomes
- aim to solve student problems wherever possible

The principles underlying our grievance procedures are those of equity, fairness, openness and respect for the individual. All grievances will be dealt with seriously. We are committed to a fair and speedy resolution of all grievances. Wherever possible they will be resolved at a local level and with the maximum confidentiality. All parties to a grievance are required to maintain this confidentiality.

Procedure

1. **Informal Appeal:** If you have a problem, you should speak to the appropriate staff member as above. Please note that you may be represented by a nominee (someone to help you).
2. **Internal Formal Appeal:** If you still have a problem with after you have spoken to the appropriate staff member, you should speak to the Director of Studies or the General Manager, ELICOS and TESOL Programs. If this happens,
 - you may be represented by a nominee (someone to help you)
 - there will be no cost for a formal resolution
 - a written copy of the problem will be completed with a copy given to you and one kept by the college. This is the called the **Student Complaints and Appeals Form**.
 - the formal resolution will begin within 10 days of the **Student Complaints and Appeals Form** being completed.
 - a written statement of the outcome will be completed on the **Student Complaints and Appeals Form** and a copy will be given to you. This is the end of the Internal Formal Appeal.

3. **External Formal Appeal:** If you feel the college has not resolved your issue, you should inform the Director of Studies that you wish to access the external appeal process. If this happens, you or the Director of Studies should contact Navitas English's nominated external appeal forum. The contact for Navitas English's external appeal forum is:

Banki Haddock Fiora

Level 10

179 Elizabeth Street

Sydney NSW 2000 Australia

Tel: + 61 9266 3400

Fax: +61 2 9266 3455

email@bhf.com.au

If the external appeal forum is contacted, you will be asked to provide the external appeals forum with:

- a) a written statement setting out the basis for the external appeal; and
- b) copies of relevant documents (such as correspondence between the student and the institution)

The college will be asked to provide the external appeals forum with:

- a) a copy of the Student Complaints and Appeals Form, including the written statement of the outcome of the Internal Formal Appeal

The external appeals forum will then:

- a) assess the complaint and the basis of the appeal;
- b) ask the college to provide a written response to the statement by the student;
- c) if necessary, invite presentations by the parties;
- d) provide the student with a copy of the institution's response and invite the student to reply;
- e) request further information from the parties if required;
- f) provide each party with copies of documents provided by the other party;
- g) set time limits for responses and replies (subject to extensions, where justified); and
- h) within 2 weeks, provide the parties with a written determination with reasons (including a list of the documents provided).

The fee payable to the external appeals forum for their service is \$770 (inclusive of GST). The college will pay \$577.50 of this fee and you will be charged \$192.50.

Instead of contacting Navitas English's nominated external appeals forum, you may take your complaint to one of the following external bodies:

NSW: Office for Fair Trading 1 Fitzwilliam Street, Parramatta NSW 2150 Phone: (02) 9895 0111

QLD: DETA – Manager, Queensland State Registration Authority (CRICOS), Office of Education and Training, DETA, PO Box 15033 City East QLD 1002 Phone: (07) 3237 0147

WA: DES – Independent Conciliator at the Department of Education Services at the Western Australian Department of Education Services.

www.des.wa.gov.au/pages/international_disputes.php or Phone: (08) 9441 1953

NT: Ombudsman NT – PO Box 1244, Darwin NT 0801 Phone: (08) 8999 1818

Notes on particular appeals

Unsatisfactory course progress and attendance

If you are unsuccessful in appealing a college decision to report you to DIAC due to unsatisfactory course progress or attendance, you will not be reported until the Internal and External Formal Appeal is completed.

Deferment, suspension due to misbehaviour or cancelling of an enrolment

If you are unsuccessful in appealing a college decision to report you to DIAC due to deferment, suspension due to misbehaviour or cancelling of an enrolment, you will not be reported until after the Internal Formal Appeal.

Who should I see if I have a problem?

Problem or assistance with:	Who Can Help You?
Your Class	Your Teacher Coordinators/Senior Teachers Director of Studies
Attendance	Student Services Staff Director of Studies
Course progress	Coordinators Director of Studies
Certificates	Student Services Staff
Accommodation or Homestay	Student Services Staff
Your Course (extension, change) Visa extension	Student Services Staff Director of Studies
Holiday Applications	Coordinators/Senior Teachers Director of Studies
Overseas Student Health Cover (OSHC)	Student Services Staff
Any other Problems	Student Services Staff

Medical centres – Brisbane

Worldcare recommended the following Medical Centres:

Adelaide & Albert 7 Day Medical Centre

245 Albert Street
Brisbane Qld 4000
Phone: 3211 3611

\$20 weekday charge and \$30 weekend charge for OSHC Worldcare Health Cover
Translators can be arranged for an extra fee

QUT Health Service

Level 4, X Block
2 George Street
Brisbane Qld 4000
Phone: 3864 2321

No charge to student with OSHC Worldcare Health Cover

Korean & Other languages

Macarthur Central Building

Lower Ground Floor
255 Queen Street
Brisbane Qld 4000
3221 6666

Myer Medical Centre

Foodcourt Level (Level E)
Myer Centre
Queen Street
Brisbane Qld 4000
3210 2111

Japanese

Dr Okada
Silverton Place, 101 Wickham Terrace, Brisbane
3831 7001 - after hours emergency 0417 799 975

Chinese/Cantonese/Mandarin

Dr Eric Wong
70 High Street, Toowong 3371 5441

French

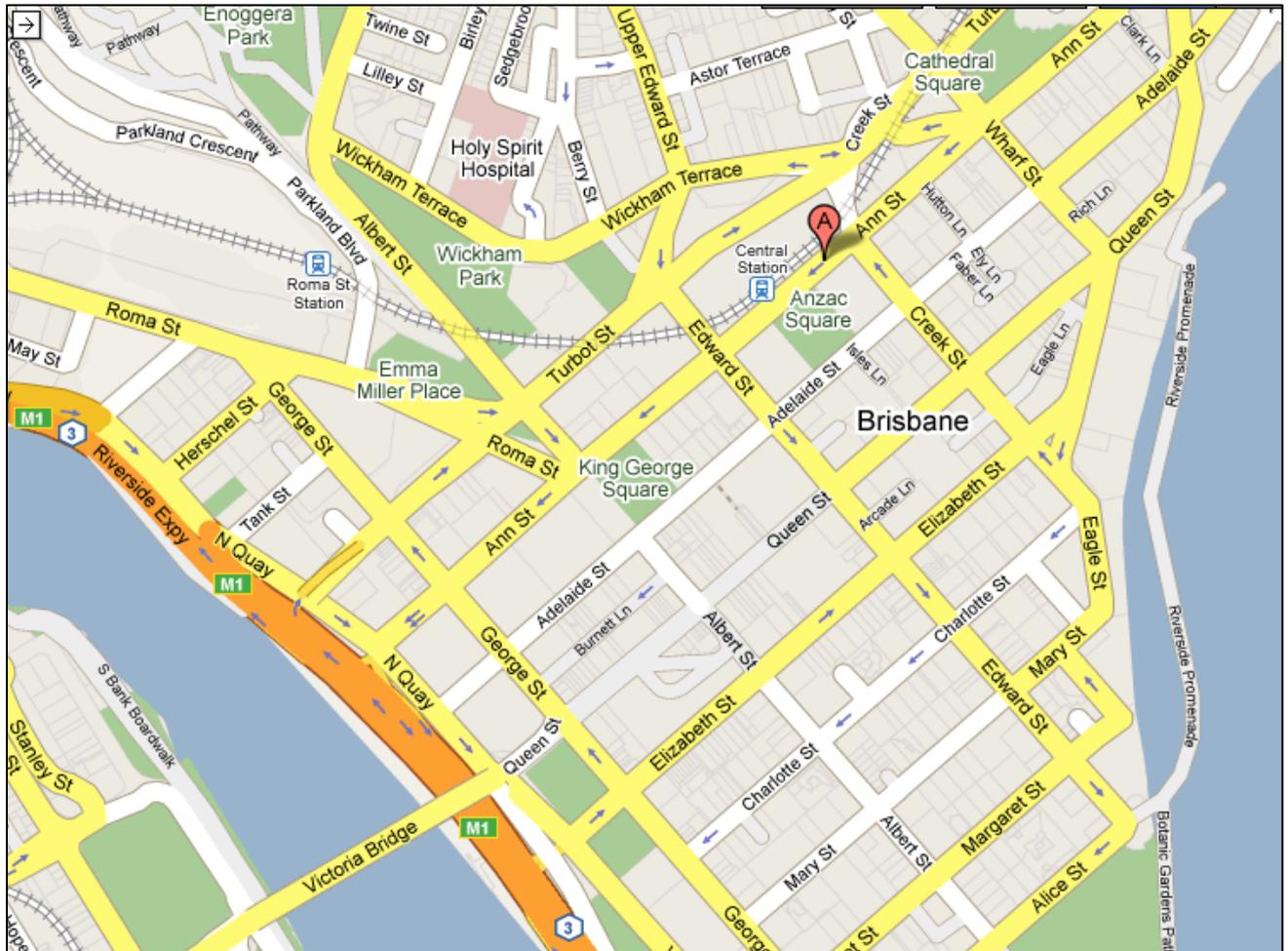
Dr Sophie Guerini
Level 1 141 Queen Street, Brisbane 3229 9355

German

Dr Ross Taylor
Anzac Square Medical Centre

Sofitel Hotel
Lower Entrance
280 Ann Street Brisbane 3229 13

Brisbane City Map



1. Newsagent – LG level
2. Immigration (DIAC)
3. ANZ Bank
4. GPO – General Post Office
5. Queensland Transport
6. Brisbane Square Library
7. City Hall
8. Brisbane Transit Centre
9. Central Train Station