



Education Abroad Pre-departure Manual

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INTRODUCTION

Congratulations on being accepted into the Deakin University Education Abroad Program. We are sure that you will have a highly rewarding experience.

Your Education Abroad Program will help develop you academically, personally and professionally. Aside from credits on your transcript, your experiences will help you gain a better understanding of yourself, the world, and where you belong in it. As you prepare for your overseas study there are a number of things that may be on your mind – questions, concerns, and perhaps some worries. This is quite normal and to be expected, this manual is designed to alleviate these concerns and contains information, advice and instruction for you to follow before your departure, during your Program and after you return. **Please read the manual carefully – the answers to most of your questions should be found in these pages.**

It is your responsibility to make your Program a success. Learning as much as you can about your host country and university will greatly enhance your time overseas.

Please remember that you are an ambassador, both for Australia and Deakin University. Have a great time and make sure you come and see us when you get back.

Good Luck!

The Education Abroad Team

PARTICIPANT RESPONSIBILITIES

Prior to, during and after your Education Abroad Program there are various responsibilities of which you should be aware. Please read this section carefully.

You have signed a student agreement as part of your acceptance onto the Program, please read the copy in appendix B.

Before you go

Passport

Make sure you have a current passport (it needs to be valid for 6 months AFTER your return date), if you do not have a passport apply for one as soon as possible. It should only take 10 days to process, but it can take longer. Passport application forms are available at the Post Office.

Visas

It is essential that before you depart you ensure you have obtained the correct visa or entry documents. The Education Abroad office can assist you with contact details for the appropriate Consulates, but it is the responsibility of each student to apply and pay for their own visa. Depending upon the country you are studying in, your visa may take several weeks to process. We strongly advise you to contact the relevant Embassy or Consulate as soon as possible to ensure you will have enough time to apply for and receive your visa. If you intend to travel before or after your Program to other countries make sure that you have the required visas for your intended destinations.

Insurance

Fully comprehensive travel insurance is a compulsory component of the Program. If you are going on Exchange, your travel grant will not be released until you can provide proof of purchase of insurance.

You may find that some host universities have their own insurance schemes which are compulsory for all students. If this applies to you, you must still have insurance until you arrive at your host university and for travel afterwards.

Copies of documentation

Make at least two copies of all your important documents and travel aids. These include:

- Passport (at least the first page and any pages with visa certification)
- Passport-size photographs
- tickets
- itinerary
- travellers cheques (cheque numbers; the company you use will supply you with forms to keep details of where and when you spent the cheques)
- credit card numbers
- address book

Keep one copy with you packed separately from your wallet/travelling documentation and deposit the other copy in a safe place or with a relative.

Travel arrangements

You are required to make your own travel arrangements; we recommend you book through the STA Travel office on your campus. Please ensure you do not make any irreversible arrangements until you have been accepted by your chosen host university. Also ensure you arrive by the date stipulated by your host university.

Personal Emergency Plan

It is mandatory to submit a personal emergency plan before you leave. The travel grant will only be released once the Education Abroad office has received a copy of your plan. Please see appendix C for a copy of this plan.

Voting

Be sure to arrange for an absentee ballot with your State electoral office if you will be away during an election.

Income tax

You may need to arrange to have your tax form sent to you if you will be out of the country in July. Forms may also be available at the Australian Embassy in your host country. For more information www.ato.gov.au

Power of Attorney

It is often necessary to designate an individual, usually a parent, to take care of Deakin University or financial matters on your behalf while you are abroad. The nominated person has the power, amongst other things, to:

- Submit your re-enrolment forms
- Pay your GSF and complete HECS forms
- Register or sell your car
- Receive your tax refund
- Receive the returned bond cheque from your accommodation
- Receive your last pay cheque from your employer

Enrolment

The most important aspect of your Education Abroad Program is your enrolment whilst you are overseas. You will need to take steps to ensure that the credit you gain for units successfully completed overseas will be transferable back to Deakin University. You must have gained faculty approval in writing for the units you wish to take overseas; you should keep this up to date.

You must ensure you are enrolled in overseas units rather than Deakin University units, by completing an Exchange and Study Abroad Enrolment Form. Your travel grant will only be released once you have completed this form.

Student Connect enables you to ensure your enrolment is always up to date from anywhere in the world.

Once you arrive

Register with the Australian Embassy

It is advisable to register with the local Australian Embassy in your host country, a list of embassies world wide can be found at:

www.dfat.gov.au/missions

These offices can assist you with the following:

- Issuing emergency passports or travel documents
- Providing assistance in case of accident, serious illness or death. They can arrange for your next of kin to be informed and provide a list of doctors and lawyers.
- Witnessing and certifying documents
- Giving limited financial assistance in real emergencies
- Visiting you in jail if you are arrested, or informing your family if you so wish
- Helping you during an emergency such as natural disaster or civil uprising

Host University

Familiarise yourself as quickly as possible with your host university; attend orientations and enrolment and introduce yourself to staff at the international office. Find out where important areas such as the medical centre are located.

It is a condition of your student visa that you attend classes and submit all assessment work. Please ensure you fulfil all the requirements of your particular study program otherwise you may find yourself in breach of your visa.

Should you fail to attend classes without reason, or conduct yourself in an inappropriate manner Deakin University reserves the right to withdraw you from the Program.

Stay in contact

Your family and friends will be eager to hear that you have arrived safely! You should also give them emergency contact numbers and keep them regularly informed of your movements while overseas.

Don't forget to keep the Education Abroad office informed of your whereabouts and well being while overseas. Email: intlink@deakin.edu.au

You should also start to think about your entry to the STARS Award (Study Abroad Returning Student Award). There is a cash prize of \$300 awarded every semester to the student who submits the best representation and analysis of their time overseas. In the past, winners have used a wide variety of formats for their entries such as: journals, websites, videos and emails. An internet diary such as provided at the website www.diarlyland.com is a great resource.

Amendment to enrolment

It is your responsibility to ensure that any changes to your study plan are approved by your faculty enrolment officer. Make sure you have their name and contact details. It is highly likely that you will be required to make amendments to your enrolment. If you do not follow the correct procedures you may not receive credit for the units you study overseas.

Re-enrolment

Depending on the time of year that you go on exchange, you may be required to re-enrol at Deakin while overseas. It is important you are aware of the re-enrolment deadlines and re-enrol in plenty of time to avoid a late fee. You will be sent re-enrolment details by both email and post. Please check your Deakin email account regularly and ensure your mail is being received correctly in your absence.

If you do not re-enrol within the stipulated timeframe your enrolment at Deakin will be terminated and you will no longer be eligible for the Education Abroad program.

Payment of Deakin fees

While you are overseas you must keep your payment of Deakin tuition fees and General Service fee up to date, as if you were still studying at Deakin. Once again information on your fees and deadlines for payment will be sent to you via email and post.

If you do not pay these fees by the due date your enrolment at Deakin will be terminated and you will no longer be eligible for the Education Abroad program.

TRAVEL TIPS

These tips are designed to assist you with all aspects of your trip; even if you are a “seasoned traveller” you may find items in this section helpful. There are also a number of websites you should consider for further tips:

www.lonleyplanet.com

www.statravel.com

Packing

When packing, choose clothing that is durable, versatile, easy to launder and wrinkle-free. Pack comfortable shoes. Always take one formal outfit for special occasions. Most importantly, think where you are going to spend most of your time (cities, beaches, mountains) and plan your wardrobe accordingly.

Be prepared for the weather. You may be leaving Australia in summer and arriving at your host institution in winter. Be prepared for changes in season. Before you leave check the newspaper's/web site's temperature listings for the area(s) you will visit to see if unseasonable weather is predicted, such as a summer cold spell or a winter heat wave.

Use every square inch of luggage space. Stuff your socks into your shoes. Roll up sweaters and underwear in the corners of your suitcase. Pack only as many toiletries as you will use. Use small travel-size containers for shampoo, conditioner etc. Liquids travel best in plastic containers, but don't fill them to the top. Seal them with tape and pack tape to reseal them later. Place all liquid containers in plastic bags. Do not pack anything fragile, valuable or perishable. Leave all expensive jewellery at home. Think carefully about what should take on the plane with you either in your carry-on luggage or on your person. You should include:

- identification (passport, visas, ID card etc)
- money, credit cards, travellers cheques
- any valuables, such as cameras
- this manual
- toiletries
- prescription drugs or other medication
- a change of clothes
- some reading matter

Luggage

Airline regulations

Airlines allow no more than two checked bags and only one carry-on. Most airlines enforce weight and dimension limits. Check with your airline prior to flight.

Type

Luggage should be sturdy and lightweight. Large, built-in wheels are an added convenience. Buy luggage that can be identified easily in a busy airport, train or bus terminal or hotel, and is easy to transport. Popular choices include: a large backpack with many pockets or a suitcase with wheels.

Try to pack as lightly as you can. Pack everything up, carry it around for a while (up and down the stairs, around the house), then unpack, eliminate the non-essentials, repack and try it again. Make sure you can actually lift it yourself.

Identification

Each piece of luggage should be labelled on the outside and inside with your name and address, along with your overseas address. Luggage tags are provided by airline companies at check-in so you double check that your tags are secure. Place a coloured strap or piece of rope around your suitcase for easier identification and to secure it in case the lock breaks (luggage isn't handled delicately).

Lost Luggage

Luggage does get lost from time to time. If this happens to you, don't panic. There are offices at airports and train stations to handle lost luggage. Report your loss straight away. Make sure you can provide a precise description of your luggage and its contents. Keep a description of each piece of luggage with its contents with you at all times while travelling.

Flight

Prepare yourself mentally and physically for a long flight. Take plenty of reading material and make sure get up from your seat and move around as much as possible.

Tips to fight jet lag:

- Do not overeat before the flight. This aggravates jet lag.
- Drink plenty of non-alcoholic fluids in flight.
- Wear loose-fitting clothes.
- Set your watch to the time of your destination as soon as you board the plane.
- Sleep at appropriate times (or whenever you can). When you arrive at your destination try to follow the time schedule of your destination.
- If you experience travel sickness you may wish to stock up on appropriate medication.

Upon arrival you will most likely be exhausted, it is highly recommend you make all the necessary transportation arrangements from the airport BEFORE you leave Australia.

HEALTH AND SAFETY

The health and safety of students involved in any aspect of the Deakin Education Abroad Program is paramount. No institution, Deakin included, can guarantee the health and safety of every individual in an education abroad program but Deakin can ensure that guidelines are in place to promote preparedness and minimise risk. However there are a range of aspects that are beyond an institution's control such as the day to day behaviour of participants, the actions of people who are not part of the program and the transferability of home country cultural values and norms.

Before you go

When making a judgement on a suitable Education Abroad Program for you, take your personal health issues into account and ensure that the Deakin Education Abroad Office has an updated history of your physical and mental health and any other personal data that may be crucial to a safe and healthy education abroad experience.

If you are participating in an Exchange or Study Abroad Program make sure that you are informed about the health services on-campus at your host institution. Although you will find out about these from the Deakin Education Abroad Office and your host institution before you leave Australia, when you arrive be sure to visit the health services so that they become an integral part of your map of your new home campus. These are services to benefit students – use them! Remember too that the orientation program at the host institution will cover health and safety issues as well as other essential information to help you adapt to your new environment more quickly.

Take time to immerse yourself in finding out about the politics, culture, environment, religion and law of your host countries and to reflect on how these differ from what you are used to at home and what aspects you may find hard to adapt to or may cause you anxiety. Some of these may involve health and safety issues. You should familiarise yourself with the procedures for getting emergency health and law enforcement services in your host country. This is all part of the personal emergency plan you are required to submit.

Keep in mind that you will be living in a quite different environment from that which you are used to at home and it may present unfamiliar health and safety risks. Take a common sense approach, be aware of the risks and behave sensibly.

Insurance

Keep a copy of the 24 hours emergency number of your insurance company with you and leave one with somebody at home. Read over all the terms and conditions so you know exactly what you are covered for.

Medical

Visit the Division of Student Life and make an appointment with campus doctor or nurse for a medical check up before you go. They will also advise you on what (if any) immunisations you require.

Prepare well in advance and obtain any prescriptions drugs and purchase any medication you may need. If you are taking medication on a regular basis, see your doctor about taking enough medication to last the duration of your time overseas. Your doctor may advise against this as some of the medication may be perishable. Please research that the medication is widely available overseas.

Some medication available in Australia may be illegal in other countries. It is advisable to carry a letter from your doctor detailing the medication you will be carrying; this will assist your processing through customs.

If you wear contact lenses or glasses make sure you visit your optometrist prior to departure, take a prescription for your glasses in case you need a replacement pair while overseas.

It is also advisable to get a dental check up.

Once you arrive

Safety and Security

Be aware that any rule of common sense security applies overseas equally as well as at home. Always share your intentions or plans with a fellow student, your tour leader or your host family (depending which program you are on) and, if feasible, try to stay with a group. It is imperative to remember that there might be significant risks involved in visiting certain areas that you might not be aware of.

In general petty theft is a major problem especially in large cities and in crowded places. Sensible precautions include carrying bags hung from your neck and in front of you (never hung over your shoulder), keeping all bags and purses tightly closed, and keeping a record of traveller's cheques and credit card numbers in a safe place back in your lodgings.

Never leave your bags unattended. **Backpacks are generally risky.** A money belt or travel pouch that goes around your neck and inside your shirt is always a good idea for carrying money and valuable documents. When not in use, valuable items - passport, credit cards, traveller's cheques, extra cash etc - should be left at the hotel in a safe or in your home in a safe well-hidden place.

Safe sex

Sexually transmitted diseases pose health risks in any country. Always practise safe sex.

Alcohol

Having fun on an Education Abroad Program is important, but your safety is of more importance. Partying a little too much can jeopardise your safety and reduce your enjoyment of the Program.

Drink spiking is a danger in some parts of the world; never accept a drink from a stranger. You may also find that the drinks in some countries have a higher alcohol content than in Australia, exercise caution if this is the case!

It is also important to be aware of the legal drinking age in your host country as this age does vary.

Staying Healthy

There are a number of precautions you can take while abroad to ensure that you stay healthy. Here are some basics:

- Monitor your health. Do not run yourself into the ground trying to see everything and to sample all of the culinary delights. Moderation will pay off in the long run.
- Eat well. This does not mean spending money freely in elegant restaurants, but it does mean eating a well-balanced diet.
- Travelling will bring your body in contact with different bacteria which are not necessarily harmful in themselves but the change can upset your stomach or cause other health problems. Water (including ice cubes), milk, fresh fruit and unwashed raw vegetables could upset your system until your body adjusts to its new surrounding.

- Know where to get treatment. After arrival, find out where health care facilities are on campus or ask the Australia Embassy/Consulate for the name of a doctor before the need for medical treatment arises.

Note to Vegetarians: You may find that maintaining a vegetarian diet abroad can be a challenge. It may be difficult to obtain enough quality fruit and vegetables to maintain a healthy diet. Some tips to help you through:

- Read up about the cuisine and foods offered in your host country.
- Consider taking protein powder, vitamins and other dietary supplements with you to ensure good nutrition while abroad.
- Talk to other vegetarians who have studied abroad.
- Be prepared for finding a tactful way to deal with social situations in which you are offered specially prepared meals that include meat.

MONEY MATTERS

There are many costs associated with travelling overseas, both before you go and once you arrive. It is important to be aware of these costs when budgeting for your Education Abroad program. It is your responsibility to ensure you have sufficient funds to cover all the expenses you will incur as part of your program.

Pre-departure expenses

Expense	Approx at March 04 (AUS\$)	Your estimate
Passport (valid 10 years)	\$148	
Travel insurance (6 months, Deakin University policy)	\$342	
Student Visa	Varies	
Eg – USA – Application fee - Issuance fee	\$130 \$136	
Vaccinations	Varies	
Eg – Typhoid (visit the Division of Student Life for more details)	\$44	
International Student Card (Apply at STA Travel)	\$18	

Each expenses quoted above was correct at the time of printing and is intended as a guide only, please note these expenses will vary greatly for different countries and currencies.

Arrival and establishment expenses

Expense	Approx at March 04 (AUS\$)	Your estimate
Airport transfers	\$15-35	
Temporary accommodation (2 weeks)	\$300-450	
Personal expenses including food and transports (2 weeks)	\$100-200	
Rent in advance (4 weeks, varies according to type and location)	\$400-550	
Bond	\$400-550	
Utility and telephone connection fees	\$175	
Other additional costs eg. Linen, pillows, towels	\$400-500	
Text books	\$100	

Each expenses quoted above was correct at the time of printing and is intended as a guide only, please note these expenses will vary greatly for different countries and currencies.

Recurrent Costs (Monthly)

Expense	Approx at March 04 (AUS\$)	Your estimate
Rent	\$400-550	
Utility bills	\$75	
Telephone bills	\$75	
Food (based on home cooking, will have been paid in advance for students on meal plans)	\$300	
Public transport	\$175	
Personal and entertainment expenses	\$200	

Each expenses quoted above was correct at the time of printing and is intended as a guide only, please note these expenses will vary greatly for different countries and currencies. We recommend \$1800 per month to cover these expenses comfortably and to allow enough for travel.

Money while overseas

Tips for Exchanging Money

- Check daily exchange rates. You may see a pattern of fluctuation and be able to predict when the best time is to exchange money, ie certain days of the week or month may prove to be better - conversion rates can be found at:
www.commbank.com.au/today/ForeignExchange
- Exchange the bulk of your funds overseas. The exchange rate is invariably better overseas than at home.
- You do not always receive better exchange rates at city banks than at airports, major hotels or department stores. Some banks may charge commission whereas some hotels and stores may not. You will need to check.
- Have enough foreign currency on arrival in a country to cover immediate expenses, such as taxis, telephones and food. If you arrive on a weekend or holiday plan accordingly.
- When making purchases with a credit card, the exchange rate on the day of purchase is not necessarily charged. The credit card company posts the conversion of the date the charge slip is received by their administration department.
- Transit hotels, restaurants, nightclubs or shops often do not offer competitive exchange rates. Be aware of this as they often will charge high commissions and are not obliged to charge the daily exchange rate.

Traveller's Cheques

Traveller's cheques (TCs) are a safe and dependable way to carry money. If they're lost or stolen you usually can obtain a full refund. An administration fee is normally charged when converting TCs to cash. The usual fee is 1% or 1.5%. Here are some tips to remember when you buy and use TCs.

- You can buy TCs from any bank.
- Separate cheque receipts and keep them in a safe place.
- Record cheque numbers as you cash them.
- Leave a list of cheque numbers with someone at home.
- When you buy your cheques, get a list of refund centres in the country in which you will be travelling.
- It is advisable to buy TCs in \$US because this is a strong, universally recognised currency. However, if you plan to travel extensively in one country, traveller's cheques in the local currency are easy to buy and use. Buy these when you arrive in the country where you will spend them.
- Take a variety of denominations if possible. You will often find yourself staying in one country for only a day or two, therefore needing only \$20 or \$40 worth of currency. Remember, every time you change money you lose a percentage to the bank. On the other hand, some banks charge a flat fee per cheque. If you need the currency, exchange the \$50s and \$100s where this applies.

ECU Traveller's Cheques

A new TC has appeared in Europe. It's a cheque based on the European Currency Unit, the Euro, which is used for trading in all common market countries. ECU cheques are convertible in the local currency of whatever country you are in, and their value remains constant; you don't have to worry about exchange rates.

Credit/ATM Cards

In many countries it is now possible to use ATM machines to obtain local currency with a Visa or Mastercard, or even with the card issued by your bank as ATM networks like Cirrus, Plus, and Via are becoming widely used around the world. Your bank should be able to provide you with a list of available locations in the countries you will be visiting. ATM card withdrawals are debited (in dollars using the market exchange rate) from your Australian bank account directly, while credit card withdrawals are charged against your card. If using credit cards, you may be assessed interest charges from the time of withdrawal. Service charges are usually minimal with ATM card, but considerably higher with credit cards. Where automatic tellers are not yet available, you may charge advances of local currency against a credit card at banks displaying a Visa or Mastercard symbol.

Not only can Visa and Mastercard advance you cash, they offer good exchange rates on purchases in many countries, and their cards are widely accepted in Europe, Latin America and Asia. American Express cards are not as widely accepted. You can generally expect to be able to use a credit card in department stores, restaurants and hotels as well as for train or plane tickets. It is fairly easy for university students to get credit cards, but if your parent/s are willing, it would be a good idea to get a card issued in your name on a parent's account. We suggest carrying at least two different cards, with one card reserved for emergency expenditures.

If you use credit cards, make sure there is someone back home paying the bills as they come due. It is rather embarrassing and stressful to have your credit card cancelled for non-payment just when you need it most.

EMERGENCY PROCEDURES

When international safety is uncertain, it is essential that you take responsibility for your personal safety. If non-essential Australian travel is advised against by the Department of Foreign Affairs and Trade (DFAT) in a country, then Deakin University reserves the right to withdraw students from any Education Abroad programs in that area.

Useful Information:

Phone Numbers

Consular Access line for Australians in distress overseas

1300 555 135

Websites

DFAT – for information about the country you are visiting and updates on any travel warnings. You can subscribe and receive regular updates:

www.dfat.gov.au

You are strongly advised to register with the nearest Australian diplomatic mission in the country you are travelling to. You can this on-line:

www.orao.dfat.gov.au

World Health Organisation (WHO) – For information on health issues in all countries check the website:

www.who.int

Planning an emergency response

- Evaluate your options – stay put, move to a safer location, or return to Australia
- Make such decisions in collaboration with diplomatic representatives in your host country, Deakin University, and the international office at your host university
- Communicate your plans to your Embassy/Consulate, your family and Deakin University

Emergency contact details

In the unlikely event that things go badly wrong, you should contact Deakin University on the following phone numbers that are available on a 24 hour emergency basis:

Jackie Taylor Manager, Education Abroad	Work 61 3 9244 6961	Mobile +61488995299
Student Exchange Coordinator	61 3 9244 5231 61 3 9244 6664	
Deakin University Security Services	Free call 1800 062 579	

Insurance

Make sure you take your insurance information with you and that your insurance provider has a 24 hour free call number that you can access from overseas.

Emergency services

It is important to research the phone numbers of the relevant emergency services in your host country.

LIFE OVERSEAS

Living overseas, especially for the first time, can be exhilarating, exciting and stressful. You will be encountering many new things, food, customs, ways of doing things and different ways of thinking about and understanding the world. This may produce a degree of uncertainty and confusion about how you react, fit in, are accepted, and how you feel about yourself.

It is important to think about your own motivations and expectations for going abroad, whether it is to improve your language skills or future job opportunities, to have an adventure, or perhaps to get in touch with your cultural heritage. Based on these motivations, you may want to look at how you anticipate interacting with the people you meet in your host country. You will be viewed, at least initially, as a representative of Australian culture abroad.

Each country has a rich history that shapes the way people relate to each other and how they will relate to you. An understanding of a country's culture will assist you to get the most from your experience.

Prepare by learning as much as possible about the cultural norms and social, economic and political situation in your future host country.

Check the resources at the Deakin Education Abroad Office. There are also a number of web sites that will give you valuable background on the countries you will be visiting, for example,

Lonely Planet: <http://www.lonelyplanet.com>

Fodor's <http://www.fodors.com>

Atlappedia <http://www.atlappedia.com>

Department of Foreign Affairs and Trade

Americas <http://www.dfat.gov.au/geo/americas>

Europe <http://www.dfat.gov.au/geo/europe/index.html>

South East Asia <http://www.dfat.gov.au/geo/sea>

North Asia <http://www.dfat.gov.au/geo/na>

Studying overseas

You will be entering an unfamiliar academic system. Try to find out as much as you can about it before you leave Australia to make it easier for you to adjust when you arrive at your host institution. Students often find that the organisational culture of their host institution is quite different from their experiences at Deakin. You may need to re-examine your assumptions about student responsibilities, student/teacher relations and behaviour in and out of the classroom.

For students studying in the US, you will find that your study is monitored more closely by weekly/daily assignments, quizzes etc. You are expected to complete your studies according to host institution requirements including assessment. Failure to comply may result in loss of credit for the units you have studied.

Exams

Please note that you are expected to stay in your host country for the duration of your exam period. Do not plan to travel or return home until all your exams have been completed.

If due to exceptional circumstance you have to return home before you have completed all of your exams, Deakin University will be able to proctor these exams but there will be a fee involved that you will be responsible for. Please see below an extract from the 2004 Deakin University handbook:

Examination charges for Deakin Study Abroad Students:

This charge relates to students who have been enrolled as Exchange or Study Abroad students at other universities and who wish to complete their host university examinations at Deakin with the approval of the host institution

2004 rates

Where the exam is to be conducted during a regular Deakin award examination period, an administration fee of \$25 shall be levied.

Where the examination is to be conducted outside regular Deakin examination periods, a supervisor will be required and the student will be liable for the costs of the examination supervision at the standard hourly charge rate as well as the administration fee. For example, a three hour examination would cost approximately \$120. This fee will apply to each examination.

Culture shock

Moving from one cultural context to another can be difficult and everyone in a new environment will experience culture shock to a greater or lesser extent.

Your assumptions will be challenged. Assumptions about such things as social and private space, personal responsibility, gender roles, use and organisation of time, justice, government and many more. Culture shock does not result from a specific event. It comes instead from the experience of encountering ways of doing, organising, perceiving or valuing things which are different from yours and which may threaten your taken-for-granted, often unexamined beliefs that your customs, assumptions, values and behaviours are 'natural' and 'right'. It builds up slowly from a series of small events that are difficult to identify.

Severe culture shock is typically expressed in feelings of isolation and loneliness, sleeping too much or tiring easily, finding it difficult to sleep, suffering body pains (head, neck, stomach), homesickness, eating disorders, anger towards local people, 'bashing' local culture as irrational and stupid, or concluding that any acceptance of different ways of behaving is a compromise of your principles and therefore unacceptable.

Managing Culture Shock

- Understand that there are going to be ambiguities, uncertainties, confusion and that your expectations may be upturned. Try to 'expect the unexpected'.
- Observe how local people act in situations you find confusing. Try to understand what they believe and why they behave the way they do. **Avoid judging things as right or wrong, regard them as merely different.** Realise that although it may not make sense to you, it makes sense to them, and you can learn why it makes sense to them.
- Avoid cultural fatigue. Remember ways to reduce stress that have worked for you in the past. Take a long walk, go to a movie or write a letter to a friend. You may even try to laugh at yourself and the situation.
- Believe that you can learn the skills to adjust and learn. Accept the reality that you are going to make mistakes - like a child learning her/his own culture - and that at times you may make a fool of yourself. This is particularly true if you are struggling with another language. There will be times when you feel dumb or stupid. When this happens, step back and remind yourself that language skills do not equal intelligence. This is one of the biggest problems and perceptions international students have to overcome when they come to Australia.
- Avoid having friends only from your own culture. Make friends with local people and students and participate as much as possible in local events, clubs and social life. However, maintain ties to your own culture and fellow students as they can provide a refuge and a place to let off steam.
- Do not set extremely high goals for yourself. This may foster a sense of failure if unattained. Be realistic and acknowledge your progress in adjusting to a new culture. At times stop and take stock of what you have learned and applied since you first arrived. Recognise that you can make the adjustment.
- Don't compare your rate of cultural adjustment with those around you. Everyone deals with and copes with cultural adjustment in accordance with who they are. You may find some people adjusting quicker than you and this can cause some anxiety and doubt about your abilities. Recognise that each person has unique experiences and personalities that impact on the rate of adjustment.

Intercultural Competencies

Tolerance of Ambiguity

Cross-cultural situations bring us face to face with significant cultural differences. Thus they are inherently ambiguous. We cannot know exactly how those differences will play themselves out or which will be the most challenging for us to accept. What we do know is that persons in cross-cultural situations (at home or abroad) will be frustrated at times by the uncertainty of those circumstances. Being able to tolerate ambiguity and uncertainty is a critically important trait.

Cognitive and Behavioural Flexibility

Intercultural competence requires the ability to adapt to, as well as invent, new ways of thinking and behaving. When persons are brought together from different cultural backgrounds, they have to figure out how they can work together, which rules should apply, where they should accommodate to the new culture, and when totally new ways of doing things need to be created. Intercultural competence and effectiveness is helped enormously by our ability to respond flexibly to these demands in terms of our thinking and our behaviour.

Enthusiasm for Different Cultures

Those who are genuinely enthusiastic about developing their cross-cultural abilities will value their immersion in a different culture as a learning opportunity. Despite the often demanding nature of this, they will appreciate it as an opportunity for personal and professional growth.

Interpersonal Communication Skills

Individuals with good interpersonal skills in their own society have an advantage over people lacking those skills. They are generally more attentive to the needs and concerns of others, better listeners and observers, and quicker at learning the nuances of culture and communication.

Sense of Humour

A sense of humour is an invaluable attribute for people working in cross-cultural environments. Those who can laugh at themselves and see the humour in their situations will have an easier time adjusting to new cultural circumstances.

Racial Issues

In addition to culture shock, you may experience greater acceptance abroad, or perhaps encounter discrimination, or even racism. Whether and to what extent you encounter discrimination or racism will vary greatly depending on the cultural, socioeconomic and political situation of the host country, where the host institution is located within the country and the education level, perceptions and attitudes of the people you encounter.

In dealing with such issues try to be aware of your own self-image and expectations. It is possible that other people's actions might reflect their curiosity about you. Therefore, keep in mind your own cultural assumptions when encountering new situations before jumping to conclusions.

Gender Relations

Relations between men and women and the position of both genders within society differ significantly around the world. Not all countries value the concept of equality and these views may challenge your own perceptions of gender. Be prepared for varying opinions on gender issues.

Homosexuality

The issue of homosexuality has been brought to the forefront in many countries. This is a step forward toward the recognition of a historically suppressed group, however, in many instances it has met with hostility. Attitudes toward homosexuality differ according to many variables within a particular country or culture and according to the individual people you will meet. Try to find out what the prevailing attitude to homosexuality is in your host community.

RETURNING HOME

Reverse culture shock

The last thing on your mind during your journey will be preparing to come back home. Many people who have been abroad agree that the re-entry adjustment can be as traumatic as the adjustment to a new culture. You will return with a different perspective because you have something with which to make comparisons. You will be dying to tell everyone about what you did, thought and felt. A common frustration is that friends and relatives only want to hear, 'It was really great!', but are not really interested in hearing beyond that. If you are gone for an extended period of time, your friends will get used to life without you. Communication is the key to overcoming this obstacle. Explain how you are feeling, and share information with your friends and family about cultural re-entry. In many ways both you and home have changed. Being able to recognise the changes in yourself and the new skills you have developed may be difficult at first. These skills will serve you well in the future and can be important in a number of ways.

Returning Reports

The Education Abroad Office is good first port of call when you return, we can offer a sympathetic ear plus contacts for networks such as the Study Abroad Club to help ease you back into the Australian way of life. We love listening to your stories and are always looking for articles, photographs and quotes to help us promote the programs to other students. Getting involved in this side of things once you return is a great way to still feel involved with the Education Abroad programs and students who have or about to have similar experiences to you.

We ask that you complete a report upon your return, these are used for research for future exchange and study abroad students. Please let us know when you are back and we will send you the report.

Results

For exchange and study abroad students, the host institution or the agency that arranged your placement will send a transcript of your results to the Education Abroad office. These will be sent to the Academic Administrative Services Department for entering on your Deakin transcript. You will be awarded an External Pass (EP) for each unit successfully completed. The original is yours to keep as this will give you the grades you received for the units you studied and will be important when applying for jobs, scholarships and so on. You will be contacted by the Education Abroad office when it arrives. Please note it may take several weeks after the end of term to arrive, this is very important if you plan to apply for honours. If the host institution gives you the transcript directly, please submit it to the Education Abroad office to ensure you receive the result on your Deakin transcript.

Often, due to problems with enrolment overseas, the units on the overseas transcript do not reflect the units on your Deakin enrolment. Assessments will not key any results until the 2 match exactly. If they do not match, your transcript will be returned to the Education Abroad office, you will then be contacted and it will be your responsibility to meet with your enrolment office to find a solution.

APPENDIX A

Pre-departure Checklist

You are probably already feeling overwhelmed with the many things you have to organise before you depart for your exchange. In order to try and alleviate this we have prepared a checklist of things you should consider before going on exchange.

Documents

- Passport Information
- Applied for Passport
- Visa Information
- Applied for Visa
- International Student Identity Card and Youth Hostel Card

Health

- Pre-departure medical/dental checkups
- Medical Insurance
- Immunizations
- Birth Control, Host Country Morals and Aids risks
- Emergency medication and eyewear

Safety

- Action plan in the event of travel advisories and political emergencies
- Emergency Contacts
- Sharing Information with Parents/contact people at home
- We advise you register with the closest Australian embassy.

Money

- Constructing a budget
- Talking to your bank about the best way to take money overseas.** We suggest taking money in a number of different forms. Enquire about banking on the net or phone banking
- Contacting Centrelink about your proposed exchange ensuring you receive your benefit whilst away

Administration

- Fill in an application form for your host university
- Received acceptance documents
- Fill in housing applications and pay deposit if required
- Know how much your accommodation will cost and due dates for payments
- Complete the White Study plan, ensuring you have more than the minimum number of subjects approved for your host Uni.
- Complete pink exchange enrolment form prior to departure
- Complete personal information form (to be handed in at final pre-departure session)
- Inform FEO and Ed Abroad of any changes to units while you are away

Travel

- Contact Travel Agent
- Construct an itinerary

- Be aware of the travel conditions when purchasing plane tickets and travel passes, i.e., can I change departure dates without incurring costs etc.
- Be aware of luggage restrictions. Find out how much I'll be charged for excess baggage
- Find out info on tours, car hire deals etc. Travel agents often have a wealth of information on many different countries and destinations
- Leave copies of your final itinerary with parents and friends at home
- Make copies of all travel documents, passport, tickets, health and travel insurance info

Rules and Regulations

- Familiarise yourself with the laws of the host country. Can I drink alcohol in Japan if I am 19?
- Familiarise yourself with host university laws, including regulations that pertain to academic conduct and also conduct in on campus accommodation
- Driving-obtain an international driver's license if necessary

Learning about your host country

- Daily Life
- Economics
- Education System
- Geography
- Politics and Government
- History
- Religion
- Social Structure

Host University

- Learn as much as possible about the university you are going to
- Read every inch of the home page
- Contact DU students who have studied at the same Uni or students that are currently at Deakin from your host Uni.
- Know when you have to arrive
- When do dorms open?
- When does orientation start?
- Is there airport pick-up ? How much will it cost or is it free?
- Work out how to get to the Uni if your airport pick up doesn't arrive
- If you are going to a non-English speaking country learn some key phrases before you go. Take a phrase book with you.

Communications

- Email. Set up an email address that you can access overseas and give it to your friends and family. There are many free email providers including hotmail and yahoo
- Give people your mail address and telephone number as soon as you have it.
- Take important email and contact addresses with you. You should have email contacts for Ed Abroad also for relevant academics and Faculty Enrolment Officers

APPENDIX B

DEAKIN EDUCATION ABROAD PROGRAM STUDENT AGREEMENT

I _____ agree to accept a placement in Deakin University's International Exchange Program (the "Program") on the following terms and conditions:

1. PARTICIPANT FEE

I agree to ensure that I have already paid the participant fee of \$110. I acknowledge that the fee is non-refundable.

2. EXPENSES

I agree to pay all expenses associated with my participation in the Program, including but not limited to:

- (a) HECS fees. All fees will be at the rate being charged by Deakin University in the trimester in which the exchange commences;
- (b) The cost of text books and educational supplies required for the Program;
- (c) All travel, visa, accommodation and living expenses associated with my participation in the Program;
- (d) All health insurance costs and medical and pharmaceutical expenses incurred for my benefit; and
- (e) All costs resulting from the modification or termination of my participation in the Program.

3. VISAS

I agree that I am responsible for obtaining appropriate visa or entry documents prior to my departure.

4. HEALTH AND SAFETY

Medical Insurance

I agree that I am responsible for obtaining insurance that will provide me with *comprehensive* medical and health coverage for the duration of my participation in the Program.

Contact with Embassy/Consulate

I understand that I am required to register with the Australian Embassy or Consulate in the host country/ies on arrival.

Deakin Information

I acknowledge that I have been requested to attend and participate in pre-departure briefings conducted by Deakin University; I understand non-attendance will lead to the termination of my exchange.

I acknowledge I will receive and read the pre-departure guide, particularly the section relating to health and safety issues.

5. UNIVERSITY FUNDS

I acknowledge that Deakin University is not obliged to provide any funds to assist with the payment of any of the expenses referred to in this document unless it has agreed to do so in a signed letter addressed to me. If Deakin University does provide funds for any expenses, I agree to repay those funds at Deakin University's request if I do not complete the Program or if my participation in the Program is terminated either by Deakin University or the host institution.

6. DISCLOSURE OF PERSONAL INFORMATION

I consent to the disclosure by Deakin University of any personal information about me, including my academic record, in any or all of the following circumstances:

- (a) If Deakin University believes the disclosure would assist any hospital or other medical provider
- (b) If Deakin University believes the disclosure would assist in satisfying my immigration or visa requirements during the Program or otherwise facilitate my travel
- (c) If Deakin University believes the disclosure is required to enable or assist me to obtain funds; and
- (d) In any other circumstance in which Deakin University believes the disclosure of the personal information is warranted.

7. ENROLMENT AND DURATION OF THE PROGRAM

I understand that my placement on the exchange will be limited to the period specified in the letter of offer.

I understand that it is my responsibility to ensure that I am correctly enrolled at Deakin University and my host institution for the duration of my program. I acknowledge that I must submit an exchange enrolment form to my faculty prior to going on exchange.

I understand that I am required to undertake the equivalent of a full-time study load for the duration of my program.

I understand any changes to my study plan will require further approval from my faculty enrolment officer.

I understand I am expected to sit the exams at the times and dates scheduled by the host university; I understand I am liable for any costs involved in sitting any of these exams at Deakin University as opposed to at the host university.

8. UNFORESEEN EVENTS

I understand that due to the international aspect of the Program, events beyond the control of Deakin University may occur including the outbreak of war, civil unrest or natural disasters and that these may require a modification or termination of my participation in the Program. I agree that Deakin University may modify or terminate my participation in the Program in these circumstances.

9. RULES AND REGULATIONS

I understand that I am subject to the rules and regulations of both Deakin University and the host institution and that failing to abide by them could result in the immediate termination of my participation in the Program.

10. AMBASSADORSHIP

I acknowledge that being a representative and ambassador of Deakin University and Australia is an important part of the Program. I undertake to conduct myself in a manner that will not offend either the laws of the host country or the cultural norms or behaviour pattern of the people of the host country. I agree that Deakin University may terminate my participation in the Program if I fail to maintain what Deakin University considers to be an acceptable standard of conduct.

11. ONGOING OBLIGATIONS

On my return from the Program, I agree to assist the Education Abroad Office as much as possible to:

- (a) Update information regarding the host institution and activities;
- (b) Assist students participating in the Program in the following years;
- (c) Assist with the provision of support services to exchange students coming to Deakin University;
- (d) Participate in orientation activities for international exchange students;
- (e) Complete an exchange evaluation and report.

Signature: _____

Name: (please print) _____

Address (not PO Box): (please print)

Date: _____