

**INTERNATIONAL
STUDENT
HANDBOOK
2018**



**UNIVERSIDAD
AUSTRAL**

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A. Academic and Administrative Requirements

All students must comply with the following:

1. Registration process

- **Add/Drop Period (5 business days):** Students can try all the classes they submitted in the learning agreement during the first week of class. During this period, they can drop out of a course with no consequences. After 5 business days, they must confirm their course selection to the Exchange Coordinator.
- **Audit:** Students may request to attend a class without being examined or graded. An A (audit) will appear on the transcript provided the student meets the attendance requirement. The Audit can be requested within the first week of classes.
- **Withdrawal:** If a student signs off a class, before 90 days have elapsed, a W (withdrawal) will appear on the transcript.

2. Attendance

- Attend at least 80% of the classes. Missing more than two classes will result in failing the course regardless of the student's performance.
- Absence due to long-term illnesses and other emergencies may be taken into account when properly accounted for and informed immediately to the Exchange Coordinator.
- Stay in tune, hand in assignments in due time, and sit for exams. Students taking Spanish language courses cannot miss two or more classes in a row. Should they do so, they will have to leave the class.
- Administrative processes and practices may change from one School to another. Students are responsible for monitoring how many classes they have missed. The fact that a student is allowed to miss up to 20% of his/her classes does not mean he/she must do so.
- Attendance is counted per day. Professors may call the roll at the beginning or at the end of the class. Therefore, if you arrive late or leave early, you may get an absent. It is up to the professor to decide whether missing a part of the class

translates into an absence or not.

- If a student loses record of his/her attendance, we recommend asking:
 - International Programs: professor
 - School of Biomedical Sciences: professor
 - School of Communication: professor
 - School of Engineering: professor
 - School of Law: Ius, the School of Law's system
 - School of Management: program secretary
- In case of chronic illnesses or other force majeure reasons, the student must notify the International Office as soon as possible and produce a valid justification of whatever cause prevented him/her from attending.

3. Health Insurance

- To enrol you must have sent us certificate of a local medical insurance , the emergency contact form, and the signed health responsibility form .
- If you requested for a waiver, to enroll you must have sent us the waiver request signed, the certificate of the medical insurance, the emergency contact form, and the signed health responsibility form. The international health insurance certificate must prove that it covers medical diagnosis and treatment, preventive medicine, hospitalization, surgery and transplants, dental care, first aid and transportation to a hospital or clinic, medical equipment and appliances, treatment of chronic diseases, paramedical services and repatriation of mortal remains.
- The insurance must be obtained prior to arrival in Argentina and must be valid from the first to the last day of the semester.
- If you are planning on living in Pilar, your insurance must include the Austral Hospital.

4. Dates and deadlines

- Attend the orientation and stay until the end of semester, this includes the corresponding exam sessions. Respect the exam dates. Students are not allowed to request date changes.
- Respect all deadlines, both academic (e.g. assignments) and administrative (e.g. course registration).

5. Academic rules

- Show academic honesty and responsibility. Cheating, committing plagiarism, etc. are subject to severe punishment.
- Hand in assignments and take all exams. Failing to do so is a 1 (one).
- Follow the professors' guidelines.
- Ask professors in advance if they were any doubts or questions pertaining their class.

6. Administrative processes established by the International Office and the Schools/Faculties at Austral

- Register for classes in time.
- Get the corresponding visa.
- Inform the Exchange Coordinator if/when cancelling their studies and/or returning to their country.

B. Assessment

1. Passing your classes

Due to the different nature of the disciplines taught at the University and the different styles when it comes to each course (lecture, hands-on, etc.), not all classes are assessed in exactly the same way. Nevertheless, in all cases, passing a course entails: passing the exams and assignments throughout the coursework, meeting the attendance requirement, and passing the final exam.

2. Exams

Throughout the semester, there are exams (*parciales*), as well other assessment instances. When failing an exam, the student is allowed to retake the exam once, that is, to take a make-up exam (*recuperatorio*). Students are allowed to retake a final exam as well provided there is another date available before he/she returns to his/her home country.

The students take the finals of the Spanish-taught courses after the coursework. There are two possible dates for each course. The dates are decided by the School and published three weeks before the finals begin.

Midterms, assignments, etc.	(Make-up exam)	Attendance		Final		Course Result
✓		✓	⇒	✓	⇒	Pass
×	✓	✓	⇒	✓	⇒	Pass
✓		✓	⇒	×	⇒	<i>Fail</i>
×	✓	✓	⇒	×	⇒	<i>Fail</i>
×	×	✓			⇒	<i>Fail</i>
✓		×			⇒	<i>Fail</i>
×	✓	×			⇒	<i>Fail</i>
×	×	×			⇒	<i>Fail</i>

3. Credits

In Argentina the workload of a course is measured in hours (60-minute hours), which are in fact contact hours – hours the students spend in class with the professor/s. The number of contact hours is a curricular decision so the number of hours may vary from one course to another. The time the students spend reading the course materials, working on projects or assignments, studying for exams, etc., is not measured in any specific way although it is estimated that students devote about two hours for every hour they spend in class.

Based on the assumption that in many American universities, one credit or unit is 12.5 hours or 750 minutes (50 minutes of class per week throughout a 15-week semester), the following formula is used at Austral to convert hours into U.S. credits/units: **Total Hours / 12.5 = 1 Credit** OR *(Total Hours x 60) / 750 = 1 Credit*

The European Credit Transfer System factors in both the contact hours and the out-of-class work. Since this way to measure the workload of a class is not a practice HEI's in Argentina are familiarized with, we have opted to use a triangular method. The hours are translated into U.S. credits and the U.S. credits into European credits (ECTS). Since many HEI's in the United States and in Europe consider 1 U.S. credit to be equivalent to 2 ECTS, the conversion from hours to ECTS is as follows:

Total Hours / 6.25 = 1 ECTS OR *(Total Hours x 60) / 375 = 1 ECTS*

The criteria and formulae above may have slight differences among academic units within the university. Each course description displays the credit equivalents. These criteria may differ from the ones used by other institutions. If so, we encourage our partners to make the necessary adjustments to allow for a more accurate credit transfer when preparing the students' learning agreement.

4. Grades

Grading Scale

	PERCENTAGE / POINTS	ARGENTINA	Foreign Equivalent
PASSING GRADES	100-95	10	A
	94-89	9	A-
	88-83	8	B+
	82-77	7	B
	76-71	6	B-
	70-65	5	C+
	64-60	4	C
FAILING GRADES	50-59	3	F
	0-49	2	F
	Disciplinary Fail	1	F

Grade Descriptors

Outstanding: 10

- The student has demonstrated thorough knowledge of concepts and/or techniques and exceptional skill or great originality in the use of those concepts, techniques to satisfy the requirements of an assignment or course.
- Excellent and outstanding performance with only negligible errors
- The student shows an outstanding and comprehensive grasp of the key concepts, knowledge, skills and competencies required by the syllabus.
- The work fulfills all requirements in every respect. Writing is at a high level. The work is exceptional in its information content. Not only is it interesting, but also shows insight and creativity indicative of much effort and excellent writing skills.
- The student has demonstrated fulfillment of the requirements of the course to a high degree of academic performance as shown by both an intelligent grasp and superior critical appreciation of the subject matter.
- The work is fully referenced and all sources are cited.

Excellent: 9

- The work shows a thorough knowledge of concepts and/or techniques with a high degree of skill and/or some elements of originality in satisfying the requirements of an assignment or course.
- The student shows an excellent grasp of the key concepts, knowledge, skills and competences required by the syllabus.
- The work fulfills all requirements. Writing is at a very good level. The work is interesting, flows logically, and demonstrates a very good effort on the part of the student.
- The work is fully referenced and all sources are cited.

Very Good Plus:8

- The student has a thorough knowledge of concepts and/or techniques with a fairly high degree of skill in the use of those concepts, techniques to satisfy the requirements of an assignment or course.
- The student shows a good grasp of the key concepts, knowledge, skills and abilities required by the syllabus
- The student has fulfilled the requirements set for the course to a degree above satisfactory performance as shown by both an intelligent grasp and critical appreciation of the subject matter.

Very Good: 7

- Good level of knowledge of concepts and/or techniques together with considerable skill in using them to satisfy the requirements of an assignment or course.
- The student demonstrates a fairly good grasp of the key concepts, knowledge, skills and abilities required for the module.
- The work is fully referenced and all sources are cited.

Slightly better than pass: 5-6

- The student has an acceptable level of knowledge of concepts and/or techniques together with considerable skill in using them to satisfy the requirements of an assignment or course.
- The student demonstrates a reasonable grasp of the key concepts, knowledge, skills and competencies required for the module.
- The student has satisfactorily fulfilled the requirements set for the course as shown by a fairly intelligent grasp of the course content.
- The work is fully referenced and all sources are cited.

Pass: 4

- The student has an average level of knowledge of concepts and/or techniques together with some skill in using them to satisfy the requirements of an assignment or course.

- The student shows that he/she has grasped the basic and key concepts, knowledge, skills and competencies required for the module.
- The work superficially addresses the topic.
- The work is fully referenced and all sources are cited.
- Quantitatively the 4 (four) represents a 60% of the overall points allocated to an exam or assignment.

Fail: 3

- The work does not fulfill the minimum course requirements.
- The student's knowledge is below average and has only a minimal knowledge of required concepts and/or techniques together with below average ability to use the in satisfying the requirements of an assignment or course.
- The student shows a limited grasp of the key concepts, knowledge, skills and competencies required for the module.
- Writing is a little difficult to follow. The work may contain too many irrelevant topics/facts. There are a few grammatical, stylistic, or spelling errors.
- The work contains some references and most sources are cited.

OR

- The student has insufficient knowledge of the subject and does not satisfy the requirements of the assignment or the course.
- The work only just meets minimum requirements. The student shows a very limited grasp of the concepts and basic knowledge of the subject. There is inconsistent application and demonstration of knowledge. There are many typographical errors and many mistakes in the grammar, spelling and punctuation. The written expression is weak.
- The work contains some references and but not all of the sources are cited.

Fail: 2

- The work does not fulfill the minimum course requirements.
- The student has below the minimal knowledge required to satisfy the requirements for the assignment or course. The work does not address the assignment topic. The work is poorly written and contains serious grammar and spelling mistakes.
- The work is unsatisfactory. It does not meet minimum requirements. There is little or no sign of awareness of the knowledge, principles and concepts required. There are frequent and serious grammar, spelling, punctuation, or typographical errors that distort meaning.
- There is evident carelessness, or failure to complete the assignment according to directions.
- A student who obtains a grade in this category will need to redo the assignment, the exam or the whole module.

- The work is not fully referenced and the majority of sources are not cited.

OR

- Very insufficient.
- The work is totally unsatisfactory and well below the standards required for the program.
- There are many language mistakes, which may lead to confusion, and the professor may not understand what the student is trying to demonstrate. There is no sign of understanding of the knowledge, concepts and techniques required.
- A student who obtains a grade in this category will need to redo the assignment, the exam or the whole module.
- The work is not referenced and none of the sources are cited.

Fail: 1

- The student did not submit the work.
- The student did not answer the question/s asked.
- The student has no knowledge of the subject.
- The student did not attend the exam or failed to turn in the assignment.
- The entire piece of work has been copied or plagiarized.
- A student who obtains a grade in this category will need to redo the assignment, the exam or the whole module.
- The work is not referenced and none of the sources are cited.

C. Dress Code

Educate yourself about the language, religion, customs and adequate clothing. It will make you feel more comfortable anywhere you go, and less prone to safety issues.

People wear different attires in different contexts: at home, when going out, at the office and at the University.

Sleeveless T-shirts, flip-flops, shorts/bathing trunks, etc. are not appropriate when going to class or when visiting public buildings. They are considered too informal.

D. Visa Instructions

Students staying for more than 90 days, must get theirs visa (called residencia) at the Immigration Office. Some important aspects to consider:

- Students from Mercosur countries, or countries affiliated to the Mercosur, can get the visa by themselves (they do not need any documents from the University) and they can request the residencia temporaria at the Argentine Consulate in their country.
- Students staying more than 180 days in Argentina must bring a background check/criminal record from their country of residence. It must be issued within 60 days of arrival by the corresponding federal/national authority (e.g. FBI in the United States). A notarized translation will be needed when requesting the visa. You can do it in Argentina or at the Argentine Consulate in your country.
- Depending on the duration of your stay and type of program, you will get a residencia transitoria or residencia temporaria.
- You should start the visa process within 30 days of arrival

You should follow the steps below to get your visa

1. Background Check (Certificado de antecedentes penales)

- Set a turn at Reincidencias on the Web
- Go to Reincidencias in person
- Print out the background check

1. Setting a turn

- The background check is issued by the Dirección Nacional del Registro Nacional de Reincidencias, an office that depends from the Ministry of Justice. To request it, you need to set a turn on the Web.
 - a. Go to <http://www.dnrec.jus.gov.ar/>
 - b. Click on “Reserve su turno por Internet”
 - c. Select an office location: Tucumán 1353 (Ciudad de Buenos Aires)
 - d. Pick the date and time when you want to attend,
 - e. Type in your name/s, last name (surname) – upper case only –, passport number, etc.
 - f. Click on “Reservar Turno”
 - g. Print off the web page, or write down the number under the bar code. This information is necessary to identify your turn, or to cancel it if necessary

2. Going to Reincidencias

- a. Go to the office you selected (see map below) on the date and time you chose: **Tucumán 1353; Ciudad de Buenos Aires** (also known as Capital Federal)
- b. Bring with you:
 - Your **passport**

- **Photocopies of the first two pages**
 - **Fee in AR\$** applicable to the time-frame you chose
 - **The turn number**
- c. Bear in mind that
- You will be requested to fill out a form
 - Your fingerprints will be filed
 - The process may take longer than the usual 45 minutes
- d. Print out the background check.

2. Electronic application (Constancia de Inscripción Electrónica)

The University is required to register all international students at the Immigration Office. The student must get the corresponding statement (called *Constancia de Inscripción Electrónica*) to get the visa. The Exchange Coordinator will give the *Constancia de inscripción electrónica*, and any other document you may need from the University, and will help with your appointment at the Immigration Office.

3. Address certificate (Certificado de Domicilio)

It is a paper stating your address in Buenos Aires. If you are living in the city, you should request it at the police station closest to the place where you live. The police officer will arrange an appointment at your address. You must show him your passport during the appointment, and receive the certificate.

If you are living in Pilar, you must go to the Public Office at Av. De Mayo 133, from 8 to 13.

4. Immigration Office (Dirección Nacional de Migraciones, or DNM)

1. Set a turn at the International Office or on the Web
2. Go to the Immigration Office in person
3. Pick up the visa

1. Setting a turn

The International Office will set the turn at the Immigration Office for you. Please, contact your Exchange Coordinator at Austral (to make the arrangements). If you prefer to do it yourself, you can do it online at: <http://www.migraciones.gov.ar/>.

2. Going to the Immigration Office

- a. The day of your appointment, you must go to Migraciones: **Av. Antártida Argentina 1355**. (See the map below).
- b. Students from Mercosur countries should request a **Residencia Temporaria** at the corresponding area. Students from non-Mercosur countries must look for the area called **Departamento Gestión de Trámites NO MERCOSUR**, and request a **Residencia Transitoria**.
- c. You must bring the following documents:
 - **Passport**

- **Certificado de antecedentes penales** (background check) issued by Argentina
- **Background check** issued by the student's country and a notarized translation to Spanish (only for students staying more than 6 months)
- Two pictures (front, white background, 4 cm by 4 cm)
- The **Certificado de domicilio**. You should request it at the police station closest to the place you live.
- The **Constancia de inscripción electrónica**, which you will receive from Universidad Austral's International Office .Depending on your student status at Austral you may need to bring a copy of the Exchange Agreement, or a letter stating you are a degree-seeking student, etc.
- **Fee in AR\$** in cash.
- **Photocopies** of all the aforementioned documents (**all pages**).

3. *Picking up the visa*

Eventually, you will have to go back to DNM to receive your visa.

Maps

Certificado de antecedentes penales: <http://goo.gl/maps/2i2TK>

Dirección Nacional de Migraciones: <http://goo.gl/maps/gWF1Q>

E. Safety

- Buenos Aires is like any big city. It is safe overall, but you should take care not to expose yourself to undue risks or dangers. Most crime tends not to be violent, but petty theft is frequent. Always stay alert and aware. Try to avoid any behavior that may give you away as a foreigner (opening a map wide open in the middle of the street, speaking aloud in your own language, etc.).
- **Do not walk alone at night.** Also, remember that public transportation is less frequent at night. You do not want to wait at the bus stop or subte (metro) station by yourself at night. Under such circumstances, it is better to take a taxi, preferably a radio taxi. Keep the phone number of a radio taxi company in your cell phone and memorize it.
- **If you do not need it, leave it at home.** Take with you only the things you are going to need. Avoid carrying with you large amounts of money, credit cards you will not use, important documents, electronic devices, jewelry, etc. Carry only the essentials, like your ID, a passport photocopy, etc. Prepare the rough amount of money you will need before you go out, and bring only that. You may want to separate your money into several pockets.

- **Always have a little cash.** This is a cash society, so always have some on you for emergencies, including coins for phone calls (in case your cell phone runs out of minutes or doesn't have service) and small bills, since getting change can be hard.
- **Make 2 photocopies of your important documents and a keep a digital one.** This includes your passport, visa, driver's license, etc. Whenever possible, leave one set of copies at home with the originals, and carry the second set of copies with you. Do have a valid ID on you at all times, or a passport photocopy. Bear in mind that you will need the originals when purchasing a plane ticket, getting your visa, etc.
- **Be careful at ATMs.** Avoid using them at night, and do not count your money at the machine (you always get the right amount). If an ATM looks suspicious (loose parts, a strange card "swiper"), do not use it. Check for these before you use the ATM.
- **Be alert on public transportation during peak hours.** Be especially careful as you get on and off the bus. You will be moving, minding your step, looking for the bus stop, and thus you will be paying less attention to the people around you. In general, always try to maintain some body distance from strangers. Also, keep your bag very close to your body. Do not leave your backpack on your back. Do not put valuables in outside pockets.
- On the street, be alert if someone "accidentally" bumps into you, or distracts you in any way (asking for directions, dropping keys, calling out for help, etc.).
- **Avoid large crowds,** like protests. "Piqueteros" hold up traffic and congest the city, as a way of protest. It may picturesque at the beginning, but from time to time, there may be violent confrontations between police officers and protesters. Keep a low profile and leave if the situation escalates or if you feel uncomfortable. Avoid the places where the "piquetes" are more likely to happen (Plaza de Mayo, the Congreso, the Obelisco, etc.).
- **Drink responsibly.** Excessive drinking exposes you to risky situations (theft, harassment, health-related issues, etc.). Be careful at nightclubs, especially if you are offered a drink. Overall, it is better not accept it. It can also lead to cultural misunderstandings regarding your or the other person's intentions.
- **Never lose sight of your belongings.** Always keep your bag as close as possible. At restaurants and cafés, do not hang it over your chair, even if you are sitting indoors. If you are at a bar or at a discotheque, keep it on you at

all times. It can disappear while you are dancing or in the bathroom. When you ride in cars, leave it at your feet rather than on the back seat.

- **Stop walking when you talk on your cell.** When talking you are distracted, and thus more vulnerable to thefts and accidents.
- Keep a low profile & be alert.
- Avoid certain areas of the city. Although muggings can occur anywhere, some areas are more dangerous than others. Some touristy spots in town are places where pick pocketing may occur.
- During long trips, pack valuables in your carry-ons. Suitcases are often opened and items stolen. Keep bags at your feet, not overhead, especially on bus trips. If you leave luggage in the bus's exterior storage compartment, be sure to get a receipt and keep it. Using a lock is a good idea too, both on buses and on planes.
- **Walk on the sidewalk, facing traffic.** Walk down the middle of the sidewalk, not too close to the curb. Walk on the left sidewalk, so you can see the cars coming towards you. This makes it less likely that a car could surprise you from behind.
- Be careful with fake bills. Counterfeit 100-Pesos bills are the most common ones, but be careful with smaller denomination bills too. You are more likely to receive a fake bill at night or in dark places, typically bars, nightclubs, etc. A usual practice is to swap bills and tell you that you have paid with a counterfeit one. Avoid using high denomination bills in taxis at night or in any other place where you cannot keep track of the bill.
- Remember the importance of personal responsibility.
- Report any crime or threat to the police.

Culture-Related Security Tips

- Educate yourself about the language, religion, customs, dressing codes, etc..
- Pay attention to body language, as cultural differences are often reflected in the ways people gesture and carry themselves. Eye contact, a smile, or the distance between two people conversing can have different interpretations from one culture to another.

- Remove yourself as quickly as possible from any situation in which you feel uncomfortable. Confront the person, or ask for support from others.
- “Piropos” (flattering phrases), stares, closer personal space and greetings that involve a kiss on the cheek (from people you would consider your friends) do not pose a threat, although you may not feel comfortable with them at the beginning.
- Always carry enough money for your own transportation or taxi fare.
- Be aware of the different attitudes toward alcohol. There are cultural differences in this too.
- Trust your intuition and feelings. Do not engage in any situation that make you feel uncomfortable no matter what.

F. Medical Care

If you have the local medical insurance, you will have the personal support of a William Hope representative 24/7. If something happens, you just contact the number in your card.

These are a few things we recommend knowing well:

1. How does your international medical insurance work in Argentina ?

Most medical insurances use a reimbursement system. The great advantage is that you may pick any hospital or clinic. After paying for whatever service you received (visit and/or tests and/or treatment), you need to send a claim requesting your medical insurance company to reimburse you. It is important that you become familiarized with the administrative procedure. Most probably you will need to keep the receipt/s, the prescriptions and a medical certificate describing the symptoms/illness and the prescribed treatment.

2. Do you know where to go in case of an emergency?

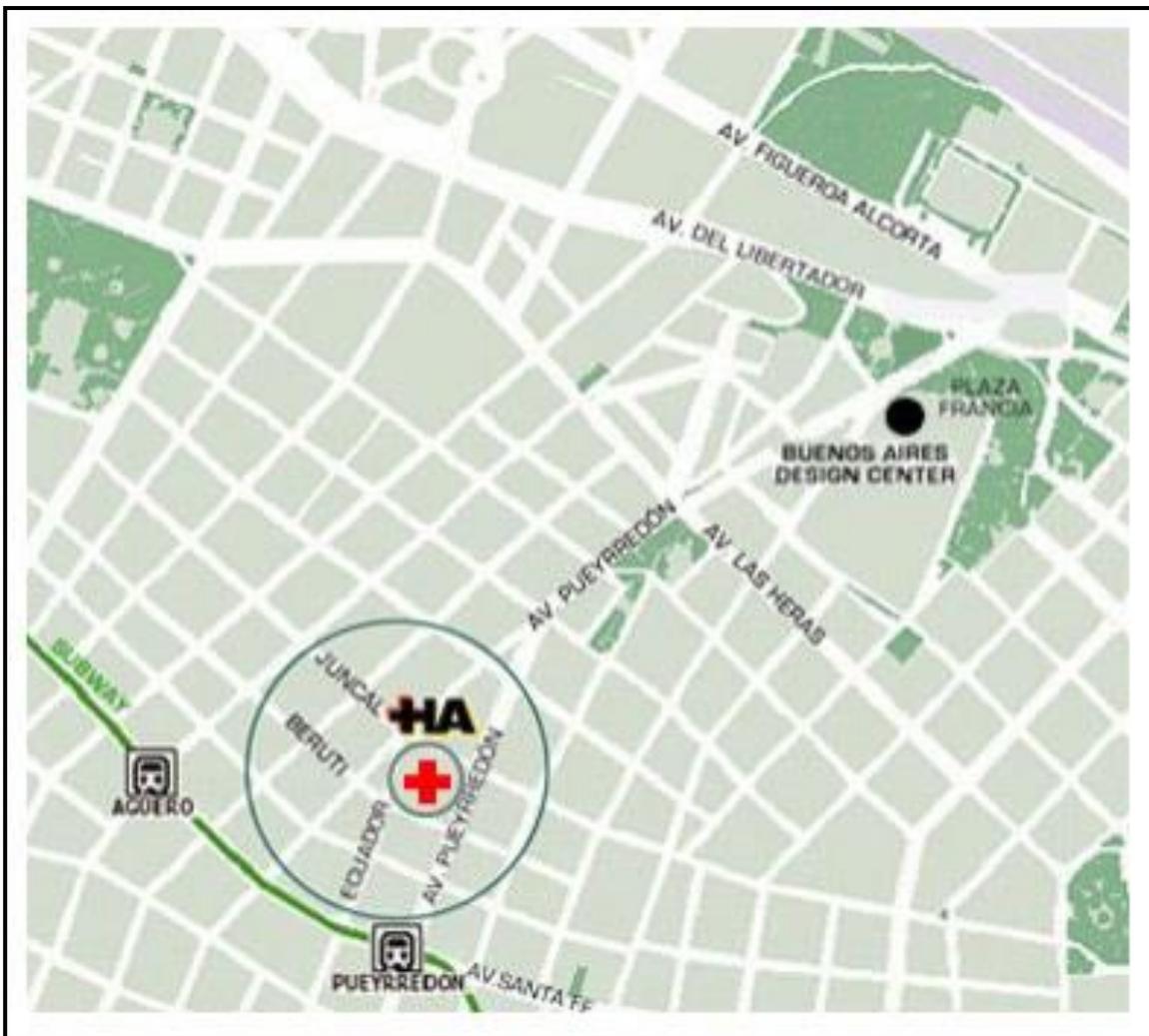
Public hospitals are available, but we strongly recommend you go to a private one, especially if you need to be hospitalized. There are many good hospitals in Buenos Aires. It is important that you find one close to your location. One hospital we recommend is Hospital Alemán (see enclosed information).

3. What do you need to take with you?

Some type of photo ID, for instance, your passport. Also, bring your credit (or debit) card, as well as your medical insurance card. This is standard, but double-check with your own company.

4. Hospital Alemán

The Hospital Alemán is located in Av. Pueyrredón 1640 (C1118AAT), between Juncal and Beruti, Buenos Aires. It is one of the best hospitals in town, and you can receive practically any kind of attention you may need.



The Hospital is in Av. Pueyrredón, two blocks away from Av. Santa Fe and five blocks away from Av. Las Heras. There are many buses running along these avenues, or

along nearby streets. There is a subte station (Pueyrredon) not far from the Hospital as well.

5. How to get to the Hospital

Bus Lines running in the area:

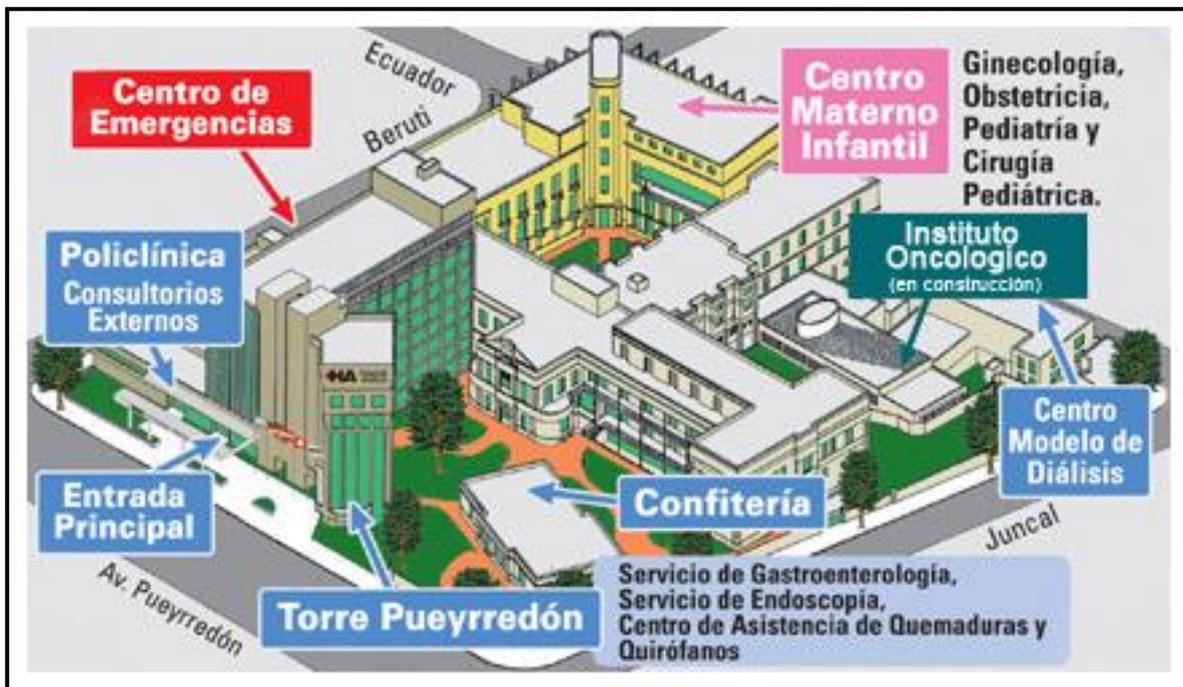
12 - 39 - 41 - 59 - 60 - 61 - 62 - 64 - 68 - 95 - 101 - 102 - 110 - 118 - 152 - 194

Subte (Metro)

Line D, Pueyrredón Station

6. Emergencies

In case of an emergency go to the Emergency Room or “Centro de Emergencias” (also known as Guardia).



7. Emergencies: Things you need to take with you and do

- Medical insurance card
- Money. A private visit to a doctor is usually around the AR\$ equivalent of 50 USD, plus the cost of whatever test needs to be run. The Hospital accepts

credit cards, so it is highly advisable you take it with you.

- Passport or any other valid photo ID. The Hospital may need to confirm your identity, especially if paying with a credit card.
- Ask for a receipt and a certificate with the diagnosis, signed by the doctor. You will need both things if you are to be reimbursed by your medical insurance company.
- If you are prescribed any kind of medicine or treatment, make sure you understand the doctor's instructions.
- Inform of any pre-existing condition, or medication you are taking.
- You may want to check out if your medical insurance has an agreement with this hospital or any other hospital or clinic, so you do not have to pay upfront.

G. Local Currency

The exchange rate varies day to day, but only one or two cents. The Banco Nación publishes the official exchange rate at its website: www.bna.com.ar. There are AR\$ 2, 5, 10, 20, 50, 100, 200 and 500-peso bills. Some stores accept Dollars, but it is customary to pay in Pesos. Be careful with fake bills. You can exchange foreign currency at any bank from 10:00 to 15:00.

Always carry some cash on you. Credit cards are not always accepted, or they are only if the payment spent exceeds a certain minimum. To withdraw cash with your debit or credit card at an ATM, look for a "Banelco" or "Link" ATM. Your home PIN should work and you can generally find a menu in English. Bear in mind that international and local fees may apply. Therefore, it is cheaper to withdraw larger amounts fewer times. There is an ATM on the first floor.

Some restaurants and stores take US Dollars, occasionally Euros too. The exchange rate at these places oscillates: it could be slightly better than banks, or slightly worse.

H. Public Transportation

8. The SUBE card

The SUBE card is used to travel by bus, train or subte (metro). You can purchase the Sube in kiosks or the post mail office (Correo Argentino). The cost is around AR\$ 25.00. You can put money in it in kiosks too. It is cheaper to pay the fare using the Sube. And you can register your Sube card through the internet in case you lose it.

9. The Subte

The subte (metro/underground/tube) is the fastest way to travel within Downtown BA (called *Capital Federal*, or *Capital* for short). It is also easier than buses, but the subte takes you to less places. The subte runs all week long, but the timetable and frequency change during the weekend: Monday thru Saturday, 6:00 am to 11:00 pm; Sundays, 8:00 am to 10:00 pm. The subte fare is about USD 0.50 with a Sube card. You can purchase one, two or ten trips. You can also use a Sube card, which works on the subte and the buses as well. For further information, timetables, lines, etc., log on to: www.subte.com.ar.

10. Buses

There are over 100 bus lines. Each one of them has a number and a color combination to identify them. You will need coins or a Sube card; bills cannot be used on buses. The cost of the bus fare depends on the distance, and also whether you have a Sube card or not. Within Capital Federal the bus fare is approximately equivalent to USD 0.40 with a Sube card. When you get on, you must tell the bus driver the amount or the destination. Then, you have to insert the coins in the machine placed behind the bus driver's seat. Most lines run 24/7, but during the weekend and at night the frequency decreases. To get off, you must go to the middle or rear door and press the button to request the stop. Do it the block before your stop comes.

11. Taxis

There are lots of taxis in BA. They are painted in black and yellow. You can stop a taxi by outstretching your hand on the street. If the taxi is available a red sign on the windscreen will be on. Radio taxis are safer because a company monitors their trips. You can call them so they pick you up any place in town. Taxis are cheaper than in other parts of the world. To avoid being taken advantage of, know exactly where you are going and always specify the neighborhood your destination is in (a street's name may be repeated in different areas).

I. Communication

1. Telephones

Making a call

Landlines and cell phones have different numbers. In Buenos Aires, all telephone numbers have eight digits. Cell phones also have a prefix: 15-.

Within Argentina

- Cell phone to cell phone: **15**-xxxx-xxxx, or **011**-xxxx-xxxx
- Cell phone to land line: xxxx-xxxx
- Land line to land line: xxxx-xxxx
- From outside BA to BA: 011-xxxx-xxxx (cell or land line)

There is another way to call a cellphone from another cellphone. Instead of pressing 15 plus the eight-digit number, you replace the 15 with 011 (Buenos Aires area code). Thus pressing 15-xxxx-xxxx or 011-xxxx-xxxx is the same when you are trying to reach another cell phone from yours. Most probably, when you save a cell phone number after receiving a call to your cell, the telephone will use the second option (011-xxxx-xxxx) or even one with international country code (54-11-xxxx-xxxx). Do not be surprised; they will both work.

If you plan to get a local cell phone, there are three companies: Movistar, Personal, Claro (browse their websites). If you have friends who want to purchase a cell phone too, we suggest buying them at Movistar since a call from a Movistar line to another is subject to discounts. There are different options, for instance using pre-paid phone cards.

From abroad

- To a local cell phone: **+54-9-11-xxxx-xxxx**
- To a local land line: **+54-11-xxxx-xxxx**

The + means that you need to press whatever number there is in your country to make an international call. In most countries it is 00. In the US, 001. This international-call prefix is also necessary to call from Argentina or any other country in the world.

If you want to call home, you may go to a locutorio (a place with telephone booths, internet access and fax services, very common in town) or buy a pre-paid phone card for international calls.

2. Cell phones

You can have a local cell phone line. You can either buy the phone or a chip (if your telephone is not blocked). Cell phone communications are rather expensive when compared to other countries. In fact, people tend to text here. There are three different companies: Movistar (www.movistar.com.ar), Personal (www.personal.com.ar) and Claro (www.claro.com.ar). Movistar calls are 50% off when calling another Movistar cell phone. So if you are travelling here with a friend, you may want to have the same cell phone company.

Since you are not residents, the best option is to get pre-paid minutes. There are pre-paid phone cards, but the latest trend is to buy credit virtually. We call this

recarga virtual. You can do it at most kiosks and “locutorios”. You just need to tell the vendor your cell phone number; your cell phone company and how much credit you want. Ask for your receipt. It should be in real time.

Some companies have special deals for their customers. In Movistar, you get twice the amount of credit in some days. Radio and TV commercials announce it. But you can also check out Movistar’s website to find out about it. It is generally during weekdays (Tuesday, Wednesday, and Thursday). You will see a pop-up or link saying, “Duplicate”. There is a minimum for the deal to apply..

3. Internet

Internet is easily available in BA. Many cafes and restaurants have free wifi access (you may need a password, which will be provided by the waiter). Most people have internet at home too.

4. Post Mail

Try to avoid getting things shipped from abroad. Customs restrictions and fees may apply. You may also need to pick up the package at the Customs Office at Ezeiza Airport. It is time-consuming, and a taxi to Ezeiza is rather expensive.