

OIHE

Oxford Institute of Higher Education

Address: 333 Queen Street, Melbourne VIC 3000

Telephone: +61 3 8863 7188

Email: info@ozford.edu.au

Website: <https://www.ozford.edu.au>

Pre-Enrolment Guide

Last update: January 2026

Contents

WELCOME.....	3
Section 1: STUDYING IN MELBOURNE & BRISBANE, AUSTRALIA.....	3
Study Melbourne and Study Queensland	3
Education Services for Overseas Students (ESOS) Act	4
Section 2: ABOUT OZFORD INSTITUTE OF HIGHER EDUCATION.....	5
Admissions and Applications.....	5
OIHE Orientation Program	6
Section 3: PREPARING FOR DEPARTURE.....	7
Airport Pick-Up and Accommodation	7
Health Cover	8
Climate	8
Clothing.....	9
Cost of Living and Evidence of Financial Capacity	9
What to bring.....	10
Social and Cultural Adjustment	10
Section 4: OIHE Facilities and Services.....	10
Student Services and Information Desk.....	11
Student Support Services	11
Section 5: OIHE Academic Information.....	11
Lectures and Tutorials.....	11
Learning Management System (Moodle).....	11
Academic Progress	11
Academic Support.....	11
Access to your records.....	12
Credit Transfer and Articulation	12
Undertaking Additional Course of Education or Training	12
Intake & Orientation Dates	12
Section 6: OIHE Policies and Procedures.....	13
Deferral, Suspension and Cancellation of Enrolment	13
Section 7:.....	13
Food.....	13
Currency.....	13
Customs and quarantine	13
Electrical appliances	14

WELCOME

Welcome to Ozford Institute of Higher Education (OIHE). This Pre-Enrolment Guide provides up-to-date information to help you prepare for living and studying in Melbourne or Brisbane, Australia. It should be read together with the OIHE Course Guide and Student Handbook, available on the Ozford website.

The information in this guide reflects current Australian legislation and policy for international students, including updated student visa requirements, work rights and living-cost expectations. Information is correct at the time of publication and may change.

We hope the information provided in the course guide and this Pre-enrolment Guide will enable you to make informed decisions about your studies in Australia. You are more than welcome to contact us if you have any further enquiries about studying at OIHE.

Section 1: STUDYING IN MELBOURNE & BRISBANE, AUSTRALIA

Melbourne is the capital of Victoria and is consistently ranked among the world's most liveable cities. It is known for its multicultural community, safety, high-quality education institutions, extensive public transport network and rich cultural life.

Brisbane is the capital city of Queensland and is known for its warm climate, affordable lifestyle, and friendly multicultural community. Brisbane offers excellent public transport, modern student facilities, and a growing international education sector.

International students make up a significant proportion of both Melbourne and Brisbane's student population, creating welcoming, inclusive and diverse environments for students from around the world.

Study Melbourne and Study Queensland

Study Melbourne provides arrival information, accommodation advice and student support services through its official website. The Study Melbourne Hub is a vibrant and welcoming space designed exclusively for international students living in Victoria. Established by the City of Melbourne, the Hub aims to improve the study experience of international students by offering support services, social activities and study spaces.

Whether you're seeking support, wanting to meet new friends, or simply looking for a quiet place to study, the Hub is your home away from home.

Website: www.studymelbourne.vic.gov.au

Study Queensland also provides support and information for international students living in Queensland, including accommodation guidance, student wellbeing support, events and information about living and studying in Brisbane.

Website: www.studyqueensland.qld.gov.au

Education Services for Overseas Students (ESOS) Act

The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Education, administers the ESOS Act and its associated instruments.

The Education Services for Overseas Students (ESOS) Act 2000 (the Act) and associated ESOS legislative framework govern:

- the [registration process and ongoing obligations of CRICOS registered providers](#)
- the [protection and support of international students studying in Australia](#)
- the [Tuition Protection Service \(TPS\)](#)
- provider monitoring, enforcement and compliance powers
- student reporting requirements through PRISMS
- education agent and recruitment activity obligations
- student record keeping and data reporting requirements.

Education Services for Overseas Students Regulations 2019

The [Education Services for Overseas Students Regulations 2019 - Federal Register of Legislation](#) (ESOS Regulations) support the implementation of the ESOS Act by setting out:

- information that must be entered on the register about the provider and each course by location
- student details that providers must include on the Provider Registration and International Student Management System (PRISMS)
- information about students that providers must give relating to student visa conditions
- penalties and infringement notices
- student records that a provider must keep.

National Code of Practice for Providers of Education and Training to Overseas Students

The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The standards set out requirements and procedures to ensure providers of education and training courses to international students can clearly understand and comply with their obligations under the National Code.

The National Code contains:

- A description of the principles and guidelines that underpin the National Code;
- A description of the roles and responsibilities of state and territory governments;
- Requirements for CRICOS-registered providers; and
- Standards for CRICOS-registered providers.

The standards for registered providers set out the obligations in delivering education and training to overseas students. These standards detail the specific requirements registered providers must meet and cover students during pre-enrolment, care for and support services to students, consumer protection for students and the student visa programme requirements.

Tuition Fee Protection

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

For more information, please see: www.tps.gov.au and <https://www.education.gov.au/esos-framework>

Section 2: ABOUT OZFORD INSTITUTE OF HIGHER EDUCATION

Ozford Institute of Higher Education (OIHE) has campuses in Melbourne and Brisbane, both conveniently located and easily accessible by public transport networks.

The Melbourne campus is located in the heart of Melbourne CBD, close to Flagstaff Station and Melbourne Central Station.

The Brisbane campus is located in Spring Hill, close to Brisbane's city centre and accessible via public transport services including buses and nearby train stations.

To contact us:

Melbourne Campus

Campus Location/Address: 333 Queen Street, Melbourne VIC 3000
Telephone: +61 3 8663 7188

Brisbane Campus

Campus Location/Address: 433 Boundary Street, Spring Hill QLD 4000
Telephone: +61 7 2115 7853

Email: info@ozford.edu.au

For more information visit our website: Ozford Institute of Higher Education

Admissions and Applications

OIHE course information including details of course duration, assessment methods, entry requirements, intakes, mode of study and tuition costs are listed on OIHE website.

The OIHE Admissions Policy is designed to admit students from a wide range of backgrounds who meet entry requirements and who are judged to have a good chance of completing the course into which they are admitted.

All successful applicants will receive an offer letter and acceptance agreement. Upon receipt of a completed *Student Acceptance Agreement* and payment, OIHE Admissions staff will issue a *Confirmation of Enrolment (CoE)* to international students.

International students must be 18 years of age prior to the commencement of OIHE courses.

OIHE Orientation Program

All new students to the OIHE are required to participate in the Orientation Program which is designed to assist students in transitioning to studies in Australia and with the Institute.

Information provided during orientation includes:

- Information on the social and cultural conventions associated with living in Melbourne
- Accommodation options.
- General information on student transition to Higher Education including advice on preparation and study expectations.
- Information on course structures.
- Staff introduction and contact details.
- Relevant policies and procedures (for eg: Enrolment, Support, Academic Grievances, Complaints and Appeals).
- Expectations relating to general and academic conduct, academic progress and assessment requirements.
- Fee related information and contacts for assistance with fee payment.
- Student visa requirements.
- Details of Student Services, Library resources and Academic Skills support.
- An introduction to the Learning Management System used to support student learning.
- A campus tour, safety and security arrangements including emergency evacuation procedure and fire safety.
- Other support and services available: counselling, emergency and health (medical), critical incident response, welfare, legal services, advocacy and grievance.
- International students Working in Australia - the National Employment Standards covered by the Fair Work System, overseen by the Fair Work Ombudsman

Students will be provided with a copy of Student Handbook during orientation.

Please bring your Passport, Offer letter and Confirmation of Enrolment (CoE) with you to the orientation program.

Orientation sessions are conducted at both Melbourne and Brisbane campuses.

Fees

Please refer to OIHE website on tuition fee and other fee information. Fees are reviewed annually and any changes will be communicated to students in advance in accordance with institutional policies and applicable regulatory requirements.. Students who encounter financial difficulties are advised to contact the Accounts office to discuss payment options.

*Oxford Institute of Higher Education Pty Ltd ACN 165 694 351 trading as Oxford Institute of Higher Education CRICOS
Provider No: 03429B.*

The refund policy is available on OIHE website:

<https://www.ozford.edu.au/policies-and-procedures/higher-education/>

Section 3: PREPARING FOR DEPARTURE

Airport Pick-Up and Accommodation

OIHE can arrange for students to be met and picked up at Melbourne Airport or Brisbane Airport upon arrival. Please inform the OIHE Admissions staff at least three working days in advance of your arrival if this service is required.

If you have requested airport pick-up, you will receive an Airport Pick-Up Notice before your departure containing your arrival instructions and contact details. Please display the notice at the airport meeting point and do not leave the airport until you have been picked up. Students are also encouraged to have an active SIM card, international roaming service, or Australian currency available to make phone calls in the event of an emergency.

OIHE can also assist students in arranging homestay accommodation. Students placed with a homestay family will generally receive full board accommodation for a set weekly fee. Living with a homestay family can be an enriching experience, allowing students to share cultural experiences, improve English language skills and adjust more comfortably to life in Australia. Students wishing to arrange homestay accommodation should notify OIHE at least two weeks prior to arrival.

Students who prefer to live independently may choose shared accommodation or private rental options in Melbourne or Brisbane. Shared accommodation generally ranges from approximately AUD \$200 – \$350 per week, while one-bedroom apartments may range from approximately AUD \$400 – \$550 per week depending on location and facilities.

Students are encouraged to research accommodation options carefully and understand all associated costs before arriving in Australia. Useful accommodation resources and support services are available through both Study Melbourne and Study Queensland websites.

Student Visa Information

International students normally study in Australia on a Student visa (subclass 500). The Genuine Student (GS) requirement applies to applications lodged on or after 23 March 2024.

Work rights allow up to 48 hours per fortnight during study periods.

Genuine Student (GS) Requirement

The Genuine Student (GS) requirement applies to student visa applications lodged on or after 23 March 2024 and replaces the former Genuine Temporary Entrant (GTE) requirement. Applicants must demonstrate that their primary purpose for coming to Australia is to study. The Department of Home Affairs assesses applicants through targeted questions in the visa application form rather than a separate written statement.

Please see the Department of Home Affairs website for more information.

As part of the student admissions process and in support of the Department's Genuine Student (GS) requirement, the OIHE Admissions staff may conduct a GS Interview with an applicant before an enrolment is confirmed. In the event an interview is required, the following topics may be discussed:

- a) the student's circumstances in their home country
- b) the student's potential circumstances in Australia
- c) the value of the course to the student's future
- d) the student's immigration history

Student Visa Conditions

There are mandatory and discretionary conditions that are attached to Student Visas. Some examples of the conditions are:

- You **cannot** work more than 48 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course).
 - **Note:** No work limits apply during recognised periods of vacation offered by your education provider. A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.
- You **cannot** undertake work until you have commenced your course in Australia. You **must** remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).
 - **Note:** a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- You **must** maintain adequate arrangements for health insurance during your stay in Australia.
 - **Note:** Under policy, this means that you must maintain Overseas Student Health Cover (OSHC) for the duration of your studies.
- You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia.
- You **must** notify your education provider of any change in your residential address within 7 days of the change.
- You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Please refer to website below for more details on Student Visa conditions:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Health Cover

Medical treatment in Australia can be very expensive so some form of health insurance is required.

As the holder of a Student Visa, you **must** maintain adequate arrangements for health insurance during your stay in Australia. This is a condition of your student visa.

Climate

Oxford Institute of Higher Education Pty Ltd ACN 165 694 351 trading as Oxford Institute of Higher Education CRICOS
Provider No: 03429B.

Melbourne has very changeable weather and is often described as experiencing “four seasons in one day”. Summers are generally warm to hot, while winters can be cool and windy. Average temperatures in Melbourne are:

November to April: Maximum 18°C – 38°C, Minimum 6°C – 11°C

May to October: Maximum 13°C – 19°C, Minimum 5°C – 9°C

Brisbane has a subtropical climate with warm, humid summers and mild, dry winters. Brisbane generally experiences more sunshine and warmer temperatures throughout the year compared to Melbourne. Average temperatures in Brisbane are:

November to April: Maximum 25°C – 32°C, Minimum 18°C – 22°C

May to October: Maximum 20°C – 27°C, Minimum 10°C – 17°C

Students are encouraged to prepare for seasonal weather conditions and bring suitable clothing for both warm and cooler temperatures.

Clothing

You will need to bring clothes for both summer and winter. Most Australians dress casually unless they are working or going to a formal party or job interview. You will need:

- light, comfortable clothing for the warmer months
- jumpers, jeans, jacket and boots for the colder months
- raincoat and strong umbrella, as weather conditions in Melbourne and Brisbane may vary throughout the year.

Cost of Living and Evidence of Financial Capacity

The Department of Home Affairs requires students to have enough money that is genuinely available to you to pay for your course fees, travel and living costs for you and your accompanying family members while you are in Australia.

You may need to provide specified documentary evidence of your financial capacity with your visa application.

As of 2026, the required fund for 12 month living cost for student or guardian AUD 29,710

Here is a list of common expenses:

- Rent /homestay fee
- Food and groceries
- Utilities such as electricity, gas and water
- \$50 - \$70 per week for lunch
- Transport cost

The figures above are indicative only and costs can vary significantly depending on individual living arrangements.

For further information, please refer to website below:

<https://studymelbourne.vic.gov.au/living-here/money-and-budgeting/cost-of-living-calculator>

<https://www.studyqueensland.qld.gov.au/live/living-expenses>

What to bring

- SIM card, international calling card or Australian coins to make phone calls
- about \$500 cash in Australian dollars for incidental expenses until you can open a bank account
- passport and visa
- letter of offer and CoE sent to you by OIHE
- receipt for payment of fees
- certified copies of personal papers including academic transcripts, educational or work qualifications you have already completed
- identification papers such as birth certificate, driver's license/international drivers permit
- credit cards
- official translations of important documents into English.

Social and Cultural Adjustment

Moving to a new place can be exciting and stressful at the same time. It is vital you stay flexible and open to new challenges to help you adapt more easily and quickly to a new environment.

Below are some ideas to assist you to adjust to a new country and new culture:

- Practise your English – If English is not your native language, make as many opportunities as possible to practise your English. Be patient. If you become tired and frustrated when practising, just take a deep breath and try again. It will take time to become confident and proficient in your speech.
- Ask for help – if there is something you don't understand, ask the OIHE staff, friends or family. It is important to seek out information to help with your transition.
- Think positive – maintain a positive attitude and outlook, be willing to learn and be open minded
- Introduce yourself to other students and staff in your course
- Get involved in social and recreational activities that will help you to meet people and make new friends
- Get out and explore - read local newspapers, watch local TV shows, listen to the radio or visit the local community centres/library.

Section 4: OIHE Facilities and Services

OIHE has been fitted out with modern furnishings and fittings. The resource centre has a wide range of online and physical resources. OIHE also has a student common area, where students can get to know one another and socialise amongst themselves. Other facilities/equipment include:

- high speed internet connection and free wireless network access in all common areas
- computer labs
- individual login and web mail accounts
- reading materials are available at the resource centre
- access to student lunch area with refrigerators and microwaves
- modern classrooms featuring furniture, fittings and learning resources

For further details, please visit the OIHE website.

Student Services and Information Desk

The Reception/ Student Services Desk is your first point of contact if you have any enquiries. The Student Services Officers are there to assist you in accessing our services.

Student Support Services

OIHE provide support to students to assist all students in achieving their full potential. We assist students with a wide range of issues including buying a mobile phone, employment, legal and financial issues, academic counselling, attendance concerns, recreation etc.

The Student Support Officer will refer students to the appropriate OIHE staff member if the matter is of a non-personal nature. Referrals to counselling services and other external providers will be made if deemed appropriate by the Student Welfare Officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external service will be paid by the student.

Section 5: OIHE Academic Information

Lectures and Tutorials

Generally, every subject has a two-hour lecture and one-hour tutorial class weekly - you will be advised of your timetable during orientation.

Learning Management System (Moodle)

When your enrolment has been confirmed you will be enrolled as a student user on **Moodle**. All your learning materials and other resources for each unit will be available on Moodle. It is important that you become familiar with Moodle as some assessment tasks, such as online quizzes will be administered by Moodle. Please consult your lecturer or tutor if you have any questions.

Academic Progress

OIHE seeks to support all students in achieving success in their studies and in reaching their potential. This may require a need for early intervention and support if students are identified as being at risk of not achieving success in their studies. Intervention strategies will be implemented to address individual student's needs.

OIHE has an obligation to maintain academic integrity by setting appropriate standards for students in completing their courses. The Institute will ensure that all students understand why academic integrity is paramount and plagiarism is not acceptable and the consequences of plagiarising the work of others.

Academic Support

Academic support including language, literary and numeracy is the responsibility of the students' lecturers and the Academic Team.

The **Course Coordinator** can help you or refer you to the appropriate personnel with the following:

- Academic Problems
- Course transfers

- Language and Literacy issues

OIHE does not outsource or have any arrangements with other providers to deliver any part of its courses.

Access to your records

Official reports are available every trimester. Upon completion of your studies, eligible students can apply to graduate. All graduands will receive an official testamur issued by OIHE. A letter of completion is available upon request.

Students who need to access their official academic records at other times are advised to fill in a Student Services Request Form available at the Student Services Desk.

Credit Transfer and Articulation

Credit transfer will be granted for previous learning which has been assessed as equivalent in learning outcomes, volume of learning, learning and assessment approaches and the approved content of the relevant course of study at the Institute.

Articulation agreements may be established with other selected education providers in order to build learning pathways for students to maximise opportunities for recognition of their prior studies. These agreements will create clear and expanding pathways to assist students who have previously successfully completed studies and who meet the relevant admission requirements.

For more information, please refer to the Credit Transfer and Articulation Policy available on the OIHE website.

Undertaking Additional Course of Education or Training

An international student in Australia on a student visa is permitted to undertake additional study (that is, a course of education or training) at the same time as the principal course for which they hold a student visa. Any course undertaken by a student visa holder must be registered on CRICOS. A Confirmation of Enrolment (CoE) is also required for any additional study in a course undertaken by an overseas student whilst in Australia on a student visa.

A student on a student visa who is seeking to undertake additional study should be aware of the requirements of their student visa and the need to:

- Remain enrolled in a registered course
- Achieve satisfactory course attendance, and
- Progress in their principal course of study.

Intake & Orientation Dates

OIHE offers multiple intakes throughout the year for students commencing studies at the Melbourne and Brisbane campuses. Students are encouraged to regularly check the OIHE Academic Calendar available on the website for important academic dates including intake commencement dates, orientation schedules, teaching periods, census dates, examination periods, term breaks and public holidays.

The Academic Calendar is updated regularly and provides important information to assist students in planning their studies and travel arrangements.

For more information, please refer to the OIHE website [Intake & Orientation Date](#)

Section 6: OIHE Policies and Procedures

All applicants are advised to read and understand the policies and procedures on our website particularly:

- Admissions Policy
- Credit Transfer & Articulation Policy
- Academic Progress Policy
- Academic Integrity Policy
- Student Grievances and Appeals Policy and Procedures
- Transfer Between Registered Providers Policy
- Refund Policy
- Refusal, Deferral, Suspension and Cancellation of Enrolment Policy
- Student Support and Services Policy
- Critical Incident Policy and Procedures
- Privacy Policy

These are available at the OIHE website.

Deferral, Suspension and Cancellation of Enrolment

OIHE acknowledges that students are able to initiate deferral, suspension or cancellation of their studies in certain limited circumstances as described in the policy. Students may also have their enrolment suspended or cancelled by the Institute due to misconduct or academic performance. Matters relating to academic performance are addressed in the *Academic Progress Policy* and the related appeals policies.

Please refer to Deferring, Suspending or Cancelling a Student's Enrolment Policy & Procedures for more details.

Section 7: Other Useful Information about Melbourne and Brisbane, Australia

Food

Most Asian products and most European foods products are readily available in Melbourne and Brisbane, and you do not need to bring these with you.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5 (purple), \$10 (blue), \$20 (orange), \$50 (yellow) and \$100 (green). Coins used are silver 5 cents, 10 cents, 20 cents and 50 cents, and gold \$1 and \$2 coins. Australian currency is the only legal tender in Australia.

Changing foreign currency is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

Customs and quarantine

Oxford Institute of Higher Education Pty Ltd ACN 165 694 351 trading as Oxford Institute of Higher Education CRICOS
Provider No: 03429B.

As Australia is an isolated continent and is relatively free from pests and diseases, there are very strict quarantine laws controlling the importing of food and plants.

Do not bring any plant or animal material into the country (e.g. mushrooms, fruit, Chinese herbs, pork, noodles, spices etc.) However, if you must bring any of these please remember, all food and plants you bring into Australia must be declared at customs.

For more information, please refer to the Department of Home Affairs website.

<https://www.homeaffairs.gov.au/Trav>

Electrical appliances

Electrical appliances operate on 240 volts. The Australian three pin plug is different to that in many other countries and will require an adaptor plug. Electrical appliances can be bought cheaply in Australia.

Useful links:

- Study Melbourne <https://www.studymelbourne.vic.gov.au>
- Study Queensland <https://www.studyqueensland.qld.gov.au/>
- Study in Australia <https://www.studyinaustralia.gov.au>
- Public Transport Victoria <https://www.ptv.vic.gov.au>
- Public transport Brisbane: <https://translink.com.au>
- Visit Melbourne <https://www.visitmelbourne.com.au>
- Brisbane City Council <https://www.brisbane.qld.gov.au/>
- Rental properties www.realestate.com.au
- Student Accommodation Options www.unilodge.com.au
- Department of Home Affairs and Student visas <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Disclaimer

Every effort has been made to ensure that the material in this handbook was correct at the time of publishing. Ozford Institute of Higher Education reserves the right to alter, amend or delete information on this handbook without notice.