



KAPS Institute of Management

**CRICOS Registered Provider
CRICOS No. 02855C**

Pre-Departure Guide

INTERNATIONAL STUDENTS 2008

Pre-Departure Checklist

- Ensure you have the KAPS Institute of Management contact details Tel: +61 3 9654 7786 Monday-Friday 8.am-6.pm.Level 1, 158-160 Swanston Street, Melbourne, 3000.
Emergency contact +61 434 00 3251.
- Pack a document folder in your hand luggage
- Ensure you leave a copy of your visa, passport and important documents with your family
- Do you need transport from the airport? Please complete the 'Airport Reception' booking form. Carefully read the application form and conditions.
- Do you need temporary accommodation? Please complete the temporary accommodation booking form. Carefully read the application form and conditions.
- Plan to bring AUD 200-AUD 300 as cash for immediate use.
- Consider pre- opening a bank account and transfer funds into it or consider traveller's cheques AUD 1500 – AUD 2000 as setup costs
- Check baggage limits
- Check customs and quarantine regulations
- If you are bringing a computer, check if it is tax deductible and make sure it is part of your accompanied luggage
- Ensure electrical goods have compatible voltage with Australia
- Pack some photographs, favourite music, recipes or just some favourite items
- Consider bringing some basic household items such as cooking utensils or bed linen
- Consider having a health check with an optometrist or dentist as these consultants can be expensive in Australia
- Check if your mobile phone is compatible with Australian networks.

Contents

Welcome to KAPS	5
Pre-Departure Information	6
<i>Expectations</i>	6
<i>Cultural adjustments</i>	6
<i>Tips for successful adjustment</i>	7
<i>Documents to bring</i>	7
<i>Travelling to Melbourne</i>	7
<i>Hand Luggage</i>	8
<i>Australian Customs and Quarantine</i>	8
<i>Computer and electric goods</i>	9
<i>Transport from the Airport</i>	9
<i>Money on arrival</i>	10
<i>Banking</i>	10
<i>Insurance</i>	11
<i>Time Zones and Daylight Saving</i>	11
<i>Living Costs</i>	11
About Melbourne	13
<i>Geography</i>	13
<i>History</i>	13
<i>Climate</i>	13
<i>Clothing</i>	14
<i>What to bring</i>	15
<i>Social Customs and Conventions</i>	15
<i>Punctuality</i>	16
<i>Humour</i>	16
<i>Addressing people</i>	16
<i>Servants</i>	16
<i>Smoking</i>	16
<i>Bargaining</i>	16
<i>Physical contact</i>	16

Gifts..... 17

Hygiene and manners **Error! Bookmark not defined.**

Queuing..... 17

Conversation starters 17

Topics to avoid..... 17

Welcome to KAPS

This guide is designed to provide you with basic information to ease your transition into Australia. This is a wonderful time in your life and you are probably feeling both nervous and excited. Perhaps you already have friends in Australia. The guide contains information on:

- What to do before you leave home
- What to expect when you arrive in Australia
- What support KAPS can provide you on your arrival

When you arrive you will receive more detailed information about our services. We strongly suggest that you also access the internet sites listed in this package to learn more about Australia.

1. The local Melbourne newspaper is a good source of information:

www.theage.com.au

2. The Australian government website 'Study in Australia' is also useful:

www.immi.gov.au

3. Our website www.kaps.edu.au can provide you with helpful information that will assist you.

For any other information you are also encouraged to email us at info@kaps.edu.au or phone +61 3 9654 7786

Good luck and best wishes with your journey of success. We look forward to meeting you and celebrating your success in Australia.

Pre-Departure Information

Expectations

Living and studying in a foreign country can be challenging and exciting. You will leave behind family and friends, favourite foods and places, customs and languages, climate and much more. However, you will gain a lifetime of experiences that will allow you opportunities for enrichment and reward.

For younger students in particular, it is an opportunity to gain a sense of independence grounded in personal responsibility. Adjustment is easier if you keep your expectations reasonable. Expect some ups and downs. It's normal. The first few months are the hardest. These are just some examples of adjustments you need to make:

- Lifestyle changes: increased personal responsibility, such as having to do simple chores like cooking, shopping and cleaning, as well as learning to budget and balance work and study
- Understanding and tolerating other people's cultural values and ways of thinking
- Increasing your English language competencies
- Making new friends and increasing your social networks
- Unfamiliar styles of learning and teaching
- Different climate
- Differences in population density and transportation

Cultural adjustments

These are just some basic principles to help you adjust into a new culture. Our friendly team at KAPS can help you a lot more when you arrive.

- You do not have to change your basic moral, cultural or religious beliefs. All you need to do is be proud and confident of who you are and keep an open mind. Look, learn and listen to other people's perspectives. They may be very different to yours. In a multicultural society, we value individual and cultural differences. Having a strong identity and belief in yourself will help you form a strong basis on which to build tolerance.
- In Australia, there are over 150 ethnic groups. You will no doubt find people from your culture with whom you can share traditions and gain a sense of belonging

- Australia is proud of its multi-cultural history and celebrates diversity and the richness of various cultures.

Tips for successful adjustment

- Plan to arrive early. This will allow you to explore your new environment and organize essentials
- Attend Orientation Programs and meet your Peer mentors and the International Student Support team
- Choosing the right accommodation can be challenging. Our friendly Student Support team can assist you in finding accommodation

Documents to bring

Some important documents you should bring with you include:

- Valid passport with current student visa
- Letter of Offer from KAPS Institute of Management
- Electronic Confirmation of Enrolment (eCOE)
- Student Agreement Form
- Certified copies of results and academic transcripts from your previous education institute
- Certified copy of IELTS results
- Medical records (especially vaccination records)
- Valid driver's license
- Contact details of your country's embassy in Australia
- Contact details for KAPS Institute of Management
- Legal documents such as marriage or birth certificates
- Receipts for valuable goods you bring with you

It is suggested that you keep all these in an official document folder in your hand luggage. It is also suggested that you keep a copy with your family in case of loss or theft.

Travelling to Melbourne

- Check your baggage weight limits with your airlines
- Clearly label all your luggage
- Ensure you order special meals on your flight if you are vegetarian or require special diets
- Wear comfortable clothes and shoes

Hand Luggage

Your hand luggage should include:

- Passport and student visa
- Airline ticket
- Valuables
- Documents folder
- Medications or prescriptions
- Your pre-departure guide.

Australian Customs and Quarantine

When you arrive at Melbourne airport, you proceed to the Entry Control point, where you need to have the following documents ready:

- Passport
- Completed Incoming Passenger Card

Australia has strict quarantine laws to protect our valuable agricultural industries and environment. Before you get off the plane, you will be required to complete the Incoming Passenger Card.

If you are carrying any items that are listed as quarantine, you **must declare these**. If you are in doubt, it is better to **DECLARE** than take risks...Answer "Yes" if you are carrying any food, wooden material, plant material or animal products.

If you do not obey the quarantine regulations, penalties can occur, such as on the spot fines, detention, or deportation. On the spot fines can be AUD220.00. You could also be prosecuted or fined AUD60 000 or risk imprisonment for serious breaches.

Australian customs use sniffer dogs to detect illegal drugs or food matter. The dogs sniff bags and people and are highly trained. Quarantine regulations also apply to parcels or mail sent to you by family or friends from your home country.

All parcels must have accurate descriptions and declaration about the contents of the package. Prohibited items may result in prosecution.

The Customs Services Department is responsible for ensuring passengers comply with Australian customs laws. All passengers are screened and luggage is x-rayed. There are a number of matters to note as an international student:

- 1. Money** : You can bring an unlimited amount of foreign currency. However, if the amount is over the equivalent of AUD10,000, then you must declare this.
- 2. Medication:** Contact your nearest Australian diplomatic mission to confirm that the medicine and quantities you will bring with you are permitted. A letter from your doctor is necessary. You can also check with the Therapeutic Goods Administration about which prescribed drugs you can bring and in what quantities. Please visit: www.tga.gov.au
- 3. Prohibited goods:** include steroids, firearms, weapons and any kind of illicit drugs
- 4. Do not carry goods** for other people. If these goods are prohibited, you will be responsible
- 5. Declare items that need duty/sales tax**

For further information regarding quarantine matters, please visit the Australian quarantine inspection services website www.aqis.gov.au or Australian Customs Services Website: www.customs.gov.au

Computer and electric goods

The standard voltage for electrical appliances in Australia is 240 volts. Electrical plugs have three flat pins (one earth). You can purchase adapters in Australia. If you bring a new computer to Australia, it may be subject to a 10% Goods and Services Tax. However, generally speaking, if you own a computer which you have used for 12 months or more, you can bring it in without attracting tax. Computer and electronic equipment can be brought in duty free providing Customs is satisfied that you will take these items back with you when you return. Goods you have owned for less than 12 months must not exceed a combined value of AUD900.00. This is the duty free allowance. Students are strongly advised to check all these details carefully for any updated information. You can visit the customs website at www.customs.gov.au

Transport from the Airport

- **Taxis** are available from the Ground floor level of Melbourne Airport. Taxis can be expensive: AUD40.00 -AUD45.00 to the CBD. Surcharges also apply.
- **Bus services:** Skybus is a shuttle bus service from the airport to the Melbourne CB. It operates 24 hours a day, 7 days of the week. Buses run every 10- 15 minutes

throughout the day and 30-60 minutes overnight. A one way ticket to the city is AUD15.00/AUD24 return. You can purchase or print your ticket online www.Skybus.com.au

- Public buses also operate from the terminal, to various geographic areas in Melbourne. For further information and destinations, visit www.melbourneairport.com.au

Money on arrival

Australia's currency is decimal, with the dollar as the basic unit. Notes come in AUD5, AUD10, AUD20, AUD50 and AUD100. Coins come in 5 cents, 10cents, 20 cents, 50 cents, AUD1 and AUD2. All major credit cards and traveller's cheques are widely accepted in Melbourne.

It is a good idea to have some Australian currency with you on arrival. You may need this for phone calls or to purchase basic necessities. AUD200-AUD300 is an estimate of cash that may help with basic necessities.

Furthermore, you will need sufficient funds to cover the initial costs of establishment, such as bond money for your accommodation and rent, as well as money for electricity, gas phone connections, food, stationery and books. It can take 5 or more days for a bank draft to clear.

Banking

It is recommended that you set up a bank account soon after you arrive. This will allow you access to additional funds from overseas bank accounts. Please note the following:

- To open a bank account, you will need proof of identity. Your passport is the main form of identity. You may also need at least one other piece of identification, such as a Student ID. Australian financial institutions use a points system. Applicants need to provide 100points of identity when they open an account
- Bank charges apply to all accounts. However, most banks offer the option of a student account that usually involves less fees than regular accounts. Just ask at the bank.
- Apply for an ATM card that will allow you 24 hour access from an ATM machine. The ATM card can also be used for shopping in supermarkets using EFTPOS (Electronic Funds Transfer at Point of Sale).

- Banks are usually open Monday to Friday 9:30am-4:30pm. Some banks are also open on Saturdays from 9:00am to 1:00pm. Banks are closed on Sundays and all Public Holidays.

Some of the major banks in Melbourne and their websites are:

- **ANZ Bank** www.anz.com
- **Commonwealth Bank** www.commbank.com.au
- **Westpac Bank** www.westpac.com.au
- **St. George Bank** www.stgeorge.com.au
- **Bendigo Bank.** www.bendigobank.com.au
- **National Australia Bank** www.nab.com.au

Insurance

It is a good idea to consider insurance on expensive items to protect against loss or theft:

- Laptop computers, jewellery, digital cameras
- Purchasing a car means that you are urged to take out comprehensive insurance, with third party Insurance as a minimum.

Time Zones and Daylight Saving

Australia has three standard time zones. Victoria operates on Australian Eastern Standard Time (AEST). Melbourne is 10 hours in front of GMT without daylight saving. Throughout the summer months, Victoria adopts daylight saving time. Some other states do as well. Daylight saving time is also known as Australian Eastern Daylight Time (AEDT) and occurs when the local clock is moved forward one hour to gain an “extra hour” of daylight at the end of the working day.

Living Costs

Living costs vary depending on a number of factors:

- Lifestyle
- Type of accommodation chosen
- Number of people you live with
- Other costs such as computers, internet usage, software, textbooks and software

The table on the last page of this guide is only for a single student, sharing accommodation costs vary widely from student to student. The largest variance is the type of accommodation you choose. The table does not list your total course fees, other study related fee, the cost of running a car, medical bills or other personal luxuries

Establishment Costs		Costs	
Bond (4-6weeks)		AUD400-600(Once only)	
Rent in Advance(2weeks)		AUD400	
Electricity & Gas		AUD200	
Telephone Connection		AUD200	
Furniture & Household		AUD300(Once only)	
Work Visa Application		AUD60 (Once only)	
Study related costs		Costs	
Text Books for course		AUD300- AUD400 for each semester	
Uniform & Tool Kit		AUD350-AUD370	
Excursions		AUD20-AUD30 for a year	
Average Weekly Costs		Costs	
Rent		AUD100	
Food (Lunch, Snacks)		AUD30-AUD40	
Household Cost		AUD40-AUD50	
Gas, Electricity, Water, Phone		AUD20-AUD30	
Public Transport		AUD20-AUD30	
Spending Money		AUD40-AUD50	
Indicative costs for several food items			
Carrots(per kg)	AUD2.28	Chicken Fillet (per 500gm)	AUD7.49
Capsicums (per 500g)	AUD4.98	Toothpaste (per unit)	AUD2.71
Cauliflower(each)	AUD2.68	Eggs (per700gm)	AUD3.23
Apples (per kg)	AUD4.98	Coffee (per 100 gm)	AUD6.58
Orange (per kg)	AUD3.00	Butter (per 500 gm)	AUD3.78
Tomatoes (per kg)	AUD3.35	Tea Bags (per 50 pack)	AUD2.49
Rice (per kg)	AUD1.26	Tomato Sauce (per 500gm)	AUD2.15
Pasta (per kg)	AUD3.59		AUD2.28
Potatoes (per kg)	AUD2.99	Fresh Milk (per litre)	AUD2.99
Onions (per Kg)	AUD2.48	Orange Juice (per litre)	AUD5.00
		Laundry (once a week)	

About Melbourne

Geography

Melbourne is located in the south east corner of Australia. It is the second largest city in Australia and is the capital of Victoria. Melbourne's metropolitan area covers 8000 square kilometres. It is situated on the shores of Port Phillip Bay. The city of Melbourne sits on the Yarra River, around 5 km from the Bay. The population of Melbourne is approximately 3.5 million people

Victoria is home to many natural attractions such as the Great Ocean Road, Twelve Apostles, Phillip Island, which is home to famous penguins and Wilsons Promontory.

Other areas include historical gold fields of Bendigo and Ballarat, the Dandenong ranges, the Yarra valley and the snowfields.

History

Before the arrival of the first Europeans, Australia was populated by indigenous people. The people of the Kulin Nation are believed to have lived in Melbourne for at least 40,000 years or longer, Aboriginal people have maintained an intense relationship with the land and the natural environment. Today, more than 2500 Aboriginal people live throughout Victoria.

Tribal boundaries are recognized today and are the basis of native title claim under the Commonwealth Governments Native Title Act.

Europeans settled in Melbourne on the banks of the Yarra River in 1835 when Victoria was part of the British colony of New South Wales. In 1851, the colony of Victoria was separated from New South Wales, becoming the Australian State of Victoria.

In 1901, Australia celebrated its federation, becoming a separate country from Great Britain.

Climate

Weather can affect you during your period of adjustment. Having some idea of what the weather is like in Melbourne can help you to prepare.

Melbourne enjoys a temperate climate with four distinct seasons. Melbourne's weather is fondly described as "four seasons in one day" to describe its variable temperatures. A range of clothing is recommended. Temperatures also vary across Victoria. In some parts of Victoria, temperatures may be higher in summer and lower in winter The seasons in Melbourne are:

- Spring (September to November) This is usually mild and sunny with temperatures ranging from 10-20 degrees Centigrade
- Summer (December to February) warm and dry with day time temperatures averaging 20degrees, but reaching 40degrees at times
- Autumn (March to may) mild with temperatures 11- 20 degrees
- Winter (June to August) it usually rains in winter and temperatures are on average 8 degrees.

For further information visit the Australian Bureau of Meteorology website: www.bom.gov.au

The table given below indicates different temperature ranges across a 12 month period.

Months	Lowest 'C	Average 'C (Min)	Average 'C (Max)	Highest 'C
January	6	14	26	46
February	5	15	26	43
March	3	13	24	42
April	2	11	20	35
May	-1	9	17	29
June	-2	7	14	22
July	-3	6	13	23
August	-2	7	15	27
September	-1	8	17	31
October	0	9	20	37
November	3	11	22	41
December	4	13	24	44

Source: Web Climate Data services, National Climate Centre

Clothing

It is suggested that you pack or purchase in Australia very light clothes for summer and warm, waterproof clothes for winter. Thick woollen jumpers, a coat, scarf, hat and gloves are recommended.

Students in Australia dress casually. Jeans or trousers with casual shirts or running shoes are commonly worn. However, if you going for a job interview or attending a special occasion, formal clothing is recommended. For festive or cultural occasions, it is quite appropriate to wear traditional dress and accessories.

You can buy most clothes in Australia. You need to think very carefully about your priorities as you are only allowed a limited amount of weight. If you have excess luggage, it may be cheaper to send the excess as unaccompanied luggage. Check with your travel agent.

What to bring

These are suggestions only:

- A diary/notepad/dictionary/calculator/camera
- A personal computer
- Jeans, slacks, t-shirt, shorts
- Bathroom robe, pyjamas and casual clothes
- Jumpers and woollens
- Suit or formal clothes
- Sports/walking shoes and casual footwear
- Clothes for cultural and religious occasions
- An alarm clock

Social Customs and Conventions

Melbourne is Australia's cultural, culinary and sporting capital. It thrives on its multi-cultural landscape. There is no such thing as typically Australian. It is home to over 140 ethnic groups and this diversity is reflected in day to day living from food to festivals. Melbourne is home to the third largest Greek community in the world and one of the largest Italian communities outside Italy. Almost 30% of Melburnians speak a language other than English. There are many multi-cultural precincts in Melbourne:

- Greek culture in Lonsdale Street
- French culture in Collins Street
- Vietnamese culture in Victoria Street
- Italian culture in Lygon Street
- Chinese culture in Chinatown

There are some distinct values which Melburnians aspire to:

- Tolerance for diversity of race, religion and customs
- Equity and social justice. Australians like to have a "fair go" and are egalitarian. People are treated the same regardless of social status. Australians believe in equality and that all people deserve respect.
- Education institutes in Australia encourage students to speak freely and to question a decision which may be perceived to be unfair. This is reflected in the education institute's grievance and appeals processes.

In Melbourne it is very common for people to maintain their own customs, without feeling alienated. You can feel safe in maintaining your religious values, what foods you *can or*

cannot eat, what language you speak and what you choose to wear. People generally tolerate social customs, habits and accept different perspectives on life.

Punctuality

Punctuality is important in Australia. You need to arrive to classes on time. If you have an appointment you also need to be on time. If you are not able to make it on time, you need to phone and let the institute or the person know that you will be late. However, social occasions are more relaxed and it is not considered bad to be a little late.

Humour

Australian humour is intended to break the ice or appear friendly. Humour is sometimes hard to understand especially if you are new. Just listen and take it all in with an open mind. Humour is a tool for bonding and creating friendships.

Addressing people

Australians are considered to be fairly easy going and laid back. This comes across in the dress code and the manner in which people communicate.

Australians sometimes address their teachers by their first name rather than title. This may be a different way of interacting compared with your own home country. It is not meant to offend. In Australia, it is customary to maintain eye contact when you are communicating.

Servants

Australians are taught at an early age to be self-reliant and independent. There are no servants as such in Australia.

Chores are shared equally between males and females. In shared accommodation, you will be expected to share in the shopping, cooking and cleaning.

Smoking

Smoking is prohibited in public places and transport. Heavy penalties exist for smoking in prohibited areas.

Bargaining

This is not a common practice in Australia, as prices are generally fixed. Some bargaining is permissible in certain markets.

Physical contact

In Australia, people like to keep their personal space. Generally, they feel uncomfortable if you get too close, especially if you don't know them well.

Gifts

Be careful offering gifts to people in authority, such as your lecturers. It could be misinterpreted as you trying to seek favours.

Queuing

Always wait your turn in a queue. Don't push in.

Conversation starters

Common conversation starters are: talking about family, the weather, what you did on the weekend, current news, what you think of Australia, where you work. Some common expressions and their meanings are:

- **G'day** Good day/hello
- **See ya later** See you later/goodbye
- **You right?** Do you need assistance
- **Good on ya** Well done
- **Ocker** Australian
- **Arvo** Afternoon
- **No worries** Don't worry about it.
- **She'll be right mate** Don't worry, it will be alright
- **Yakka** Hard work
- **BYO** Bring your own food
- **Ta** Thank you

Topics to avoid

Topics generally to avoid until you know the person well are:

- personal relationships
- how much you earn
- how much something costs
- politics and religion.

Finally we hope your time with KAPS Institute of Management is enjoyable and that you will look back over time and remember it as rewarding and enriching. We encourage you to make the most of your opportunity and to participate in all the institute offers. Remember we are here to support you as much as we can and we hope that you succeed.

Best Wishes and Good Luck for your safe journey to Melbourne.

Management & Staff

KAPS Institute of Management

ORGANIZATION DETAILS

KAPS Institute of Management Pty Ltd

Correspondence: GPO BOX 5457 Melbourne 3001

Address: Level 1, 158-160 Swanston Street, Melbourne 3000

Tel: +61 3 9654 7786 | Fax: +61 3 9654 4885 | Email: info@kaps.edu.au | Web: www.kaps.edu.au

CRICOS Registration Number: 02855C

TOID: 21990