



Student Handbook

Welcome to Native English College

Congratulations! You have received your offer, signed your acceptance and received your Confirmation of Enrolment (CoE) – now it's time to prepare for your journey to Adelaide.

We hope this Student Handbook will help you prepare for your arrival in Adelaide and finding your way through your experience at NEC. When you arrive, you will take a level check, and participate in orientation. We will show you everything you need to know.

Daniel Ednie-Lockett

Principal Executive Officer

Dan learnt Japanese as a high school and university student and then later did his Master of Education in Nanjing, China. He loves to help people learn foreign languages and grow as individuals.

You will always see Dan around campus, ready to assist you.



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About us

Native English College has a vision that it's students will be able to perfect their English proficiency with dedicated teachers and passionate students from all over the world. **We put the student at the centre of everything we do.**

We are proudly owned and managed by teachers and enabling students to reach their linguistic potential is at the heart of everything we strive for. Our promise to all students is that **we prioritise the quality of our education above all else**, and we are honoured to be a part of your language learning journey.

About Adelaide

Welcome to Adelaide, the cosmopolitan heart of South Australia! This coastal capital is known for its vibrant blend of culture, nature, and history. Encircled by lush parklands along the scenic River Torrens, Adelaide offers a perfect balance between urban life and natural beauty. The city boasts renowned cultural institutions like the Art Gallery of South Australia, where you can explore expansive collections, including significant Indigenous art, and the South Australian Museum, which is dedicated to natural history.



Adelaide is also famous for its lively festivals, with the Adelaide Festival standing out as a premier international arts event. This annual celebration draws talent from around the world and features exciting spin-offs, including the Adelaide Fringe and various film festivals. Adelaide is a city that welcomes international students with open arms.

Our Staff

All Management, Administration, and Sales staff at Native English College are here to answer any questions you may have about studying and living in Adelaide, Australia. We're committed to helping you improve your English, achieve your academic goals, and ensure that you have a rewarding and enjoyable experience with us.

Management and Administration Staff

Principal Executive Officer

Daniel Ednie-Lockett

dan@nativeenglish.com.au

Student Support

students@nativeenglish.com.au

Admissions

admissions@nativeenglish.com.au

Marketing

marketing@nativeenglish.com.au

General Enquiries

info@nativeenglish.com.au

Important Contact Information

📍 Level 4, 68 Grenfell St
Adelaide 5000

📞 1800 592 239

💬 WhatsApp: +61 466 409 259

🌐 www.nativeenglish.com.au

Operating Hours

Monday to Friday:
9:00am to 5:00pm

24 Hour Emergency Number

0431 379 303

Students Services Team

At Native English College, our experienced **Student Services Officers are here to support and guide you throughout your journey with us.** On our campus, our team is ready to assist you in various languages, including Spanish, Japanese, Chinese, French, and more, ensuring you feel comfortable and confident as you pursue your studies.



Native English College Teachers

Our teachers bring our classes to life and are often one of the first meaningful connections our students have with Australia. As **native English speakers, they offer an authentic experience** and a deep understanding of the language and culture. All of our teachers are fully qualified, dedicated professionals who receive ongoing training to ensure the highest quality of education. We hope you appreciate our teachers as much as we do.



School Support Services

NEC provides an enriching and supportive environment. Our Student Support Services will help you adjust to study life and provide you with the continuing support to enhance your learning experience. Our Reception is your first point of contact for advice regarding courses, accommodation, and activities, our student services staff can assist you with queries.

For academic counselling including meeting course requirements, course progress, attendance issues please make an appointment to talk with the Director of Studies.

For welfare counselling, accommodation and employment assistance, support adjusting to life in Australia or other non-academic matters, please make an appointment with Student Support Services.

We have a student support officer, Director of Studies, Admissions and Reception to help you make the most of your time at the College and in Australia.

- Language and academic support.
- Designated international student advisers.
- On-arrival reception and orientation programs.
- Childcare, health and counselling.
- Student accommodation.
- Employment services.
- Banking, shopping and food outlets.
- Clubs, societies, sport and fitness facilities.

If you require a referral to a specialist, we can make a referral to someone who can work with international students. More information about the referrals is given during the Orientation Presentation on your first day of classes. We do not charge for the referral, but you may need to pay for the services of specialists in the following fields:

- General Practitioners (Doctor's clinics)
- Hospitals
- Emergency Services
- Police
- Psychologists
- Legal

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: www.ombudsman.gov.au. A number of [OSO](#) publications, including newsletters, can be found on the [OSO website](#).

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as an 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees.

Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit the [Tuition Protection Service](#) website.

Pre Entry and Placement Testing

All students must sit a Placement test on arrival. So even if you have taken a Pre-Entry Test, you will be required to sit a Placement Test on site at NEC either on your commencement day or prior to commencement if you are already in Adelaide (unless you have certified proof of the prerequisite English language proficiency). The results of your placement test will determine the class level into which you will be placed.

Studying at NEC

Facilities

We have a range of facilities including:

- Comfortable classrooms
- Student Library
- Student Lounge
- Internet Access
- Photocopy and Printing
- Counselling Room
- Student Kitchen and Food Preparation Area



General English

The General English program develops students' English language communication skills with a focus on building confidence and fluency. Through a communicative approach, students practice listening, speaking, reading and writing skills in a variety of 'real life' situations whilst integrating grammar, vocabulary and pronunciation. There is no minimum entry level requirement.

IELTS Preparation

The IELTS Preparation course prepares students to develop their overall proficiency and maximise their score on the exam. After completing the course students will be prepared to take the IELTS exam. The course integrates the four macro skills of Speaking, Listening, Reading and Writing as well as Grammar, Vocabulary, and Test-taking skills.

Tuition and Non-Tuition Fees

For details of current tuition fees, please refer to our website or contact us directly via phone or email or speak to your agent. Tuition fees are calculated per week. If your study period includes weeks where there are public holidays, then there is no refund for any lost study time. In addition to tuition fees, there are also non-tuition fees which are paid to the school. There is a one-time Enrolment Fee as well as a Materials fee which includes your textbook and any photocopies and other educational materials used in class. The materials fee is based on the length of your enrolment. When you apply for a course of study, details of your fees will be included in the invoices sent with your Letter of Offer and also within your Acceptance Agreement.

Other potential fees include: Overseas Student Health Cover (OSHC) Fees and Homestay fees. In the case of OSHC, it is also possible for you to organise this through your agent or directly with an OSHC insurance provider. In the case of Homestay fees, you would pay them directly to the Homestay Agency.

Commencement and Orientation

Commencement and Orientation takes place every Monday (Tuesday in cases where Monday is a public holiday). Please refer to your Offer Letter for your specific commencement time.

On your first day you must report to reception as a 'new student'. Reception will help you with your registration, then you will attend the orientation presentation. After that there is a short campus tour. If you haven't already done a placement test, then you would do one after the campus tour, or just join your class. Your offer letter will tell you what time to attend registration. Please refer to the table below for details of the first day schedule:

Morning		Evening
9:00am	Arrive on Campus	3:15pm
9:15am	Orientation Presentation	3:30pm
9:45am	Campus Tour	4:00pm
10:00am	Placement Interview (if necessary)	4:15pm
11:00am	Begin Class	5:00pm

Timetable for Classes

Full time morning	Monday	Tuesday	Wednesday	Thursday	Friday
	From 8:45am to 2:30pm	From 8:45am to 2:30pm	From 8:45am to 2:30pm	From 8:45am to 2:30pm	No Class
Full time evening	Monday	Tuesday	Wednesday	Thursday	Friday
	From 5:00pm to 9:15pm	From 5:00pm to 9:15pm	From 5:00pm to 9:15pm	From 5:00pm to 9:15pm	From 5:00pm to 9:15pm

Assessment

Ongoing assessment procedures are utilised to enable our academic staff to assess your skill development throughout the duration of your studies and to ensure you are always in a class best suited to your current competencies.

You will undertake placement testing prior to being placed in a class suitable to your demonstrated proficiency. You then undertake weekly assessments and review assessments based on the course content you have studied. These assessments, in conjunction with class work, homework, presentations and participation form the basis of determining eligibility for all level changes.

You may be eligible to level up in any given week but the level change will be dependent upon receipt of a written recommendation by your teacher. Teachers make level up recommendations taking into consideration:

- Your ability across all language skill areas
- Overall attendance of 80% or above
- At least 80% in three progress/review tests OR
- At average of 60% on the last five progress review tests if you have completed all ten weeks of the course

After being recommended to level up you may be required to have an interview with the Director of Studies.

Test Marks Sample

80%

Your score is good, and you're ready to move forward

60%

The score you have is not bad, but you still need to practice more

45%

It is important to continue studying if you want to achieve higher scores

Completion Certificates

Upon completion of your course, you will receive a Graduation Certificate showing the duration of your course, start and end date and the level of proficiency attained. If you require a duplicate or replacement certificate it can be attained for \$5 per additional copy. If you require your certificate to be posted to you, you will need to supply a stamped, self-addressed envelope or pay \$5 (local) / \$10 (international) for this service.



We are very proud to be certified by:



Important Reminders

Notification in Case of Address Change

As part of your student visa requirements, you must notify Native English College in writing of your address and Australian phone number within seven days of arriving in Australia. Additionally, if you update your contact details, it is essential that you inform the college within seven days. We require your current home address, email, and phone number to contact you regarding your course and visa requirements. Failure to provide updated contact information could result in visa complications, including possible cancellation.

Changes to you enrolment

Did you know you can adjust your course, request a holiday, or change your timetable? To make any modifications to your enrolment, please reach out to our Student Services Team as soon as possible. You will need to email us to confirm any changes. Please note that all requests must be submitted at least 10 days before the desired change date.

Overseas Student Health Cover (OSHC)

It is crucial that you notify your OSHC provider upon arrival in Australia. Maintaining your OSHC cover throughout your stay is essential. While it is not mandatory for all visa holders, Native English College highly recommends arranging some form of health insurance in case of an emergency. Your OSHC contributes towards medical and hospital expenses, including prescription medications and emergency ambulance services. Please note that basic OSHC does not cover dental, optical, or physiotherapy services.

Absences and Sickness

If illness prevents you from attending classes, it is recommended that you obtain a medical certificate. Please send a scanned copy or screenshot to the Student Services Team and keep the original for your records. In cases of prolonged illness, notify Native English College immediately to inform us of your situation. If your attendance drops too low it might affect the status of your visa.



Student Code of Conduct

Aims

Students want to learn English and enjoy their time in Australia.

Native English College wants to support students.

Students' Rights

Students can:

- Expect a high quality of education
- Not be discriminated against
- Have their IELTS, PTE or Cambridge Test accepted
- Know the learning outcomes of the course
- Expect to improve their English if they study hard
- Have qualified teachers
- Have a safe environment
- Be treated with dignity and fairness.
- Expect advertising to match reality
- Expect all dealings with money are fair
- Expect privacy to be protected

Student Responsibilities

Students must:

- Study hard and try their best
- Always give accurate information about themselves (Don't lie)
- Pay all fees for the course
- Only speak in English on campus whether that be to other students or on a phone call
- Not cheat or copy work
- Respect teachers, staff and other students
- Attend class on time for 20 hours per week
- Not take alcohol or drugs into the school
- Not steal from other students, teachers or staff
- Tell staff if any harassment or violence happens at school
- Ask for assistance and / or support when needed
- Not damage the school or its facilities

Penalties for General Misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct.

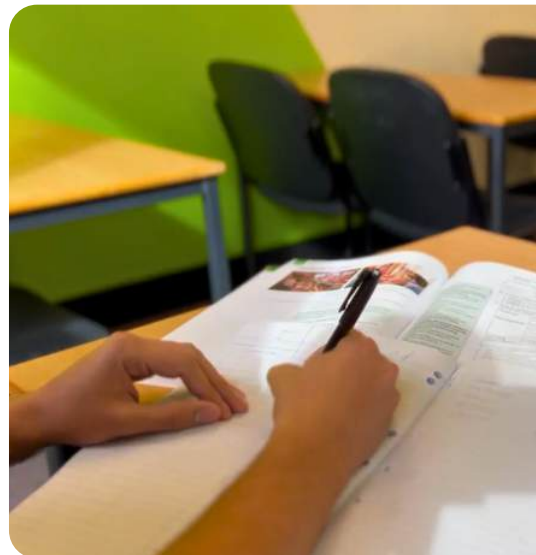
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Native English College.

3. Native English College will report all criminal acts committed by its students to the relevant authorities.

If the student admits to the alleged misconduct, the Principal Executive Officer may impose one or both of the following:

- A charge for the cost of damage to facilities and equipment.
- Temporary exclusion from Native English College.

The Principal Executive Officer may then impose the penalty of permanent exclusion from Native English College in the case of physical or verbal abuse of students or staff of Native English College, repeated or severe misconduct, or in the case of criminal acts.



Policies & Fees

Privacy Policy

We disclose students' information to relevant Government departments when students are in breach of their obligations as student visa holders. We disclose staff and students' information to the police when we suspect that either staff or students may have broken the law. In all other instances, we will not disclose any information that we gather about our staff or students to any third party. We use the information collected only for the services we provide. No staff or student's information is shared with another organisation. If staff or client information is required by a third party we will obtain written consent from the relevant staff or client prior to release of any information'

For more information please refer to our Privacy Policy which is available on our website.

Monitoring Attendance

NEC records the attendance and absences of each student for all scheduled course hours in which they are enrolled.

You are expected to attend a minimum of 20 hours per week face to face. Attendance is recorded by the teacher for every class session.

The minimum satisfactory attendance requirement is 80%

If you are more than 15 minutes late for the commencement of a class or if you leave early, this will be recorded and the time deducted from your total attendance percentage.

If you are sick, please notify NEC. If you are sick, it is important you get a doctor's certificate to support your absence. Please note that medical certificates do not increase your attendance percentage, they are only used as supporting documentation in the decision to report students to immigration for breach of attendance while on a student visa.

All absences, regardless of the reason, will affect your attendance percentage.

If you are studying on a student visa and are absent for more than 3 consecutive days without prior approval, you will be contacted in relation to your absence to discuss the reasons preventing you from attending.

If your attendance drops below 90% on a student visa, you'll receive a 1st Warning Letter and must attend a counselling session. A 2nd Warning Letter is issued if attendance falls below 85%.

If attendance drops below 80%, we will send a letter of intent to report you to the Department of Home Affairs. You can continue classes and appeal within 20 working days. If successful, you must attend all remaining classes. If not, you will be reported.

NEC can only decide not to report a student for breach of the 80% requirement where:

- The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances preventing them from attending (eg: a medical certificate)

AND

- the student has attended at least 70% of the scheduled course contact hours for the course in which they are enrolled
- If your attendance is below 80% at the end of your course, you may not be eligible to extend your course at NEC

Attendance Warning Letter

90%

1st Warning Letter

See Student Support Services

85%

2nd Warning Letter

See Student Support Services to book a meeting with the DoS

80%

Final Letter

ATTENTION - You may be reported to the Department of Home Affairs

Refund Policy Conditions and Processes

Situation	Refund
Student Visa is rejected	Full refund less 5% of pre-paid tuition fees
Student cancels more than 30 calendar days before their first day	Full refund less 5% of pre-paid tuition fees
Student cancels 21-30 calendar days before their first day	60% refund of pre-paid tuition fees
Student cancels 1-20 calendar days before their first day	50% refund of pre-paid tuition fees
Student cancels after their first day	0% refund of pre-paid tuition fees
Enrolment Fees	Enrolment fees are never refunded
Materials Fees	Materials Fees are never refunded

Native English Pty Ltd reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed by more than four weeks, and if a student is unable to enrol in a similar course at Native English Pty Ltd, all fees will be refunded.

If the course is cancelled and if a student is unable to enrol in a similar course at Native English Pty Ltd, all unused fees will be refunded within 20 working days. A refund of the fees will only be granted in accordance with the refund policy set out below.

For more information, please see our enrolment terms and conditions or our full Refund Policy.

Requests for Refund of Tuition Fees

Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing, using the Refund Request Form, stating reasons and relevant details. This must be submitted by email, with attached supporting documents.

Approvals

All refunds must be approved by the Principal Executive Officer. Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the Principal Executive Officer.

Payment of Refund

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to visa conditions), in which case, any refund may be remitted to that institution. Native English Pty Ltd will provide the student with a statement detailing the calculation of the refund.

Public Holidays

A full week's tuition is payable in weeks comprising public holidays. There is no refund of course fees for days on which public holidays fall.

Complaints and Appeals

Where a complaint cannot be resolved informally, or a student wishes to appeal against the NEC decision to report them to the Department for breach of visa conditions, students may lodge a formal complaint or appeal.

All complaints/appeals should be addressed in writing to the Principal Executive Officer. A formal complaints/appeals form (Corrective Action Form) is available from staff at Reception or the NEC website. Students' enrolment will be maintained throughout the complaints and appeals process until the matter is resolved. Once we receive your complaint, we will respond within 10 working days. If you are not happy with the assessment, you can make an appeal with the same Corrective Action Form.

In cases where the student is not satisfied with the result or the conduct of the complaint/appeal they can seek external arbitration by contacting the Overseas Students Ombudsman. NEC dispute resolution processes do not affect a student's right to pursue other legal remedies. Students can be represented by a nominee if you so choose. This agreement does not remove the right to take further action under Australian Consumer Protection laws.

The full Complaints and Appeals Policy and Procedure can be obtained at Reception or on the NEC website.

Changes to Enrolment

Course cancellation/withdrawal

- Fill in the Deferral, Suspension and Cancellation (DSC) Form – a minimum of one week notice must be given
- If you are on a student visa, the Department of Home Affairs will be notified
- It is your responsibility to contact the Department regarding your visa status
- Your certificate and attendance statement will reflect your new course finishing date

Course Deferment Request

- Fill in the Deferral, Suspension and Cancellation (DSC) Form – a minimum of one week notice must be given
- The period of deferment must be compliant with your visa conditions and will only be granted under compassionate or compelling circumstances
- **Documented supporting evidence must be attached to this form.**
- The period of your deferment will be credited to your course duration if requested and therefore extend your course end date
- If your new course end date is after the expiry date of your current visa, it is your responsibility to contact the Department to renew or extend your visa. You must hold a valid visa with study rights to continue your course

Transfer Provider Request

- You must allow a minimum of 1 week for assessment of this Transfer Provider Request
- Your attendance must be above 80%
- It is your responsibility to contact the Department of Home Affairs for advice as to whether you require a new student visa if a Letter of Release is granted
- You must confirm you have read and understand NEC refund policy prior to making this Transfer Provider Request
- You must attach a letter from your intended new provider indicating a valid enrolment offer or written support from any government sponsor who considers the transfer to be in your best interests



Change of Course Request

A minimum of one week notice must be given when applying to change course. Request approval will be dependent upon:

- availability of classes
- course commencement dates
- course minimum enrolment durations
- English language proficiency

Course Extension Request

- Extensions to enrolment will not be confirmed until payment is received
- Payment must be received prior to the commencement of the course, otherwise you will not be entitled to attend class
- Extensions may not be granted if your attendance of below 80% for any previous courses
- Extensions are subject to visa restrictions

Request Responses

If requests are not granted, NEC will notify the student in writing of the reasons for refusing the application.

If the student is unhappy and would like to appeal the decision made by NEC, they should refer to the Complaints and Appeals procedure.

The ESOS Framework

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works: http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_Framework_pdf.pdf



Native English College
Building Language Skills
and Lifelong Friendships

Life in Adelaide

Adelaide is one of the world's most liveable cities, providing an ideal environment for studying and enjoying life. With its Mediterranean climate and vibrant arts scene, Adelaide offers all the amenities of a capital city while remaining friendly and affordable.



Surrounded by tree-lined streets and parklands along a peaceful river, it's a perfect gateway to exploring South Australia and beyond.

Airports to the City

Adelaide Airport, adelaideairport.com.au, is located 6km West of the city centre and is Adelaide's main international and domestic airport. You can take a train which takes approximately 20 minutes to get into the Adelaide CBD where NEC is located. Hire cars and taxis are available at the airports and shuttle bus services operate regularly between the airport and the city centre.

Accommodation

NEC does not help students directly with Homestay arrangements but can recommend some reputable providers. Other accommodation options are available for students in and around Adelaide, including rental properties, serviced apartments, share accommodation, hotels and backpacker hostels.

Rental

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated. For more information on your rights and obligations when renting in Australia you should visit the relevant government Fair Trading agency in your state/territory.

Homestay

Homestay is one potential option. If you are interested then we are able to recommend a provider but cannot be directly involved with the process.

Share Accommodation

Renting a small house or apartment with other students can help you to share costs and can also be a great way to make new friends. You can find more information about share accommodation from:

- <http://www.domain.com.au/>
- <http://www.realestate.com.au/>
- <http://www.find-studentaccommodation.com/>
- www.flatmates.com.au
- Student Support Services
info@nativeenglish.com.au

While we are able to give advice, we cannot help manage share accommodation for individual students.

Accommodation Legal Advice

You are responsible for paying accommodation expenses on time, maintaining cleanliness, and ensuring proper upkeep. You also have the right to a secure and well-maintained property. If any issues arise, contact your agent, landlord, or student support staff.

For further assistance, tenant unions and consumer advocates can help. Visit your state's Fair Trading agency for more information. For legal advice in Adelaide, contact:

- TIAS (Tenants' Information & Advisory Service)
- 1800 060 462
- <https://www.syc.net.au/home/housing-support/tias/>



Mobile Phones

Both prepaid and contract mobile phones can be purchased in Australia. A prepaid mobile phone is an inexpensive way to purchase a mobile phone if you will only be staying in the country for a short time. You can also purchase prepaid SIM cards to use in your own mobile phone if it is compatible and is unlocked.

If you are staying for 12 months or longer in Australia you can take out a contract with a mobile phone provider and pay for the phone over the course of the contract rather than upfront. Make sure that you understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see:
<http://www.mobiles.com.au/mobile-phone-plans/>

Public Transport

Adelaide's public transport includes a network of trains, trams and buses providing access around the CBD and suburbs. The mertoCARD system is the only ticket option in Adelaide. It allows you to use any of Adelaide's buses, trains or trams within your ticket zone. MetroCARD cards must be pre purchased and credit added to them online or at metroCARD outlets and then your travel costs are electronically deducted when you swipe on and off various modes of transport.

For more detailed information in relation to fares visit:
<https://adelaidemetro.com.au/Tickets-Fares/metroCARD>

Free city tram and bus

The **FREE City Connector** bus loops around the city and up to North Adelaide.

City Buses

Free city connector buses operate from 7:00 am to 7:15 pm (until 9:15 pm on Fridays), linking key attractions, shopping, dining, education, and services. Routes 99A and 99C loop around the CBD (Mon-Fri), while Routes 98A and 98C extend to North Adelaide and run daily.

City Tram

Tram rides within the CBD are free, covering stops between South Terrace, Adelaide Entertainment Centre, Festival Plaza, and the Botanic Gardens. Traveling beyond South Terrace requires an Adelaide Metro fare.



Eating and Drinking

Adelaide boasts a wide range of cafes, bistros, bars and restaurants offering all types of cuisine including Modern Australian, Chinese, Japanese, Indian, Italian, Greek, Vietnamese and Thai, just to name a few. There are also many markets and specialty grocery stores where ingredients from your home country can be purchased, enabling you to cook your favourite meals at home.

South Australia is famous for its wine and cheese. Famous wine regions include: Barossa Valley, McLaren Vale and Adelaide Hills. For more information in relation to eating in Adelaide and regional South Australia, visit:

<https://southaustralia.com/things-to-do/food-and-drink>



Smoking

Smoking is illegal in public buildings in Australia, including NEC, restaurants, bars, and hotels. When smoking outside, avoid standing near steps and use the provided bins. Disposing of cigarette butts on the ground can lead to heavy fines, as they may end up polluting bays and beaches.

Drinking

In Australia the legal age for drinking alcohol is 18 years.

Driving

Whether you're purchasing a car for regular use or renting one for occasional trips, it's essential to familiarise yourself with South Australian road rules.

In most cases, you can use your driver's license from your home country to drive in South Australia, as long as it's valid and you carry it with you whenever you drive. For more information please visit: <https://www.mylicence.sa.gov.au/roadrules>

Car Insurance

If you are planning to buy a car, new or second hand, you must at a minimum purchase third party property car insurance. For higher cover you can purchase comprehensive car insurance. Without insurance, if you hit another car, you must pay to have the other car fixed as well as your own. Third party property car insurance cover will cover you for damages to someone else's vehicle or property if you have an accident, but not the repair costs of your own car. Comprehensive insurance will cover you for both damages to your own and someone else's vehicle.

Second-hand Cars

If you are looking to buy a second hand car you can get an idea of prices and research different makes and models on: <http://www.carsales.com.au/>. Make sure you check the location of the car is in or close to Adelaide.

Explore. Learn. Connect
**Your Journey Starts at
Native English College**

Money & Expenses

Funds Required

You will need to make sure you have enough funds to support yourself when you first arrive – around AU\$1500 to AU\$2000 is recommended to pay for transport, food and initial accommodation for the first two to three weeks. Do not bring this as cash as lost cash cannot be replaced.

Cost of Living in Adelaide

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars). The costs below are an approximate guide only.

The following website provides details of a wide range of living costs in Adelaide:

- www.insiderguides.com.au
- www.studyaustralia.gov.au



Accommodation Cost

- **Hostels and Guesthouses:** \$250 to \$350 per week
- **Shared Rental:** \$140 to \$250 per week
- **Homestay:** \$340 to \$390 per week

Other Living Expenses

- **Groceries and eating out:** \$140 to \$280 per week
- **Gas, electricity:** \$10 to \$20 per week
- **Phone & Internet:** \$15 to \$30 per week
- **Public transport:** \$57 per week

Electronic Transfers

You can transfer money into Australia by electronic telegraph or telegraphic transfer at anytime. This is a fast option and can take up to 24 hours, but the bank will charge a fee on each transaction.

ATMs - Automatic Tellers Machine

Automatic Teller Machines are located outside banks and in many convenience stores. If your bank card has international access, you can withdraw cash from your home account at any ATM displaying the Cirrus Logo. Check your level of access with your bank before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this can be very difficult due to credit and identification laws.

Visa and MasterCard are accepted widely throughout Australia. Diners Club and American Express (Amex) are accepted at many places but may incur additional charges.

If your card is lost or stolen, call your bank or credit card provider immediately to cancel or put a stop on it. Most banks have a 24-hour number you can call in such a situation. You may wish to record your credit card numbers and keep them in a safe place so it is easier to cancel your account if your card is lost.

VISA Hotline Ph: 1800 224 004
Mastercard Hotline Ph: 1800 120 113

Working while you study

Working while you study in Australia can help complement your study and living experience. There are a number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 48 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the Department of Home Affairs website <https://www.homeaffairs.gov.au/>

Paid Work

Australia has a wide range of industries and many have part time employment opportunities, including:

- Retail - supermarkets, department stores and clothing stores.
- Hospitality - cafes, bars, restaurants and major events
- Tourism - hotels and motels
- Agricultural - farming and fruit-picking
- Sales - variety of industries
- Administration or Clerical roles - variety of industries
- Cleaning - variety of industries

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.



Tax File Number

You will also need to get a tax file number to work in Australia. Visit the Australian Taxation Office (<https://www.ato.gov.au/>) website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

Your Rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

To find out more about your work rights visit the Australian Government's [Fair Work Ombudsman's website](#) or call them on 13 13 94.

If you're a temporary resident working in Australia your employer has to pay super for you if you are eligible. When you leave Australia, you can claim your super as a departing Australia superannuation payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the Australian Taxation Office website <https://www.ato.gov.au/Individuals/Super/>

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS).

The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again.



Studying in Adelaide Checklist

Pre Departure Preparations

- Apply for passport
- Apply for intended course of study
- Apply for student/working holiday/tourist visa
- Arrange for pre travel immunisations and medications
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements (book flights etc)
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation



Important Documents/Things to Bring

- Name and contact details of college and accommodation
- Enough cash for taxis/buses/phone calls/food for first 1-2 days
- Travel documents (plane tickets, etc.)
- Certified copies of qualifications & certificates
- Passport
- Letter of Offer from college
- Confirmation of Enrollment (CoE)
- Travel insurance policy
- ID cards
- Driving license



Upon Arrival in Australia

- Call/email home to let family know you've arrived safely
- Commence at college
- Attend international student orientation
- Collect textbook(s) and class timetable
- Start classes
- Purchase household items
- Advise health insurance provider of address and telephone details in Australia
- Open a bank account
- Apply for tax file number if seeking work



Support Services

Police, Fire, Ambulance

Ph: 000 (from any Australian mobile, landline or public phone)

Public Emergency Department @The Royal Adelaide Hospital

Port Rd, Adelaide SA 5000
Ph: (08) 7074 0000

Emergency matters

Contact details: 000

Service details: Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters

Contact details: Call 131 444

Service details: Police attendance for non-urgent matters.

Lifeline

Contact details: 13 11 14

Service details: Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

<https://www.lifeline.org.au/Home>

Poison Information Centre

Contact details: 131 126

Service details: Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

Sexual Assault counseling service

Contact details: Search online for 'rape crisis centre' in your home state

Service details: If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counseling services. These provide a free 24 hour, 7 day a week telephone counseling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

Department of Home Affairs

Ground Floor, 70 Franklin St,
Adelaide SA 5000
Ph: 13 18 81

Bupa Adelaide CBD

24 Regent Arcade, Rundle Mall,
Adelaide SA 5000
Ph: 13 41 35
Opening hours: 9.00am – 7.00pm

Connect With Us

Our teachers bring our classes to life and are often one of the first meaningful connections our students have with Australia. As **native English speakers**, **they offer an authentic experience** and a deep understanding of the language and culture.

All of our teachers are fully qualified, dedicated professionals who receive ongoing training to ensure the highest quality of education. We hope you appreciate our teachers as much as we do.